

The New ICS Health Home

Supporting the independence of people with physical disabilities and chronic conditions

Since 2000, Independence Care System (ICS) has supported people with physical disabilities and chronic conditions to be healthy and live independently in the community. That mission continues with our new program—the ICS Health Home. [Learn more by visiting www.icsny.org](http://www.icsny.org) or calling us at 877.ICS.2525.



What exactly is a health home?

A health home is not a place where people live. It is a program that assists people on Medicaid who have various health issues, including chronic conditions, to be as healthy and independent as possible, while living at home, in the community. This is accomplished by coordinating the medical and social services they need.

What specifically does ICS's Health Home do to support an individual's health and wellness?

ICS's Health Home provides various services to you, the member, to support your overall health and help prevent unnecessary emergency room visits and hospital stays. This includes, for example:

- helping to schedule medical appointments
- when needed, having someone attend appointments with you
- an annual in-home nurse visit and creation of a personalized care plan
- access to disability-competent doctors and accessible medical facilities
- assistance in applying for and keeping public benefits, such as food stamps (SNAP), Medicaid, or housing subsidies; and much more.





What should I do if I have questions or if I want to enroll or refer someone for the ICS Health Home program?

For questions, such as eligibility requirements, or to enroll or refer someone, please call us at **877.ICS.2525**. You can also visit our website, www.icsny.org, to leave your contact information for follow up or email us at CommunityEngagement@icsny.org.

What is the difference between a health home and a managed long-term care (MLTC) plan?

MLTC plans pay for services, such as home care, medical transportation, or medical supplies, while health homes do not. However, health homes coordinate certain types of care that MLTC often does not cover—helping to fill in the gap. This includes, for instance, coordinating primary and specialty care and behavioral health, as well as the coordination of various needed social support services. You do not need to be in a MLTC plan to enroll in a health home.

How is ICS's Health Home different from other health home programs?

ICS's Health Home has been designated as New York State's first and only health home program with expertise in helping people with physical disabilities. We bring the care coordination practices we have developed over almost two decades to Medicaid-eligible New Yorkers.

Is there a cost to enroll in ICS's Health Home program?

No, health home services are fully funded through Medicaid.



Expert **care**, you can **trust**.