



## Health Homes of Upstate New York

### WHAT IS HEALTH HOME CARE MANAGEMENT?

- A program fully paid by Medicaid that provides care management services to improve health outcomes for high-need Medicaid recipients:
- Addresses medical, behavioral health and social service needs
- Offers boots-on-the-ground care management
- No cost to Medicaid recipients or members of their care team
- Evidence-based, person-centered practices
- The Health Home Care Manager:
  - Oversees and coordinates access to all of the services a member requires
  - Supports care integration through effective communication with other providers



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### HOW CAN HEALTH HOME CARE MANAGEMENT HELP YOU AND YOUR PATIENTS?

- Offers an additional resource for your high-need patients
- Provides your patients someone to call and obtain assistance with concerns that are not medical in nature
- Coordinates a wide range of community supports
- Provides you with access to the Health Home Care Plan to keep you informed
- Assists the individual with improving their quality of life
- Adds value to the care you provide, making it easier for you to provide comprehensive, person-centered care
- Meets the high expectations of medical care providers:
  - Keeps you informed
  - Respects your critical role in supporting your patient's recovery and continued improved health
- Assists in achieving important outcomes:
  - Appointment adherence
  - Medication adherence
  - Quality Metrics
  - Health Reform Initiatives
  - Provides insights on Social Determinants
- **No charge to provider**

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## WHO IS ELIGIBLE TO RECEIVE HEALTH HOME SERVICES?



Health Homes support adults and children receiving Medicaid, and eligibility is based on meeting one of the following conditions:

- Living with HIV/AIDS (Adults and Children)
- Living with Sickle Cell Disease (Adults and Children)
- A Significant Mental Illness (Adults and Children)
- A Serious Emotional Disturbance (Children)
- Complex Trauma (Children)

OR

- Two or more chronic health conditions such as asthma, diabetes, heart disease, a mental health condition, or substance use disorder (Adults and Children)

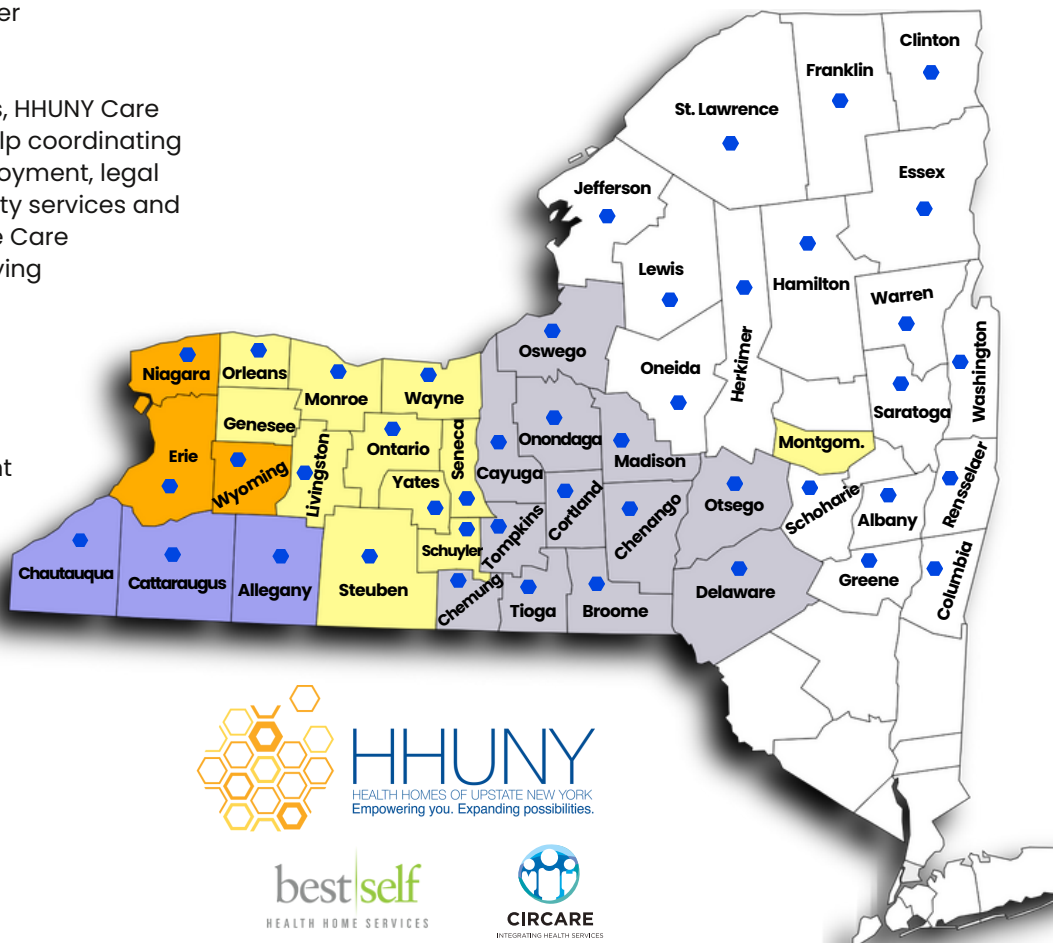
In addition to these chronic conditions, HHUNY Care Managers support those who need help coordinating their medical care, or accessing employment, legal services, housing, and other community services and supports. The services provided by the Care Managers are free of charge to qualifying Medicaid recipients.

-  BestSelf Health Home Services (Western New York)
-  Chautauqua County Department of Mental Hygiene (Southern Tier)
-  Circare (Central New York)
-  Encompass Health Home (Statewide)
-  Huther Doyle (Finger Lakes)

## HHUNY'S NETWORK

HHUNY and its affiliated Health Homes have connections and resources that span a 46-county network throughout New York State.

Care managers among more than 90 care management agencies collaborate with treatment providers, hospitals, health clinics, managed care organizations, housing and other community supports and service organizations to provide the best possible coordination of care.



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HHUNY MSO is a management services organization that provides administrative support to the HHUNY network which includes its affiliated Adult and Children's Health Homes.

For Information, please call **855-613-7659** or email us at **ASKHHUNY@HHUNY.ORG**