

CASES' Health Home Plus (HH+) Care Management Program, located in Central Harlem, is an intensive Medicaid service for adults diagnosed with a serious mental illness (SMI) who may benefit from enhanced support because of high needs, disengagement from care, and/or poor outcomes (e.g., multiple hospitalizations, incarceration, and homelessness).

HH+ care managers work directly with individuals in the community to help them establish and maintain participation in the services they need to address their treatment, social, and health needs. Care managers attend appointments with participants and help them to acquire skills that promote successful community living. The length of HH+ participation is determined by ongoing assessment and review of individual progress in the community.



GOALS

CASES' HH+ Care Management promotes successful transition to the community and improved behavioral health and wellness outcomes by helping participants to:

- Learn to manage challenges related to mental and physical illness
- Reduce visits to emergency rooms and inpatient hospitalizations
- Reduce risky behaviors including substance use that can lead to involvement in the criminal justice system
- Achieve stability and safety as fully-integrated members of the community

SERVICES

- Minimum of four core services per month, including two face-to-face contacts
- Increased service contacts when required by an individual's immediate need
- Comprehensive clinical assessment and treatment planning
- Continuous assessment to identify and develop proactive solutions for needs and risks
- Comprehensive care management
- Care coordination and health promotion
- Comprehensive transitional care
- Help maintaining Medicaid benefits
- Assistance with obtaining and maintaining housing that is safe, affordable, and based on the participant's choices and preferences
- Referrals to community and social supports

ELIGIBILITY

CASES' HH+ Care Management services are available for adult Medicaid recipients with SMI and high needs who fall within at least one of the following categories:

- Transitioning from Assertive Community Treatment (ACT) to a lower level of service (e.g., outpatient mental health clinic, etc.)
- History of an expired assisted outpatient treatment (AOT) court order within the past year
- Homelessness
 - Has a primary nighttime residence that is public or private and not meant for human habitation;
 - Living in a publicly or privately operated shelter designated for temporary housing; or
 - Exiting an institution resided in for 90 days or less and resided in an emergency shelter or place not meant for human habitation before entering that institution
- High utilization of inpatient/emergency department (ED) services
 - Three or more psychiatric inpatient hospitalizations within the past year;
 - Four or more psychiatric ED visits within the past year; or
 - Three or more medical inpatient hospitalizations within the past year and who have a diagnosis of Schizophrenia or Bipolar
- Criminal Justice involvement
 - Released from jail in the past year and incarcerated due to poor engagement in services or
 - Requires linkages to community sources to avoid reincarceration
- Ineffective engagement in care
 - No outpatient mental health services within the last year and two or more psychiatric hospitalizations or
 - No outpatient mental health services within the last year and three or more psychiatric ED visits

REFERRALS

CASES' HH+ Care Management accepts referrals from clinics, housing providers, ACT teams, MCOs, hospitals, jails/prisons, healthcare providers, alternative-to-incarceration (ATI) programs, probation/parole, etc. Referral sources can supply supportive documentation of the individual's high-need indicators for HH+ Care Management. For more information or to refer someone to CASES' HH+ Care Management services, please contact:

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*HH+ Care Management-eligible persons can also access services at **CASES' Nathaniel Clinic**, including group counseling, primary care, and other mental and behavioral health services. Please visit www.NathanielClinic.org for a full listing of services.*