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**If I already have doctor I like and then enroll in your Health Home, will I have to switch to a different doctor?**

No, clients determine their own treatment choices, including choice of providers.

**I know someone who really needs this, but they aren't enrolled in Medicaid yet - can you do that for them?**

No, we don't do Medicaid enrollments, but many other organizations do.

To learn more about enrolling in the NY State Medicaid Program, go to:

[www.health.ny.gov/health\\_care/medicaid/](http://www.health.ny.gov/health_care/medicaid/)

OR

call the Medicaid Helpline at 800-541-2831

**Where can I go to learn more about your organization and services?**

Please visit our website:

[www.acmhny.org](http://www.acmhny.org)

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Okay, I'm sold - how do I connect with you, or refer someone else to you, for Care Management Services?

### Step One

Are you enrolled in Medicaid? If Yes, go to Step Three. If No, go to Step Two.

### Step Two

Contact the Medicaid Helpline to apply for Medicaid: 800-541-2831

Once enrolled into Medicaid, go to Step Three.

### Step Three

#### Option A

Go to [www.acmhny.org](http://www.acmhny.org) and select *Services*, then *Care Management*, download a referral form, and fax to 212-543-0418

#### Option B

Call us call 212-543-0592 x 301 or contact [caremanagement@acmhny.org](mailto:caremanagement@acmhny.org)

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# ACMH Care Management Services



### Do you know someone who could use help:

- finding a primary care or mental health provider?
- scheduling and getting to medical appointments?
- setting and reaching health and other life goals?
- connecting to food stamps or other benefits?
- locating stable housing?



ACMH Care Management Services has assisted adults to manage chronic mental health, substance use, and medical conditions since 2002.



Through an innovative New York State program called **Health Homes**, eligible individuals have access to a dedicated Care Coordinator (*free of charge*) to help make the best use of their healthcare benefits, to improve health and avoid emergency room visits and unnecessary hospitalizations.

## Frequently Asked Questions

**This sounds too good to be true - what's the catch?** There's no catch! But there are, of course, more details - please read on.

**Who is eligible for these services?** If you are a Medicaid recipient, think about the following questions:

- *Do you have chronic or mental health conditions for which you need regular doctors care?*
- *Do you have a doctor you can see when you need to?*
- *How many times have you been in the emergency room or hospital in the past six months? Twelve months?*
- *Do you have a safe place to live?*
- *Do you have someone in your life to help you whenever you need help?*
- *Do you have difficulty keeping medical appointments?*

If your answers above indicate that you could use help connecting with needed healthcare, you may be eligible. Contact us!

## How, exactly, do you assist the people enrolled in your Care Management Services?

Our support is tailored to the needs and goals of each individual that we serve. Your care coordinator will work with you to assess areas of your life that can be made better and work with you to develop a care plan to help you reach your goals and improve your overall health and wellbeing. Here are some examples:

- With our help, Mr. X, a diabetic, now has a primary care provider, for the first time.
- Mrs. C was eligible for rental assistance benefits but didn't know it - we helped her get those benefits.
- Mr. Z had trouble remembering appointments with his psychiatrist, so his Care Coordinator provided a Metrocard and called him the day before, and on the morning of, each appointment.
- Ms. W was having trouble managing the symptoms of her depression and had never received mental health treatment. Her care coordinator helped to link her to treatment so that she could manage her symptoms and pursue employment.
- Miss T was homeless and pregnant. We helped her find housing and connect with primary and pre-natal care.