



## Health Homes 101

Navigating the current health care system can be difficult for relatively healthy Medicaid recipients and even more so for enrollees who have high-cost and complex chronic conditions that drive a high volume of high cost inpatient episodes.

Appropriately accessing and managing services through improved care coordination and service integration is essential in controlling future health care costs and improving health outcomes.

### What is a Health Home?

A Health Home is a care management service model whereby all of an individual's caregivers communicate with one another so that all of a patient's needs are addressed in a comprehensive manner. This is done primarily through a "care manager" who oversees and provides access to all of the services an individual needs to assure that they receive everything necessary to stay healthy, out of the emergency room and out of the hospital. Health records are shared among providers so that services are not duplicated or neglected.

Health Home services are provided through a network of organizations – providers, health plans and community-based organizations. When all the services are considered collectively they become a virtual "Health Home."



Children's Health Home  
of Upstate New York



The Resource Center's Counseling and Psychiatric Services has served our community by providing mental health options for over twenty years. We use the most effective evidence-based approaches and are dedicated to finding you help. At The Resource Center, we treat every person with a holistic approach to care. The goal is to ensure that individuals served within our programs are given every opportunity to improve their lives and contributions to society.

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**Children's Health Home  
of Upstate New York**

*Family Driven Care Management Services*

CHHUNY (Children's Health Homes of Upstate New York, LLC) is an independent entity created by 20 of Upstate New York's leading child and family agencies to establish a Children's Health Home. Over 120 local agencies from Western New to the Hudson Valley have joined CHHUNY's network. CHHUNY uses a model of care management based upon the belief that every family has strengths and that families are the natural and most effective drivers of their care.

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## Family Driven Care Management Services

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## Who is Eligible to be in a Children's Health Home?

Children from birth to age 21 must be enrolled in Medicaid and have two or more chronic health conditions OR one single qualifying condition:

- Could benefit from this level of care management
- HIV/AIDS
- Severe Emotional Disturbance
- Complex Trauma

The Resource Center has experts on staff that will be happy to work with you to determine if a child is eligible.

## What does a Children's Health Home Do?

Through a Care Manager at The Resource Center, a Children's Health Home provides:

- Comprehensive Care Management
- Care Coordination and Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support
- Referral to Community and Social Support Services

## Who is CHHUNY?

The Children's Health Home of Upstate New York, LLC (CHHUNY) is an independent entity created by 20 of Upstate New York's leading child and family agencies to establish a children's Health Home. Over 120 local agencies from Western New to the Hudson Valley have joined CHHUNY's network. CHHUNY uses a model of care management based upon the belief that every family has strengths and that families are the natural and most effective drivers of their care. This model also ensures that families have "voice and choice," at every stage in the care management process.

The Resource Center is part of the CHHUNY network of Care Management Agencies.



# Why should families want to enroll their children in a Health Home?

At The Resource Center, we understand caring for your child can be a complicated and often exhausting experience. In response to the needs of the families we serve, we are proud to have joined together with the Children's Health Home of Upstate New York (CHHUNY) to provide Care Management Services that put your family first.

## Key Point of Contact

We understand families spend countless hours on the phone being transferred from department to department trying to get critical answers and information regarding your child's services. When you enroll in a Health Home, your Care Manager becomes your key point of contact in managing the services for your child.

## Service Coordination

Critical to a healthy child is ensuring each service provider works together and always in the best interest of the child. A family's Care Manager will have access to information on each service their child is receiving, enabling them to stay in constant communication and eliminating redundancy of service. The vast network also provides linkages to related services such as Adult Health Homes and many more.

## Compassion

Our Care Manager is an independent position that works for you. Following the CHHUNY model of care, this position strives to learn about the unique needs of each family and work with them to make the most appropriate decisions for the family.

## Advantages of the CHHUNY Network

Families have the choice to select from a number of approved Children's Health Homes authorized by the New York State Department of Health. The CHHUNY network, of which The Resource Center is a member, is New York State's largest and serves 54 of the 61 counties in New York State. This large network not only gives families access to the largest list of providers and care managers, but the services can travel with you.

***To refer a family to a Children's Health Home or for more information, please contact The Resource Center at 716.485.7224.***