



Children's Health Home of Upstate New York



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Family Driven Care Management Services

CHHUNY (Children's Health Homes of Upstate New York, LLC) is an independent entity created by 20 of Upstate New York's leading child and family agencies to establish a Children's Health Home. Over 100 local agencies from Western New York to the Hudson Valley have joined CHHUNY's network. CHHUNY uses a model of care management based upon the belief that every family has strengths and that families are the natural and most effective drivers of their care.

ChildrensHealthHome.org • 1.855.209.1142

<https://www.childrenshealthhome.com/>

**Chautauqua County Department of Mental Hygiene
Care Management
333 E. 5th Street
Jamestown, NY 14701
716-661-8850**

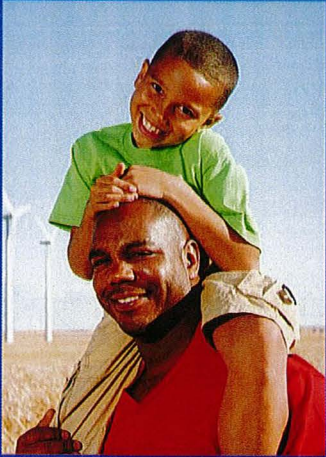
<https://chqgov.com/mental-hygiene>



*Family Driven
Care Management Services*



What is a Children's Health Home?



For starters, it is not a place or a home your child would go to. A Children's Health Home is a community-based care management service model where ALL of a child's caregivers communicate with one another so that a family's needs are addressed appropriately within the community and their home.

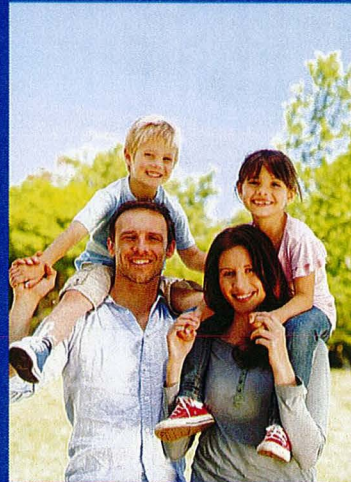
CHHUNY will provide a care manager to eligible families, children and youth to provide access to services assuring they have everything necessary to stay healthy, out of the emergency room and out of the hospital. The Care Manager supports services that a family may already be receiving and will help families get new ones if necessary.

Who is eligible to enroll?

Children from birth to age 21 must be enrolled in Medicaid AND meet eligibility criteria by having two or more chronic health conditions OR one of the following single qualifying conditions:

- HIV/AIDS
- Serious Emotional Disturbance
- Complex Trauma

Potential enrollees must also demonstrate that they would benefit from Health Home Care Management Services. **CHHUNY** has experts on staff that will work with you to determine if a child is eligible.



What does a Children's Health Home do?

- Comprehensive Care Management
- Care Coordination and Health Promotion
- Comprehensive Transitional Care
- Individual and Family Support
- Referral to Community and Social Support Services



Why would I want to enroll my child in care management?

At **CHHUNY**, we understand caring for your child can be a complicated and often exhausting experience. In response to the needs of the families we serve, we are proud to have joined together with the Children's Health Home of Upstate New York (**CHHUNY**) to provide Care Management Services that put your family first.

Key Point of Contact

We understand families spend countless hours being transferred from department to department trying to get critical answers and information regarding your child's services. When you enroll in a Health Home, your Care Manager becomes your key point of contact in managing the services for your child.

Service Coordination

Critical to a healthy child is ensuring each service provider works together and always in the best interest of the child. A family's Care Manager will have access to information on each service their child is receiving, enabling them to stay in constant communication and eliminating redundancy of service. The vast network also provides linkages to related services such as Adult Health Homes and many more.

Compassion

The Care Manager is an independent position that *works for you*. Following the **CHHUNY** model of care, this position strives to learn about the unique needs of each family and work with them to make the most appropriate decisions for the family.

Advantages of the CHHUNY Network

Families have the choice to select from a number of approved Children's Health Homes authorized by the New York State Department of Health. The **CHHUNY** network is New York State's largest and serves 54 of the 61 counties in New York State. This expansive network not only gives families access to a long list of providers and care managers but the Care Management services can travel with a family if they move.