



**BestSelf Health Home Services, a HHUNY affiliated Health Home
Serving Western 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

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
- **No charge to provider**

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

WHO IS ELIGIBLE TO RECEIVE HEALTH HOME SERVICES?

Health Homes support consumers receiving Medicaid who have chronic conditions including:

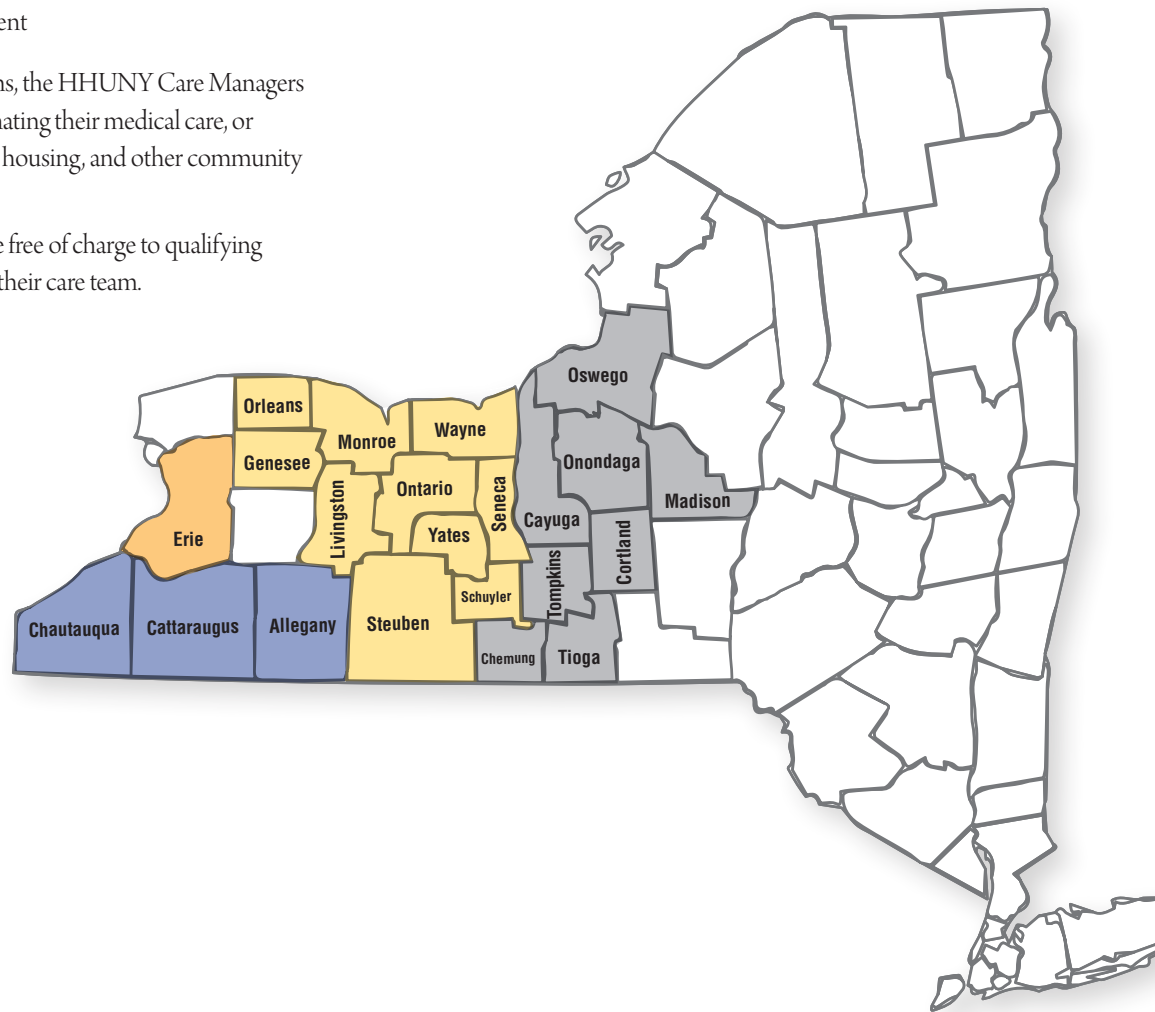
- Mental health conditions
- Substance abuse disorders
- Asthma
- Diabetes
- Heart disease
- AIDS/HIV
- Significant behavioral, medical or social risk factors which can be addressed through care management

In addition to these chronic conditions, the 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 of the Care Managers are free of charge to qualifying Medicaid recipients and members of their care team.

HHUNY'S NETWORK

HHUNY and its affiliated Health Homes have connections and resources that span a 22-county network throughout Western and Central New York, the Finger Lakes, and the Southern Tier. More than 1,000 care managers among 70 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.



Health Homes of Upstate New York (HHUNY) is a Management Services Organization providing practice management and administrative support services to affiliated Adult and Children Health Homes.

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