

What is a Health Home?

A “Health Home” is not a place. It is a group of health care and service providers that work together to ensure you get the care and services you need to stay healthy.

The Goal of the Health Home is to improve your physical health and emotional wellbeing by supporting your health and recovery.

Health Home Care Managers are trained to consider all of your needs. You will receive support in areas including housing, legal assistance, and becoming involved in social or community activities.

What we do?

Care Managers are caring individuals who talk with you about your goals, needs, and what will make your life meaningful.

They also know where to go and whom to talk with to make sure these needs are met as quickly as possible and that you have the support needed for recovery.

You and your Health Home Care Manager will develop a Plan of Care that, with your permission, gets shared with your Primary Care Doctor, Physicians, Mental Health counselors, and other service providers.

CNYHHN, Inc. Care Management Agencies?

ACR Health
Bridging the Gap Care Management
Building Blocks, LLC
CNYHHN, Inc. Care Management
Children’s Home/Care Coordination of
Northern New York
CREDO Community Center
HCR Care Management, LLC

Helio Health
ICAN
Mental Health Association in Jefferson Co.
Mohawk Valley Psychiatric Center
Presbyterian Residential Community
St. Catherine's Center for Children
St. Lawrence County Community Services
The ARC of Jefferson St. Lawrence

The Neighborhood Center, Inc.
The Salvation Army
Transitional Living Services of NNY
United Helpers Mosaic
Upstate Cerebral Palsy
Whitney Young

CNYHHN, Inc. Health Home Care Management services assist eligible individuals living in the following counties: Albany, Cayuga, Herkimer, Jefferson, Lewis, Madison, Oneida, Rensselaer County, Schenectady County, and St. Lawrence.

Who pays for Health Home Services?

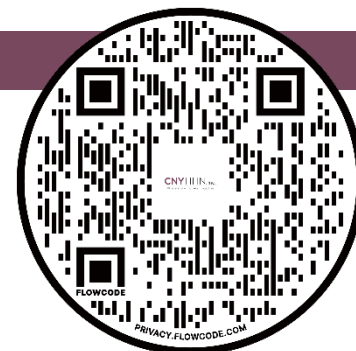
Medicaid pays for care management services for those who are eligible. It does not cost you anything to enroll.

What if I am a member of a Managed Care Organization?

Members of Medicaid Managed Care Organizations are eligible to receive Health Home Care Management. Once you complete the application and consent form, CNYHHN will contact your Managed Care Organization to let them know.

If you have questions or want more information about enrollment, call us toll-free at 1-855-784-1262.

We would be happy to assist you.



Frequently Asked Questions

What is a Health Home?

A “Health Home” is not a place; it is a group of health care and service providers working together to make sure you get the care and services you need to stay healthy. Once you are enrolled in a Health Home, you will have your own Care Manager. The Care Manager will work with you to set up a Care Plan and appointments and get the services you need to put you on the road to better health. This is Health Home Care Management.

How is it different from other Care Management?

Health Home Care Managers are trained to consider all of your needs. Therefore, you receive support in areas you may not have had assistance with before, including housing, legal assistance and becoming involved in social or community activities. The help you receive is driven by your goals and the needs you identify. Care Managers also help when you are in the hospital to make sure your needs at the time of discharge are met.

Who pays for Health Home services?

Medicaid and Medicaid Managed Care pays for Care Management services for those who are eligible. It does not cost you anything to enroll.

How do I know if I qualify for Health Home services?

If you are an adult and are eligible or have Medicaid or Medicaid Managed Care you may qualify for services if:

- You have 2 or more chronic medical or mental health conditions or
- 1 of the singly qualifying conditions
- To find out if you qualify, call the Health Home at: 1-855-784-1262

If you have a child 21 years old or younger that is eligible for or has Medicaid or Medicaid Managed Care, you may qualify for services if:

- You have 2 or more chronic medical or mental health conditions or
- 1 of the singly qualifying conditions
- To find out if your child qualifies, call the Health Home at: 1-855-784-1262

What are the advantages of being in a Health Home?

- You have one care manager who is coordinating your care and services.
- Your care manager can help you understand how to manage your health care and social needs
- You have a team of providers available to you for questions you may have
- Your care manager will make sure that your providers are talking to each other to help you stay healthy.

If you are not enrolled and have questions, call us toll-free at 1-855-784-1262. We would be happy to assist you.

What happens to my primary care doctor and mental health counselor?

You and your Health Home Care Manager develop a Care Plan that, with your permission, gets shared with your physician, counselor and other providers. The Care Plan allows all of your providers to support your goals.