



Health Homes 101

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 ensure 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."

NORTHERNRIVERS

Founded where the Mohawk and Hudson meet, like the rivers that shaped our region, Northern Rivers Family of Services helps change lives by shaping the future of those we serve throughout the Capital Region and beyond. Northern Rivers is a family of human services agencies that work together and are committed to helping children, adults, and families.

Formed in 2012, Northern Rivers is the parent organization to Northeast Parent & Child Society (founded in 1888 in Schenectady), Parsons Child & Family Center (founded in 1829 in Albany), and Unlimited Potential (founded in Saratoga Springs in 1979). Together we serve more than 18,000 children, adults, and families in more than 40 counties in New York state who struggle with abuse, neglect, trauma, mental health challenges, educational difficulties, career training and employment, and service navigation through an innovative continuum of home, clinic, school, and community-based services, vocational rehabilitation, supported employment, and senior-supporting programs that provide person-centered, trauma-informed innovative solutions to ensure clients live their best lives.

With a 1,400-strong workforce and informed by our nearly 200-year heritage, our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

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**Children's Health Home
of Upstate New York**

Family Driven Care Management Services



**Family Driven
Care Management Services**

A service provided by Northern Rivers Family of Services

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Who is eligible to be in a Children's Health Home?

Children from birth to age 21 must be enrolled in Medicaid and meet eligibility criteria by having two or more chronic health conditions or one of the following single qualifying conditions:

- HIV/AIDS
- Serious emotional disturbance
- Complex trauma
- Sickle cell disease

Potential enrollees must also demonstrate that they would benefit from Health Home Care Management Services. Northern Rivers has experts on staff who will work with you to determine if your child is eligible.

What does a Children's Health Home do?

Through a Care Manager at Northern Rivers, a Children's Health Home provides:

- Comprehensive care management
- Care coordination and health promotion
- Comprehensive transitional care
- Individual and family support
- Referral to community and social support services

What is CHHUNY?

The Children's Health Home of Upstate New York, LLC (CHHUNY), is an independent entity created by 19 of Upstate New York's leading child and family agencies to establish a children's Health Home. Over 100 local agencies from Western New York to the Hudson Valley have joined CHHUNY's network. CHHUNY uses a model of care management based upon the belief that every family has strengths and that families are the natural and most effective drivers of their care. This model also ensures that families have "voice and choice" at every stage in the care management process.

Northern Rivers is part of the CHHUNY network of Care Management Agencies.



Why should families want to enroll their children in a Health Home?

At Northern Rivers, we understand caring for your 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) to provide Care Management Services that put your 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 your child's services. When you enroll in a Health Home, your Care Manager becomes your key point of contact in managing the services for your child.

Service Coordination

Critical to a healthy child is ensuring each service provider works together and always in the best interest of the child. A family's Care Manager will have access to information on each service their child is receiving, enabling them 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.

Compassion

Our Care Manager is an independent position that works for you. Following the CHHUNY 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.

Advantages of the CHHUNY Network

Families have the choice to select from a number of approved Children's Health Homes authorized by the New York State Department of Health. The CHHUNY network, of which Northern Rivers is a member, is New York State's largest and serves 54 of the 61 counties in New York State. This expansive network not only gives families access to a long list of providers and care managers, but the Care Management services can also travel with a family if they move.

To refer a family to a Children's Health Home or for more information, please contact:

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