

**Our mission is to educate,  
advocate, and navigate,  
with the end goal of  
reducing all barriers to  
your health care needs.**



### **The New York Foundling**

Since our bold beginnings in 1869, The New York Foundling has supported hundreds and thousands of our neighbors on their own paths to stability, strength, and independence. With an internationally-recognized and interrelated set of research-backed services, The Foundling works in partnership with children, families, and adults in New York and Puerto Rico who are working to create transformational change in their own lives.

### **The New York Foundling**

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## **The New York Foundling's Care Management**



**A new way of  
providing services  
to ensure all of a  
child's health care  
needs are met.**



## WHAT IS A HEALTH HOME SERVING CHILDREN (HHSC)?

- A Health Home Serving Children (HHSC) is a program, not an actual place.
- A HHSC is a new way of providing services to help make sure all the child's health care needs are met.
- The child's physical and behavioral health care needs will be coordinated by a dedicated care manager.
- Your care manager will work with your family as a support system and as a bridge between all of your providers to make sure that the child's medical, behavioral and social service needs are understood and met.



## WHAT IS A CARE MANAGER?

A care manager develops and executes a family-centered, comprehensive Plan of Care in partnership with the member, their caregivers, and providers.

Care managers are the central point of contact for the member and their family to ensure that their needs are being met, their voices are heard, and their needs and preferences are integrated into their plans of care.

## WHO IS ELIGIBLE?

Any child between the ages of 0-21 receiving Medicaid benefits that has a diagnosis of a Serious Emotional Disturbance, has been identified as having Complex Trauma, are HIV+/AIDS, has Sickle Cell, or has two or more chronic medical conditions (including substance use disorder, asthma or obesity)—and meet the level of functioning that puts them at risk for a higher level of care are considered eligible for a Health Home.

## WHY WOULD A CHILD AND FAMILY NEED A HEALTH HOME?

Currently, people receive medical services from one provider and a mental health professional, or substance use treatment from another.

The different treatment providers do not typically communicate with one another. As a result, people can end up in the hospital or emergency room unnecessarily.

A dedicated care manager will work to improve a child and their family's knowledge about the conditions and self-management capabilities, and help them understand how “sticking to the plan” will increase the child's health and wellness and enhance the quality of the entire families lives.

