

## Health Home Serving Children (HHSC) Fact Sheet

### **What is a Health Home (HH)?**

A Health Home is not a place, it is a Medicaid service that can help support the child/youth and their family. A Health Home Care Manager works as a team with the child/youth, their family and service providers to help a child/youth receive the care and services they need to stay healthy.

### **The HHSC Program is for Children and Youth Who May:**

- Go to the Emergency Room or hospital a lot
- Have behavior issues that impact their daily routine, for example suspended from school
- Have many difficult medical needs
- Missed school a lot when they're sick or having behavior issues
- Have a recent psychiatric admission
- Have a parent or caregiver who feels stressed or overwhelmed
- Have no supports or difficulty connecting to needed professionals or services

### **Who Is Eligible?**

The child/youth must be under the age of 21 and have:

- Current Medicaid or able to qualify for Medicaid; and
- Have chronic health, medical, and/or mental health conditions which need a doctor's care

### **What Is a Care Manager (CM)?**

With Health Home, you choose your care management agency. Your Care Manager will learn all they can about the child/youth and their family's unique needs. Your Care Manager works with you to develop the child/youth's Plan of Care and connect you to the right services. The Plan of Care is the map of services the child/youth needs to help put them on the road to better health.

### **What Does a Care Manager Do?**

Comprehensive Care Management

- Talk with the child/youth and family about their goals
- Work with the child/youth and family on the Plan of Care to meet the child/youth's needs
- Help determine other needs and available services to assist the child/youth

Care Coordination and Health Promotion

- Talk with everyone who works with the child/youth to make sure they work together
- Help make appointments and follow up after appointments

Comprehensive Transitional Care

- Help with health care and preventive care needs
- Help the child/youth move from one medical provider, service, or program to another Family Support
- Help make sure the child/youth and family have the needed social, professional, and service supports
- Help caregivers learn how to manage their child's health care needs

Referral to Community and Social Supports

- Help connect the child/youth to community programs, events, and services
- Connect the child/youth to programs that interest them to develop life skills

### **Reach out and find a Health Home that serves your county -**

[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/) or email

[hhsc@health.ny.gov](mailto:hhsc@health.ny.gov)

