

Health Home Program

New York State has developed a set of free health home services for Medicaid members who meet certain behavioral or medical health criteria. The goal of the Health Home program is to make sure our members get the care and services they need. This may mean fewer trips to the emergency room or less time spent in the hospitals, getting regular care and services from doctors and providers, finding a safe place to live, and finding a way to get to medical appointments.



Who is eligible for the program?

Medicaid children and adult members who have two or more chronic conditions (e.g., substance use disorder, asthma, diabetes*) or one single qualifying chronic condition: HIV/AIDS, serious mental illness (SMI) (adults) or serious emotional disturbance (SED) or complex trauma (children).*

How do members enroll?

Eligible members are identified by EmblemHealth, health care practitioners, or entities such as inpatient facilities, supportive housing providers, foster care, schools, shelters, the criminal justice system, and family members. Member must agree to enroll.

How does the program benefit the member?

- Members are assigned to a Health Home and/or affiliated care management agency (CMA) and receive comprehensive care management with an assigned personal care manager.
- Provides help and encouragement in getting necessary tests and screenings.
- Provides assistance and follow-up when leaving the hospital and going to another setting.
- Provides referrals and access to community and social support services.

- Facilitates the flow of information to ensure continuity of care across providers and health care settings. Coordination, education, and support from the Health Home program can improve health outcomes.

How can you support members/your patients in the program?

- Members may provide authorization for you to speak with their assigned personal care manager.
- Review and address member gaps in care.
- Refer members to community resources and other EmblemHealth programs from which they could benefit.

How long is the program?

There is no limit on program length. It is voluntary, and the member can opt out at any time. The Health Home program can also graduate the member if they have met their goals.

How do I find out more?

For more information and/or for your referrals, call Customer Service at **866-447-9717** (TTY: **711**). Customer Service is available seven days a week (excluding major holidays), 8 a.m. to 8 p.m.

* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to emblemhealth.com/providers/manual/health-promotion-and-care-management, under the "Care Management Programs" drop-down, at the bottom.

