

We're here for you, wherever you are.

We are dedicated to changing the lives of as many individuals and families in our area as possible. Prime Care is proud to have five regional Hubs serving 41 counties across New York State. This regional approach helps us to tailor your services to your unique needs, while allowing you to work with people you already trust.



**Hub Locations**

- Western New York
- Finger Lakes
- Mohawk Valley
- Southern Tier
- Central New York



**WE'RE THE ONE.**

**ONE CARE MANAGER.  
ONE NETWORK.  
ONE LIFE PLAN.  
JUST FOR YOU.**

**Contact Us**

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**Connect With Us:**



[primecareny.org](http://primecareny.org)





# Options & Benefits



**Yes, I want the benefits of Health Home Care Management!**

There are two types of services offered - Health Home Care Management and Basic Home and Community Based Services (HCBS) Plan Support. Here are the services included with each option:

## Welcome to Prime Care Coordination!

Finding providers, scheduling appointments and keeping track of the many systems for individuals with intellectual and developmental disabilities can be overwhelming.

Prime Care Coordination is here to help.

As an OPWDD-approved HealthHome/Care Coordination Organization (HH/CCO), Prime Care works as your partner to coordinate the services you or a loved one needs so that you can stop worrying about managing care and start living the life you deserve.

At Prime Care, we combine service coordination with additional supports, like health care, wellness, behavioral, and mental health services, all in one place, with one Life Plan and one designated Care Manager.

This ensures that everyone on your team works together to help you achieve your goals.

*“We value the partnerships we form with individuals and families. It's amazing what can be accomplished when services are coordinated, and we are all working to support an individual's goals and dreams.”*



Tracy Boff, Executive Director  
Prime Care Coordination

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Services Offered	Health Home Care Management	Basic HCBS Plan Support
Develops Care Plan & Reviews Semi-Annually	✓	✓
Monitors Health & Safety	✓	✓
Coordinates Access to Behavioral Health Services	✓	x
Coordinates Access to Medical & Dental Services	✓	x
Identifies Community Based Resources	✓	x
Uses Technology to Link Your Services	✓	x
Connects Your Care Providers	✓	x
Takes Burdens of Navigating Systems From Families & Individuals	✓	x

