



## DRAFT

# Health Home Consent Frequently Asked Questions (FAQ) For Use with Children and Adolescents Under 18 Years of Age

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**Instructions for the Care Manager:** This form should be given to children and adolescents who are less than 18 years of age and who are eligible to enroll in a Health Home, and to their parents, guardians or legally authorized representatives. This form should be reviewed with them prior to completion of Forms A and B. However, children and adolescents who are parents, pregnant, and/or married, and who otherwise are capable of consenting, should not be given this form. They should be given the *Health Home Patient Information Sharing Consent* form (DOH 5055) to review and complete.

### 1. What is the Health Home Program?

The goal of the Health Home program is to make sure you get all of the care and services you need to be healthy. Maybe it's been hard for you to find the right doctor. Or, maybe you have been in the hospital or emergency room recently. The **Health Home** program has people who can help. These people are called "care managers". As a member of the Health Home program, you will have your own care manager.

Your care manager makes sure you have the services you need such as:

- appointments with healthcare providers (such as doctors, nurses, nutritionists, counselors, mental health providers, substance abuse providers),
- medications,
- a safe place to live,
- insurance to pay for your care and services, and/or
- transportation to your appointments.

Your care manager works with you to set up a care plan. A care plan lists all of your needs, your goals for each need, and what providers and services you need to reach your goals. All the people and services involved in your care plan become your Health Home "team". To get everything you need, your team must talk to each other and share your health information.

Your care manager is always there to help and answer all of your questions.

### 2. How do I qualify for a Health Home?

To be in a Health Home, you must:

- have one single qualifying condition or two or more chronic medical conditions
- need a Care Manager to help you get your care and services
- have Medicaid

### 3. What are the advantages of being in a Health Home?

- You have one care manager who is coordinating your care and services
- Your care manager can help you understand how to manage your healthcare and social needs
- You have one person available to you for questions you may have
- Your care manager will make sure that your providers are talking to each other to help you stay healthy

### 4. How do I enroll in a Health Home?



Your parent, guardian, or legally authorized representative enrolls you in a Health Home by signing a consent form (Form A).

For the purpose of enrollment, a legally authorized representative is a person or agency authorized by state, tribal, military or other applicable law, court order or consent to act on your behalf in making health care decisions.

## 5. Where does my health information come from?

Remember, it is important for all the people in your Health Home team to be able to talk to each other. This means they will need to share your health information.

Your health information comes from places and people that gave you health care or health insurance in the past. These may include hospitals, doctors, pharmacies, laboratories, health plans (insurance companies), the Medicaid program, dentists, and other groups that share information.

## 6. What do we mean by “sharing” your health information?

People who are able to share your health information can:

- get,
- see,
- read,
- discuss, and
- copy your health information as allowed by law.

## 7. Who can share my health information?

Your parent, guardian, or legally authorized representative will decide who shares your health information. For the purpose of sharing health information, a legally authorized representative is a person or agency authorized by state, tribal, military or other applicable law, court order or consent to act on behalf of a person for the release of medical information.

In some situations, the law lets you decide who can share your health information. Here are some situations where you have control over your health information and who gets to share it:

- Family planning
- Emergency contraception
- Abortion
- Sexually Transmitted Infection Testing and Treatment
- HIV testing
- Prenatal Care, Labor/Delivery
- Drug and Alcohol Treatment
- Sexual Assault Services
- Mental Health Services - if you are over the age of twelve, your clinician may ask you before releasing information

New York State also has access to your health information because it pays for your Medicaid services. New York State may use your health information to learn more about the Health Home program to make changes and improve it.

## 8. What laws and rules cover how my health information can be shared?



# Department of Health

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These laws include New York Mental Hygiene Law Section 33.13 and 33.16, New York Public Health Law Article 27-F, and federal confidentiality rules, including 42 CFR Part 2 and 45 CFR Parts 160 and 164 (which are the rules referred to as the Health Information Portability and Accountability Act (HIPAA)).

## 9. What if a person uses my health information and I didn't agree to let them use it?

If this happens, you can:

- call \_\_\_\_\_ at \_\_\_\_\_ ,
- call one of the Participating Partners/Providers you have said can see your records,
- call the Office of Civil Rights: 1-800-368-1019, or
- submit a written complaint at: <http://www.hhs.gov/ocr/civilrights/complaints/>

## 10. Do I have to pay to be in a Health Home?

No. The Health Home program is provided by Medicaid.

## 11. Am I required to be in a Health Home?

No, you are not required to be in a Health Home.

## 12. If I don't enroll in a Health Home, will I still be able to get health services?

Yes. You can still see your doctors and providers, get health services, and keep your health insurance.

## 13. If I enroll in a Health Home today, can I leave the Health Home at any time?

Yes. You can change your mind at any time and withdraw from the Health Home. Your parent, guardian, or legally authorized representative will need to agree and sign the Withdrawal of Consent Form. If you withdraw from the Health Home, you can still see your doctors and providers, get health services, and keep your health insurance.

## 14. If I don't enroll in a Health Home today, can I change my mind later?

Yes. You can enroll at any time.

## 15. If I have questions about the Health Home Program, I can contact:

\_\_\_\_\_ from \_\_\_\_\_ at \_\_\_\_\_.  
(Name of Care Manager) (Name of CMA) (Phone Number)