

Health Home Member  
Consent Form  
Key Concepts & FAQs

## Key Concepts

- All Health Home members must sign a Patient Consent Form to officially activate enrollment/participation in the Health Home program.
- The member signature must be secured by a designated Health Home in order for Medicaid members to authorize full access to their personal data on health care for the purpose of the Health Home providing care management.
- Health Home participation is not mandatory but individuals are strongly encouraged to participate. The Health Home model is designed to benefit the individual as a whole and not merely treat their chronic condition.
- Existing Targeted Case Management programs are converting to Health Homes. Members already enrolled in one of these programs (TCM, COBRA, MATS, CIDP) must sign this form to continue their care management.
- A member may withdraw their consent at anytime by submitting a Withdrawal of Consent Form to one of the Health Home partners.

## Frequently Asked Questions (FAQ)

**1) Q. Are all members required to sign this form?**

**A.** In order for anyone to participate in a Health Home the Consent Form must be signed.

**2) Q. What does the Consent Form do?**

**A.** A member who signs the consent form officially agrees to participate in a Health Home and thereby authorizes all Health Home partners involved in their care to access their personal health information.

**3) Q. Does a new Consent Form need to be signed if a member changes Health Homes?**

**A.** Yes.

**4) Q. If a member no longer wants to be in a Health Home, how can they remove their consent?**

**A.** To remove consent, a Withdrawal of Consent Form must be signed.

**5) Q. When is Health Home activation?**

**A.** As soon as the Consent Form is signed.

**6) Q. Is all health information protected?**

**A.** Yes, health information is private and is only used by providers and care managers to provide better care. Under New York State and U.S. laws and rules, it cannot be given to anyone who is not involved in the member's care.

**7) Q. Is another Consent Form needed if the member goes to a different provider?**

**A.** Health Home assignment does not impact where or from whom members can seek care. But, if a member goes to a provider that is not already one who participates in the Health Home partnership and is not listed on the consent form then an addendum to the consent form should be signed so the Health Home can include that provider for the purpose of care management.

**8) Q. Will this document limit the providers a member can visit?**

**A.** As long as a provider participates in the NYS Medicaid program, and for managed care members participates in their plan, a member can receive services from that provider. The Health Home program does not determine the providers a member can visit for services.

**9) Q. Must lead Health Homes list all the partners on the Consent Form?**

**A.** Yes, all the partners (by agency, organizational name and managed care plan) must be listed on the Consent Form. If new partners are added, members in the Health Home that will be using new partners should sign an addendum to their Consent Form. New partners should be added to the Health Home partnership list for incoming new member consents.

**10) Q. Can the member select which Health Home partners can share their health information?**

**A.** The member must consent to the entire Health Home, but the only Health Home members authorized to get members' health information are those involved in the members care.

**11) Q. Does this form supersede and replace all of the other consents (OMH11, DOH5032, and DOH2557)?**

**A.** It replaces all but the Medicaid Access NY form.