



**Department
of Health**

Medicaid
Redesign Team

Health Home Bi-Weekly Webinar

Health Home Website Redesign

August 23, 2017

Presentation Overview

- Introduction to the New Health Home Website Design
 - ✓ Why Redesign
 - ✓ Goal of Redesign
 - ✓ New Features
- Live View of New Website
- Implementation Considerations
- Special Attention

Why Redesign the Website?

Hard to navigate and locate information

Large volume of information

Health Home Program is growing

Goal of the Website Redesign

Restructure navigation bar

Make website user friendly

Designate areas for new
Health Home initiatives

New Website Features

Department of Health
Individuals/Families Providers/Professionals Health Facilities Search

Medicaid Health Homes You are Here: [Home Page](#) > [Medicaid Health Homes](#) > Medicaid Health Homes

Medicaid Health Homes

Health Homes for Medicaid Enrollees with Chronic Conditions

New York's Medicaid program serves over 5 million enrollees with a broad array of health care needs and challenges. While the majority of Medicaid enrollee population groups who have complex medical, behavioral, and long term care needs that drive a high volume of high cost services including inpatient and...

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 c the Medicaid population. Appropriately accessing and managing these services, through improved care coordination and service integration, is essential in c

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 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 community-based organizations. When all the services are considered collectively they become a virtual "Health Home."

Health Home Quick Links

- [Eligibility Process, Policy and Chronic Conditions](#) (PDF)
- [Health Home Eligibility and Individuals \(Adults and Children\) with Intellectual and Developmental Disabilities](#) (PDF)
- [Updated Billing Guidance](#) For dates of service May 1, 2016 and after
- Health Home [Member Brochure](#) (PDF)
- Health Home [Provider Manual](#) (Billing Policy and Guidance)
- Health Home [QMART](#)
- A [Map](#) of Health Homes by County
- [TCM and Health Homes](#)
- Health Home [Standards and Requirements](#) for Health Homes, Care Management Providers and Managed Care Organizations (PDF)
- Guidance from NYS to Health Homes on [Protecting Personal Health Information](#) (PHI) (PDF)
- Health Home and Managed Care [Organization Workgroups](#)
- Health Home [Quality Measures](#)
- Health Home [Redesignation Process and Tools](#)

Before

Department of Health
Individuals/Families Providers/Professionals Health Facilities Search

Medicaid Health Homes You are Here: [Home Page](#) > [Medicaid Health Homes](#) > Medicaid Health Homes - Comprehensive Care Management

Medicaid Health Homes - Comprehensive Care Management

In New York State, many people get their health benefits through the Medicaid Program. Most people are generally healthy, however, others may ha 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 serv

[Expand All](#) [Collapse All](#)

- + [What is a Health Home?](#)
- + [Am I Eligible for Health Home Services?](#)
- + [Find a Health Home](#)
- + [History of the Health Home Program](#)

After

Department of Health
Individuals/Families Providers/Professionals Health Facilities Search

Medicaid Health Homes You are Here: [Home Page](#) > [Medicaid Health Homes](#) > Medicaid Health Homes - Comprehensive Care Management

Home

[Find a Health Home](#)

[Frequently Asked Questions](#)

[Health and Recovery Plan \(HARP\)/Managed Care Transition](#)

[Health Homes Serving Children \(HHSC\)](#)

[HHSC Children's Medicaid System Transformation](#)

[Health Homes Serving Individuals with Intellectual and/or Developmental Disabilities \(HHIDD\)](#)

[Lead Health Home Resource Center](#)

[Managed Care Organizations](#)

[Medicaid Analytics Performance Portal \(MAPP\)](#)

[Performance Management](#)

[Policy and Standards](#)

[Reimbursement/Billing](#)

[Special Populations](#)

Contact Us

[E-mail the Health Home Program](#)

Health Home LISTSERV

[Sign up now to receive Health Home e-mail updates](#)

Search

Search Medicaid Health Homes:

Same Website Address New Look!

