

What is a Children's Health Home?



The Basics

A Children's Health Home is a care management service model where ALL of a child's caregivers communicate with one another so that a family's needs are addressed appropriately.

Heritage Christian Services will provide a care manager to eligible families, children and youth to provide access to services assuring they have everything necessary to stay healthy, out of the emergency room and out of the hospital. The Care Manager supports services that a family may already be receiving and will help families get new ones if necessary. **Call 585-340-2058 or email childrenshealthhome@heritagechristian-services.org for more information.**

Who is eligible to enroll?

Children from birth to age 21 must be enrolled in Medicaid and have two or more chronic health conditions OR one single qualifying condition:

- Could benefit from this level of care management
- HIV/AIDS
- Severe Emotional Disturbance
- Complex Trauma

Heritage Christian Services has experts on staff that will be happy to work with you to determine if a child is eligible. **For more information call 585-340-2058.**



What does a Children's Health Home do?

- Comprehensive Care Management
- Care Coordination and Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support
- Referral to Community and Social Support Services



Why would I want to enroll my child in a Health Home?

At Heritage Christian Services, 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 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

The 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 Heritage Christian Services 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 travel with a family if they move.



HERITAGE
CHRISTIAN SERVICES

Heritage Christian Services partners with thousands of people throughout Rochester and Buffalo to ensure everyone – including children, older adults and people with developmental disabilities – feels valued and respected.

HCS is now a provider of Children's Health Home services, which is family driven care coordination for youth that is provided under the Department of Health.

Most of the agency's 2,000 employees work supporting people who have disabilities so they can find the best place to live and work and build strong community connections.

In addition to Children's Health Home services, the agency offers residential support, service coordination, respite, community habilitation and employment supports to people with disabilities under the Office for People With Developmental Disabilities (OPWDD).

For more about Children's Health Home:

HeritageChristianServices.org

Tel. (585) 340-2058

ChildrensHealthHome@HeritageChristianServices.org

Heritage Christian Services
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Provider of:



**Children's Health Home
of Upstate New York**
Family Driven Care Management Services

CHHUNY is an independent network of more than 120 agencies. They established a Children's Health Home and believe the family is the natural and most effective driver of quality care.



Children's Health Home of Upstate New York



*Family Driven
Care Management Services*

A service provided by Heritage Christian Services