



Health Home Fact Sheet

What is a "Health Home"?

First, it is not a building. A Health Home is a group of health and community agencies that have agreed to work together to help people with many health issues get what they need to keep them healthier and safer in the community. Each person who joins gets a "care manager". A care manager will work closely with him/her to get the services he/she needs in his/her community. This service is being paid for through New York State Medicaid.

Why is this important for me?

You may be invited to join a Health Home if you have many health issues (including mental health), are having problems getting the care you need and are receiving Medicaid (either fee for service or in a health plan). If you are receiving special help (TCM, COBRA, MATS, CIDP), your care may already be changing to a Health Home. The Health Home care manager will work with you to understand what you need to stay healthy. You may need housing. You may need help getting enough food. You may need transportation. You may not have a primary care physician. You may have problems getting your medications or taking them. You may use the emergency room a lot or end up in the hospital often. Once the care manager knows what you need, he/she will work with you and the Health Home team to help you get those services and to teach you how to stay healthy.

What do I need to do?

If you are told that you can join a health home, make an appointment to meet with the care manager. The care manager will work with you to make a care plan. It is possible that the care manager will decide you are doing well and do not need this special help. Or you may decide it is not helpful to you. You will not lose any Medicaid benefits or services if you do not join. If you do join, you will work with your care manager and the team using the care plan to meet your health, safety and social needs.

If you have questions, please call the Medicaid Call Center at:

1-800-541-2831 (TTY 1-877-898-5849)

¿Necesita Ayuda? Llame al 1-800-541-2831