

Frequently Asked Questions

Health Homes for Medicaid Enrollees with Chronic Conditions

What is a Health Home?

A Health Home is a community-based care management agency that coordinates services for Medicaid members with complex, chronic conditions. Health Home care managers establish a care plan and facilitate access to all the clinical and social services an individual needs to stay healthy and improve their quality of life.

What are the eligibility criteria for a Health Home?

To be eligible for a Health Home, individuals must have active Medicaid and meet the following criteria:

- Two (2) chronic conditions; or
- A single qualifying condition (HIV/AIDS or serious mental illness); or
- Enrollment in Healthfirst's Health and Recovery Plan (HARP), called the Personal Wellness Plan (PWP)

What services do Health Homes provide?

Health Homes provide:

- Comprehensive care management
- Health promotion
- Transitional care, including appropriate follow-up from inpatient to other settings
- Referral to community and social support services
- Patient and family support

Are there any cost or coverage impacts for my patient?

Enrollment in a Health Home is free of cost, and there is no impact to any current plan coverage. Health Home is a Medicaid benefit and offered free of charge to all eligible beneficiaries.

If a member is interested and eligible for the Health Home program, how can I help them enroll?

If a member is interested and eligible to enroll in a Health Home or if they are currently enrolled but can't remember which Health Home they are enrolled in, please contact Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am—5:30pm.

Frequently Asked Questions

Whom should I contact if I want to learn more about Health Homes or would like to establish a Health Home referral protocol in my practice?

Please contact Healthfirst Provider Services at:

Healthfirst Provider Services
1-888-801-1660
Monday to Friday, 8:30am–5:30pm

Health Home Program Name	Populations Served	Counties	Phone Number	Website
Community Care Management Partners, LLC <i>(affiliated with Visiting Nurse Service)</i>	Adults; Children	Bronx; New York	1-888-682-1377	ccmphealthhome.org
Community Health Care Network	Adults Only	Bronx; Kings	1-855-246-4422	chnyc.org/services/health-homes
Community Health Care Collaborative	Adults; Children	Nassau; Suffolk	1-888-980-8410	hrhcare.org/community-organization-partners/health-home-partners
Mount Sinai Health Home	Adults; Children	New York	1-888-561-5119	mountsinai.org/locations/mount-sinai/about/community/health-home
New York City Health and Hospitals Corporation	Adults Only	Bronx; Kings; New York; Queens; Richmond	1-855-602-4663	nychealthandhospitals.org/health-home-program
Brooklyn Health Home <i>(affiliated with Maimonides Medical Center)</i>	Adults Only	Kings	1-800-356-7480	thebrooklynhealthhome.org/brooklynhealthhome/bhh.aspx
NewYork-Presbyterian Hospital	Adults Only	New York	1-855-201-9807	nyp.org/home
Northwell Health Home	Adults; Children	Nassau; Queens; Suffolk	1-888-680-6501	
Bronx Accountable Healthcare Network <i>(affiliated with Montefiore Medical Center)</i>	Adults; Children	Bronx	1-855-680-2273	montefiore.org/managed-care-at-montefiore
Coordinated Behavioral Care	Adults; Children	Bronx; Kings; New York; Queens; Richmond	1-866-899-0152	pathways2wellness.org
Queens Coordinated Care Partners	Adults Only	Queens	1-866-246-8259	
Collaboration for Children and Families	Children Only	Bronx; Kings; Nassau; New York; Queens; Richmond; Suffolk	1-888-913-4223	ccfhh.org