



Health Home Care Management Services



Whole-Person Support for Providers & Patients With Complex Needs

You're not alone.

If you have medically complex patients struggling to manage their health and social needs, we can help you help them.



Cultivating Healthier, More Stable Lives for Complex Patients

With over 55 years of human-centric care, we understand the challenges providers face when caring for medically complex patients. You don't want anyone falling through the cracks. We're here to help you ensure they don't.

Our care managers connect qualified patients with the services they need, including:

- Mental health services
- Substance treatment services
- Food programs
- Housing resources
- Medicaid rides
- ...and more



Make a Referral Today

Elm & Oak's Health Home Care Management program connects Medicaid members with complex medical, behavioral, and social needs to coordinated care and community services.

Anyone—providers, care teams, family members, or the individuals themselves—can make a referral.

To make a referral or learn more, call 1.866.255.7969 or email triage@elmandoakhealth.com.

With a compassionate, human-centric approach, we're here to help you and your patients succeed.



Health Home: Keeping People Healthy With Coordinated Care



You Cover the Care. We'll Cover the Complexities.

A Health Home is a New York State program that provides coordinated, community-based care management for Medicaid members with complex needs. Individuals may qualify if they:

- Have a demonstrated need
- Have two or more chronic health conditions
- Have HIV/AIDS
- Have a serious mental illness (SMI)

An enrollee can expect to be treated as a whole person and share responsibility for their health and recovery. Our care managers will connect your patients to:

- Primary care
- Specialists
- Behavioral health
- Housing and food resources
- Medication management

This integrated model ensures that care is not only coordinated, but personalized and sustainable.



Making a Difference in Patients' Lives

Elm & Oak's Health Home support improves key aspects of patients' lives.

Addressing Chronic & Complex Conditions

Members with chronic and complex conditions receive the care and community services they need through the support of a Health Home Care Manager.

Delivering Whole-Person, Sustainable Care

Patients receive not just medical, but also social and behavioral support.

Improving Patient Outcomes

Thanks to this holistic approach, patients feel supported and empowered, which in turn makes them more likely to follow their care plans.

We're here to provide complex patients with the personalized, consistent support they need to cultivate their overall well-being.

Health Home Care Management benefits both the patient and the provider! We support your practice with:

- Appointment adherence reminders
- Reduced care gaps
- Safety and risk reduction
- Community-based visits
- Assistance with medical transportation

You'll have more time and resources to focus on delivering care, while Elm & Oak helps coordinate the complexities.