New Website Features Streamlined Navigation Bar

Old
Navigation Bar =
24 sections



New
Navigation Bar =
14 sections

Medicaid Health Homes

- Home
- Find a Health Home
- Frequently Asked Questions
- Health and Recovery Plan (HARP)/Managed Care Transition
- Health Homes Serving Children (HHSC)
- HHSC Children's Medicaid System Transformation
- Health Homes Serving Individuals with Intellectual and/or Developmental Disabilities (HHIDD)
- Lead Health Home Resource Center
- Managed Care Organizations
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new

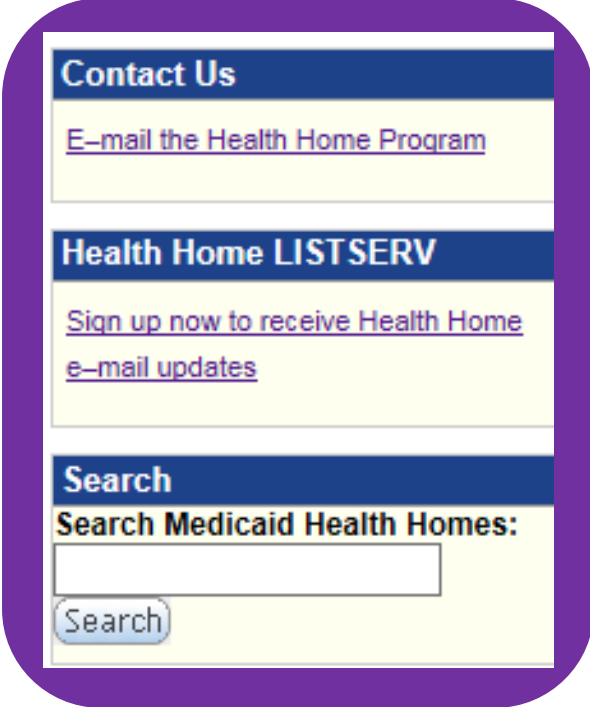
New Website Features

Streamlined Navigation Bar (continued)

Old Navigation =
Long sub-
navigation bar



New Navigation =
Quick contact and
search



The screenshot shows a vertical navigation bar with three main sections, each with a dark blue header and a light yellow background. The first section is titled "Contact Us" and contains a link "E-mail the Health Home Program". The second section is titled "Health Home LISTSERV" and contains a link "Sign up now to receive Health Home e-mail updates". The third section is titled "Search" and contains a search box with the text "Search Medicaid Health Homes:" and a "Search" button.



New Website Features

Expandable Bars

Expand All

Collapse All

- + What is a Health home?
- + Am I Eligible for Health Home Services?
- + Find a Health Home
- + History of the Health Home Program




New Website Features

Expandable Bars (continued)

[Expand All](#)[Collapse All](#)

+ What is a Health home?



A 'Health Home' is **not** a physical place; it is a group of health care and service providers working together to make sure you get the care and services you need to stay healthy. Once you are enrolled in a Health Home, you will have a care manager that works with you to develop a care plan. A care plan maps out the services you need, to put you on the road to better health. Some of the services may include:

- Connecting to health care providers,
- Connecting to mental health and substance abuse providers,
- Connecting to needed medications,
- Help with housing,
- Social services (such as food, benefits, and transportation) or,
- Other community programs that can support and assist you.

[Health Home Member Brochure](#) (PDF)

+ Am I Eligible for Health Home Services?

+ Find a Health Home

+ History of the Health Home Program



New Website Features

Expandable Bars (continued)

Expand All

Collapse All

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New Website Features

Individual Health Home Contact Pages

- Each Health Home has its own contact page
- Contact updates should be submitted through the “Contact Us” form available on the website. Select the following subject:

Email Health Homes

If you have multiple questions which relate to multiple topics found in the drop down list, *submit the* Questions and/or comments regarding New York’s implementation of health homes should be sut


Fields marked * are required.

Subject*: - Select One -

Please zip r

Submit

- Organization Demographics/Contacts
- Performance Measurement
- Provider Enrollment/Provider and Network Partner Name Changes/NPI
- Redesignation
- Timely Payment Issues
- Webinar/Meeting



Medicaid Health Homes

**NEW!
WEBSITE!**



Implementation Considerations

- This is an ongoing process and changes will continue
 - Minor changes will occur without notification to the network
 - Large changes will be noted on the website or through listserv
- A cross walk document will be posted on the home page to assist in the transition from old to the new

Special Attention!

- Policy Manual Under construction – check page frequently
- New Lead Health Home Resource Center – one stop shop
- Archived Documents – will be ironing out how to differentiate current documents from archived documents when utilizing search engines
- Webinars – researching option to include search function

NEW WEBSITE GOES LIVE

September 11



Any Questions?

