



Frequently Asked Questions for Individuals and Family Members



What is Health Home Care Management?

Health Home Care Management is a way to coordinate care, combining developmental disability services and supports with health and wellness services. This coordination of care offers complete support for every individual, including those with complex needs.

Health Home Care Management is provided by Health Home/Care Coordination Organizations (HH/CCOs), like Prime Care Coordination.

What is a Care Coordination Organization (CCO)?

Care Coordination Organizations are organizations that were formed by existing intellectual and developmental disability service providers. Care Managers with training and experience in the field of intellectual and developmental disabilities staff these organizations.

What is a Care Manager?

When you join Prime Care, you will be introduced to your Care Manager. Your Care Manager works with you to create your Life Plan. Your Care Manager will coordinate services across systems, including the Office for People With Developmental Disabilities (OPWDD), the Department of Health, and the Office of Mental Health. Your Care Manager is also the person you contact for any help or questions you may have about your supports and services.

Prime Care's Care Managers are a diverse group of professionals with decades of combined experience and a wealth of knowledge about the many resources and services available to you.

Is joining a HH/CCO mandatory?

You are not required to enroll. However, if you wish to participate in other OPWDD services, such as respite, community habilitation and day services, you must enroll in Health Home Care Management and work with your Care Manager to connect with service providers.

What is a Life Plan?

At Prime Care Coordination, your Care Manager will work with you to create a Life Plan to meet your unique needs and goals. Your Life Plan is a comprehensive guide that is developed through a person-centered planning process directed by you and the people you choose, such as your family members, advocates and service providers. Your Life Plan will include access to a network of Prime Care providers who can support all of your needs. These include support, health, wellness, behavioral health and family services.

What if I don't want or need all of the services offered by Health Home Care Management?

If you do not want to receive the more comprehensive care management that you will be provided with Health Home Care Management, you can talk to your Care Manager about the option to receive Basic Home and Community Based Services (HCBS) Plan Support.

Basic HCBS Plan Support will also be provided by the CCO, but it will be a very minimal coordination option, and it will not include coordination of health care or mental health services. With Basic HCBS Plan Support, your contact with the person coordinating your services will be limited.

Will I be able to choose my service providers?

Yes! Your Care Manager will provide you with information about the many options that are available to you, so you can choose the services and providers that are right for you.

Is there a cost to individuals or families?

The Health Home program is funded by Medicaid. So if you are Medicaid eligible, then you will not have to pay for Prime Care services.

How do I know if I am eligible for services?

Prime Care Coordination can help you find out if you are eligible for services. You do not have to complete eligibility and Medicaid before enrolling with Prime Care.

In order to enroll, an individual must meet the following requirements to be eligible to receive Health Home Care Management services from Prime Care:

- Resident of 41-county service area
- Have a documented developmental disability that was diagnosed prior to age 22, per the New York State Office for People with Developmental Disabilities (OPWDD)
- Determined eligible for Medicaid by New York State

How will my Care Manager know what services are in my area?

Prime Care Coordination works with 31 partner agencies serving individuals with intellectual and developmental disabilities across 41-counties in New York State. We also have five hubs located in Western New York, the Finger Lakes, Mohawk Valley, the Southern Tier and Central New York. Our regional approach to Care Coordination allows us to have Care Managers who are active members of the communities we serve. Because our Care Managers live and work in the same communities you do, they know exactly which services are available to you in your area.

Are there supports available for family members & advocates?

Yes! In addition to taking the burden of navigating systems from families and individuals, Prime Care also offers support to family members and advocates by sharing information about educational resources and support services available to them.

Who will have access to my plan and how will my personal information be protected?

Prime Care has an electronic health record system that links the service providers involved in your care. It allows your health information and Life Plan to be available to you and your care team. Prime Care follows strict security rules to protect your Personal Health Information.