



Care Management

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*Services are available
Monday through Friday with
appointments scheduled to
accommodate school and
work commitments.
For information, contact:*

ADULT HEALTH HOME CARE MANAGEMENT

MEGAN HEINBACH

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CHILDREN'S HEALTH HOME CARE MANAGEMENT

RHONDA ARMOUR

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*These services are provided by
Northern Rivers Family of Services
and member agencies.*

In order to help children, adults, and families get the most out of a complex healthcare system, Northern Rivers provides comprehensive Care Management services to Medicaid participants enrolled in a Health Home. Care Management ensures that every client has both “voice and choice” when navigating behavioral and physical healthcare options.

Each client receives personalized planning, community support, and services coordination designed to improve health and overall wellbeing. These services are free, voluntary, and specially designed to assist and provide support to children, adults, and families managing chronic and/or acute medical and behavioral health concerns.

Through partnership with UCM Digital Health’s telemedicine, Northern Rivers’ clients now have 24/7 virtual access to a team of emergency medical providers through a virtual connection for urgent, emergency, or basic primary care services including diagnosis, treatment plans, prescriptions, orders for labs/imaging and referrals for in-person care.

Available Services

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

Benefits

- Presence in 23 upstate counties that ensures continuity of care for a child, adult, or family who moves residences
- Standardized processes that provides ease of access to Local Departments of Social Services (LDSS) and community referrers
- Proven understanding of the unique needs of children and families
- Commitment to family-driven care (our model proposes coaching the family to manage their own care)
- Commitment to principles of Family Finding for disconnected youth
- Access to systemwide consultation for assistance with complex needs

(continued)

NORTHERNRIVERS

Children's Health Home Care Management services are available to children from birth up to the child's 21st birthday who are or will be Medicaid eligible, reside in Albany, Broome, Clinton, Chenango, Columbia, Essex, Delaware, Franklin, Fulton, Greene, Hamilton, Herkimer, Montgomery, Otsego, Rensselaer, Saratoga, St. Lawrence, Schenectady, Schoharie, Ulster, Warren, and Washington counties and the St. Regis Mohawk Reservation.

Adult Health Home Care Management are available to adults who are experiencing two or more chronic conditions, or HIV, or are seriously and persistently mentally ill (SPMI) in Albany, Rensselaer, and Schenectady Counties.

The Northern Rivers Difference

With the strength of nearly 200 years of experience caring for children and their families in the human services system, Northern Rivers care managers have the expertise to ensure every family gets the best possible service in a compassionate, respectful manner.

Caring for your family's health and other needs can be a complicated and often exhausting experience. We can help you select from the vast array of services, save countless hours on the phone looking for answers, and facilitate communication between providers so you spend more time working toward your desired outcome.

When you enroll in a Health Home with Northern Rivers, your care manager becomes your key point of contact in managing the services for you and your family. They will have access to information for each service your family receives, thereby allowing them to stay in constant communication, eliminating redundancy of services, and helping you make the most appropriate decisions for your family. And, with offices serving 23 counties, there's never a waitlist for services.

If you think we could help your family, call us! Our contact information is listed on the front.