



# What Is a Health Home?

The Medicaid Health Home program is a free care management program offered by the New York State Department of Health to help eligible people stay as healthy as they can. A “Health Home” is not a physical place; it is a group of health care providers led by a Care Manager working together to make sure you get the care and services you need to stay healthy. You don’t have to change your doctors or health benefits to join. The program is completely voluntary, which means joining is your choice, and you can leave the program at any time.

## HOW TO ENROLL

Call us at **855-283-2146** (TTY: 711) for more information on how to enroll in the Health Home Program.

Our hours are 8 a.m. to 6 p.m., Monday through Friday.

You can also send us an email at **healthhomememberinquiry@emblemhealth.com**.

Our Health Navigator will be happy to help.

## Who is eligible for a health home?

Health Homes are for children and adults with Medicaid who have:

- Two or More Chronic Conditions\* OR
- One Single Qualifying Chronic Condition:
  - Serious Mental Illness
  - HIV/AIDS
  - A Health and Recovery Plan (HARP)
  - Sickle Cell Anemia (adults and children)
  - Serious Emotional Disturbance or Complex Trauma (children)

\* Chronic conditions include but are not limited to mental health, substance abuse, asthma, diabetes, heart disease and being overweight.

## What services do health homes provide?

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 help improve your health. Some of the services may include:

- Housing-related support
- Resources to access food
- Transportation to appointments
- School-related services
- Care coordination
- Help to find the right doctor
- Peer advocates who have been through what you are going through
- Home and Community Based Services (HCBS)

## Is there a cost to joining a health home?

No. Joining a Health Home and being paired with a Care Manager is free for Medicaid members who qualify.



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