

# Adult Health Home

## Who Is Eligible for Adult Health Home?

Medicaid recipients 18 or older, living in Erie County, including those who are already members of a Managed Care Organization or have both Medicaid and Medicare.

**To be eligible, you need to meet one of the following criteria to become a BestSelf Adult Health Home member:**

Two or more chronic health conditions such as, asthma, diabetes, heart disease mental health or substance use disorders

OR

a significant mental illness

OR

Living with HIV/AIDS

### BestSelf Health Home Care Managers

We understand that taking care of ALL your health needs can be complicated. Your care manager can help navigate and connect you to the services you need. Members will receive support in areas where they may not have had support before, including housing, legal assistance, and becoming involved in social and community activities. Our Care Managers will even visit you in the hospital to make sure your needs are met at the time of your discharge. BestSelf Health Home Care Managers are dedicated to getting members the support needed for recovery. The Care Manager supports services that a family may already be receiving and will help families get new ones if necessary.

## Why Enroll In A Health Home?

BestSelf Health Home Services are not just about improving physical health, but mental and social well-being as well. Care Managers will be a single point of contact to assist members with:

### Comprehensive Care Management

Developing a personalized Care Plan to make sure the member's needs are met.

### Care Coordination and Health Promotion

Ensuring everyone involved in the member's care understands his/her needs by focusing on consistent and effective communication with each service provider. Health records are shared among providers so that services are not duplicated or neglected.

### Comprehensive Transitional Care

Successfully transitioning from one type of care to another.



## What happens to my Primary Care Physician/Pediatrician and Counselor?

The BestSelf Care Manager shares the Care Plan that has been developed in collaboration with the member, the member's physician, counselor and other service providers. The Care Plan explains the work being done by BestSelf Health Home Services to support the individual's goals.

## Can members of Managed Care Organizations participate?

Yes, eligible Medicaid recipients can receive BestSelf Health Home Services without network restrictions. Once the application and consent form are complete, BestSelf will inform the Managed Care Organization.

## Who pays for Health Home?

Medicaid pays for services for those who are eligible. There is no cost to enroll.



# Children's Health Home

## Who Is Eligible for Child Health Home?

Medicaid recipients from birth to 21, living in Erie and Niagara Counties, including those who are already members of a Managed Care Organization.

**To be eligible, you need to meet one of the following criteria to become a BestSelf Children's Health Home member.**

Two or more chronic health conditions, such as; asthma, diabetes, heart disease, mental health or substance use disorders.

OR

A Serious Emotional Disturbance

OR

Living with HIV/AIDS

OR

Complex Trauma

### BestSelf Children's Health Home Care Managers

We understand that taking care of ALL your child's health needs can be complicated. BestSelf Care Managers provide access for children and young adults to services assuring they have everything necessary to stay healthy, out of the emergency room and out of the hospital. BestSelf Health Home Services have experts on staff that will be happy to work with you and coordinate with you to develop an individualized Care Plan for them.



# What is a Health Home?

A Health Home isn't a place, it's a service that provides **free** comprehensive care management services to Medicaid recipients to make certain their medical, mental health and substance use disorder needs are being met. BestSelf Health Home Services ensure that everyone involved in an individual's care is working well together and sharing the information that is important in supporting recovery. In addition to physical health services, the Health Home will assist in coordinating the social service needs of the member as well.

**BestSelf Health Home Services have experts on staff that will be happy to work with you to determine if you're eligible.**



BestSelf Health Home

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## Adult Health Home

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## Children's Health Home

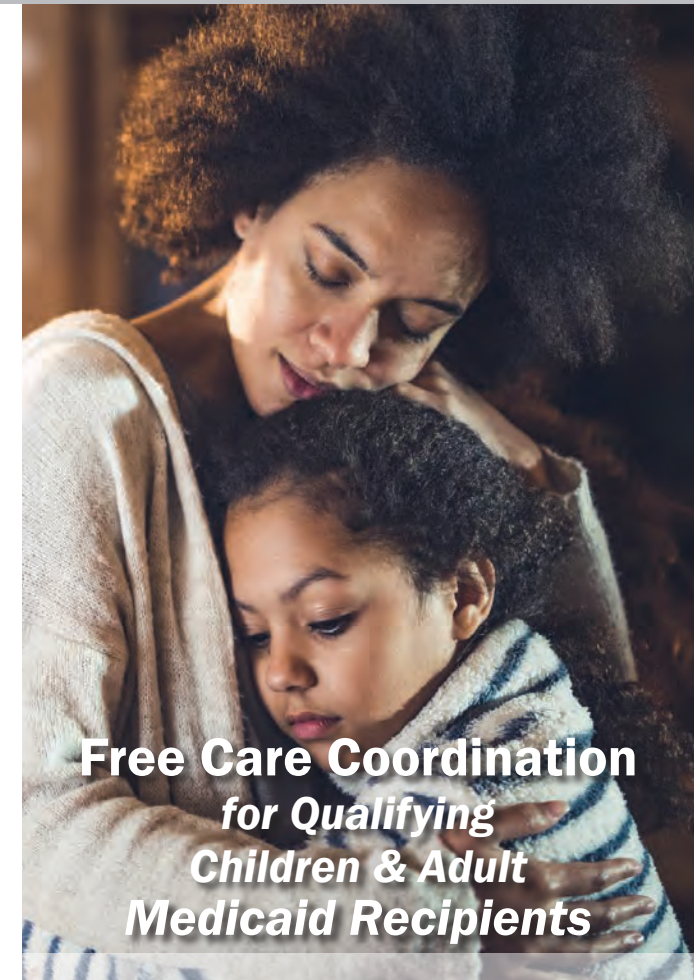
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HEALTH HOME SERVICES

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for Qualifying  
Children & Adult  
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