

Do I have to enroll in a Health Home?

No. Enrolling in the Health Home program is your choice. If you decide to enroll in the Health Home program, the Health Home care manager will help you manage all of your health care and social service needs. Once you enroll in the Health Home program, you may choose to disenroll at any time.

How do I enroll in a Health Home?

You can talk to your current service provider or you can contact a Health Home at any time to find out if you are eligible to enroll. You also may be referred to a Health Home by Medicaid, based on care and services you have already received. Or, you can be referred by your Managed Care plan, doctor, specialist, hospital emergency room or discharge planner, or Social Service District.

For more information, call the Medicaid Helpline toll-free line at **1-800-541-2831** or the New York State Department of Health's Health Home Line **518-473-5569**.

For a list of Health Homes in the county where you live or to receive services, please see the enclosed insert or go to **health.ny.gov/HealthHomesContacts**

Appointment information

Health home: _____

Appointment date and time:

_____ at _____ am/pm

Appointment is with:

Agency _____

Address _____

Phone # _____

The New York State

Health Home Program



Department
of Health

What is the Health Home program?

In New York State, many people get their health benefits through the Medicaid Program. Most people are generally healthy. However, others may have chronic health problems and can't find providers and services.

Without the right providers and services, it is hard for people to get well and stay healthy. New York State's Health Home program was created with these people in mind.

The goal of the Health Home program is to make sure its members get the care and services needed. This may mean fewer trips to the emergency room or, less time spent in the hospital. It could mean getting regular care and services from doctors and providers. Or, finding a safe place to live, and a way to get to medical appointments.

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. Some of the services may be:

- health care providers,
- mental health and substance abuse providers,
- medications,
- housing,
- social services (such as food, benefits, and locating transportation) or,
- other community programs that will support and assist you.

Is a Health Home right for you?

If you are a Medicaid recipient or believe you may qualify for Medicaid, think about the following questions:

- Do you have chronic or mental health conditions for which you need regular doctors care?
- Do you have a doctor you can see when you need to?
- How many times have you been in the emergency room or hospital in the past six months? Twelve months?
- Do you have a safe place to live?
- Do you have someone in your life to help you whenever you need help?
- Do you have difficulty keeping medical appointments?

Does it cost me anything to enroll?

No. Enrollment in the Health Home program is provided free of charge to you, if you are on Medicaid.