



## Health Homes

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."



# VANDERHEYDEN

Giving new life to youth, adults and families since 1833  
•Family Focused •Trauma Informed •Community Based

Vanderheyden is a licensed human services agency recognized as a premier youth, adult and family agency in the Capital Region, serving over 500 individuals and families each year. For more than 180 years, we have been changing lives to save lives by providing services to youth and adults in New York State who have been abused, neglected or abandoned; emotional, academic and behavioral challenges; developmental disabilities. We are licensed by the NYS Office of Children & Family Services, the Office for People with Developmental Disabilities, and the State Education Department, to provide residential, educational, and community based services. We are a Sanctuary certified agency.

[www.vanderheyden.org](http://www.vanderheyden.org)



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*Family Driven  
Care Management Services*

A service provided by  
**VANDERHEYDEN**

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**[bpiccolo@vanderheyden.org](mailto:bpiccolo@vanderheyden.org)**

## Who is Eligible for Services?

Children from birth to age 21 must be enrolled in Medicaid, and have either two chronic health conditions, for example: Asthma, Diabetes, Cardiac Disorder, Cardiovascular Disease, Alcohol or Substance Abuse, Mental Health Condition, Respiratory Disease, or Obesity BMI>25

OR one single qualifying diagnoses:

- HIV/AIDS
- Serious Emotional Disturbance (SED)
- Complex Trauma

**VANDERHEYDEN** has experts on staff that will be happy to work with you to determine if a child is eligible.

## What are the benefits of a Care Manager?

Through a Care Manager at **VANDERHEYDEN**, a Children's Health Home provides:

- Assistance in making sure a child obtains appointments with doctors, dentists, mental health providers or specialists and will remind the family of appointments
- Increased attendance at appointments
- A focus on prevention
- A person-centered approach to keep a child healthy and safe
- Discussions with family and those involved about how to understand the child's needs
- Assistance with adherence to medical plans
- Guidance, available on call 24/7

**VANDERHEYDEN** has joined together with the Children's Health Home of Upstate New York (CHHUNY) and the Central New York Health Home Network (CNY HHN) to provide Care Management Services.



## Why do families enroll their children in a Health Home?

At **VANDERHEYDEN** we understand caring for a 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) and the Central New York Health Home Network (CNY HHN) to provide Care Management Services that put the 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 the child's services. When one enrolls in a Health Home, the Care Manager becomes the key point of contact in obtaining the answers one needs.

### Service Coordination

Critical to a healthy child is ensuring each service provider works together in the best interest of the child. A family's Care Manager will have access to information on each service the child is receiving, enabling you 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. You will benefit from an ongoing planning process with the family. The support of the Care Manager is available 24/7.

### Compassion and Experience

Our Care Manager is an independent position that *works for the family*. Following the Health Home 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.

**To refer a family to a Children's Health Home, or for more information, please contact *Brittany Piccolo* (518) 833-4951; [bpiccolo@vanderheyden.org](mailto:bpiccolo@vanderheyden.org)**