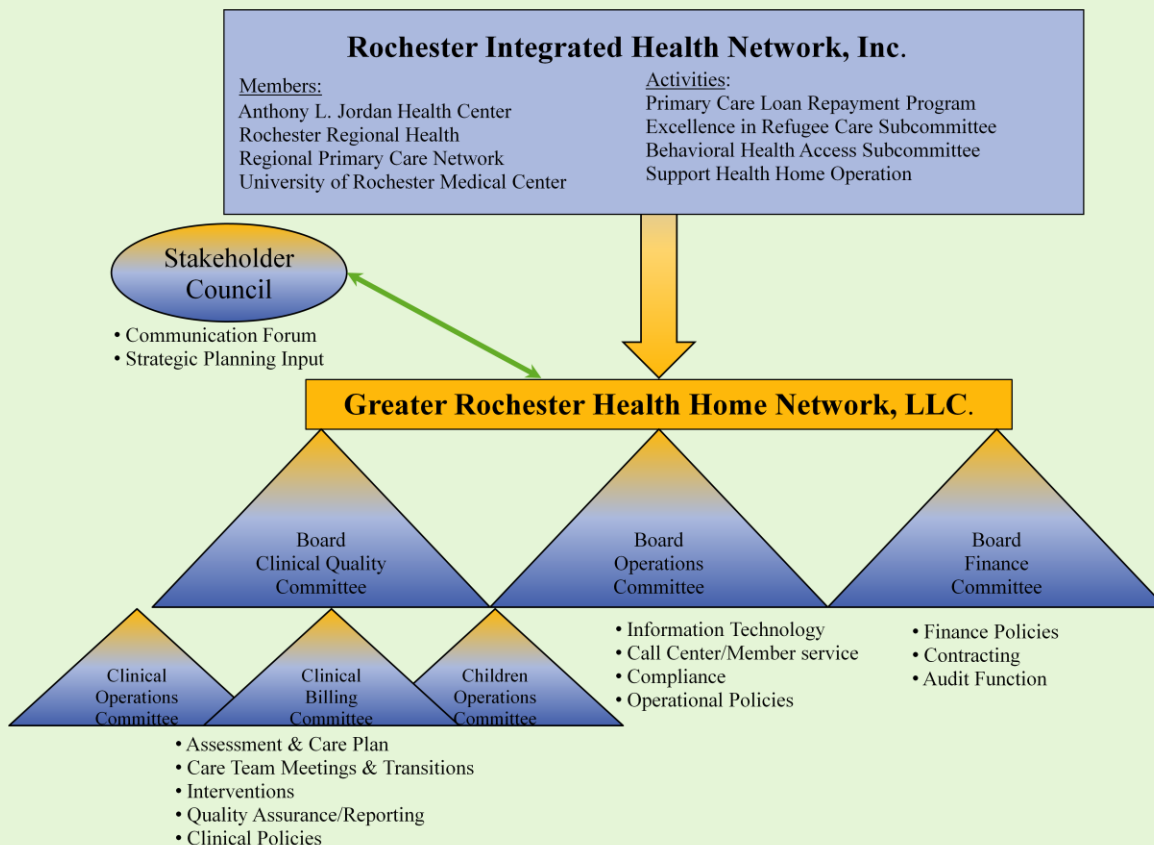


Greater Rochester Health Home Network

A Provider-led Health Home

The Greater Rochester Health Home Network, LLC. (GRHHN) was formed in January 2012 by the Rochester Integrated Health Network, Inc. to establish a Health Home in order to serve the most vulnerable people in our community, especially those struggling with multiple medical and behavioral health conditions. It was developed through a collaborative process with community providers to learn new ways to break down silos/integrate with care team partners across medical, mental health, substance abuse, and community-based service sectors; and optimize health outcomes and quality of life for the most complex patients/individuals in our community. The Greater Rochester Health Home Network, LLC. strives to:

- Ensure that care management is person-centered with engagement based on each person’s needs;
- Support a broad, robust Provider Network able to meet the needs of complex populations;
- Ensure that Health Home eligible individuals are assigned for care management based on their needs and respecting established relationships with current caregivers;
- Support effective integration between social services and providers’ plans of care;
- Maximize process efficiency and minimize administrative cost to ensure sufficient reimbursement for direct care management services; and
- Collaborate in the use of information technology infrastructure to support the needs of Health Home Providers in optimizing patient services.



CRITERIA FOR HEALTH HOME PARTICIPATION & CARE MANAGEMENT SERVICES

- Individuals with active Medicaid or Medicaid/Medicare who have two or more chronic conditions, OR HIV/AIDS and the risk of developing another chronic condition, OR one or more serious mental illness, AND has significant risk factors that can be addressed through care management.
- Care management services are set up to support a care plan developed with the enrollee and may include: helping to get appointments with medical/mental health/substance abuse providers, medication management, housing, social services (such as food, benefits, and transportation), or other community programs.

NETWORK & SERVICE AREA

- GRHHN has a network of care management providers and direct care providers working together to meet the needs of enrollees.
- GRHHN is expanding its network to ensure a robust network of providers are available in: Monroe, Seneca, Genesee, Orleans, Allegany, Steuben, Livingston, Wayne, Ontario, Cayuga, Chemung, Yates, and Wyoming counties.

OPERATING HIGHLIGHTS

- GRHHN implemented a care management software system called Netsmart Care Manager which is tailored to support care manager documentation and shared care planning; and is working to integrate with the Rochester Regional Health Information Organization and on the development of import processes with care management organization documentation systems.
- GRHHN has partnered with a professional billing vendor to ensure accurate and timely billing, care management organization payment, and NYSDOH reporting.
- GRHHN has contracts with the largest Managed Care Organizations and a provider network of care management organizations to enable effective care management assignment.
- Clinical, Operations, and Finance Committees consisting of care management provider representatives meet regularly to develop, implement, and refine the policies and procedures to ensure operation of an effective health home.

LOOKING AHEAD

- The Greater Rochester Health Home Network is working with providers to identify and implement innovative approaches to outreach, engagement and care management to enhance performance, reduce inappropriate health care service utilization, optimize care outcomes, and improve the quality of life for those we serve.
- A special focus is the development of a successful model to provide care management for children. This effort is being done in conjunction with the expansion of the service area and care management provider network. In addition, the Greater Rochester Health Home Network is working to develop new models and partnerships to support the unique needs of Health and Recovery Plan members.

CONTACT INFORMATION

Deborah Peartree, RN, MS, IA – Executive Director

John Wegman, MS – Director of Operations

Rochester Integrated Health Network, Inc.

Greater Rochester Health Home Network, LLC.

200 Canal View Blvd, Suite 202, Rochester, NY 14623

dpeartree@therihn.org or jwegman@therihn.org

585-350-1401

585-350-1402