GRHHN – The Provider of Choice

Supporting Your Network With the Tools and Resources to Provide the Highest Level of Service to Your Patients

grhhn
Greater Rochester
Health Home Network

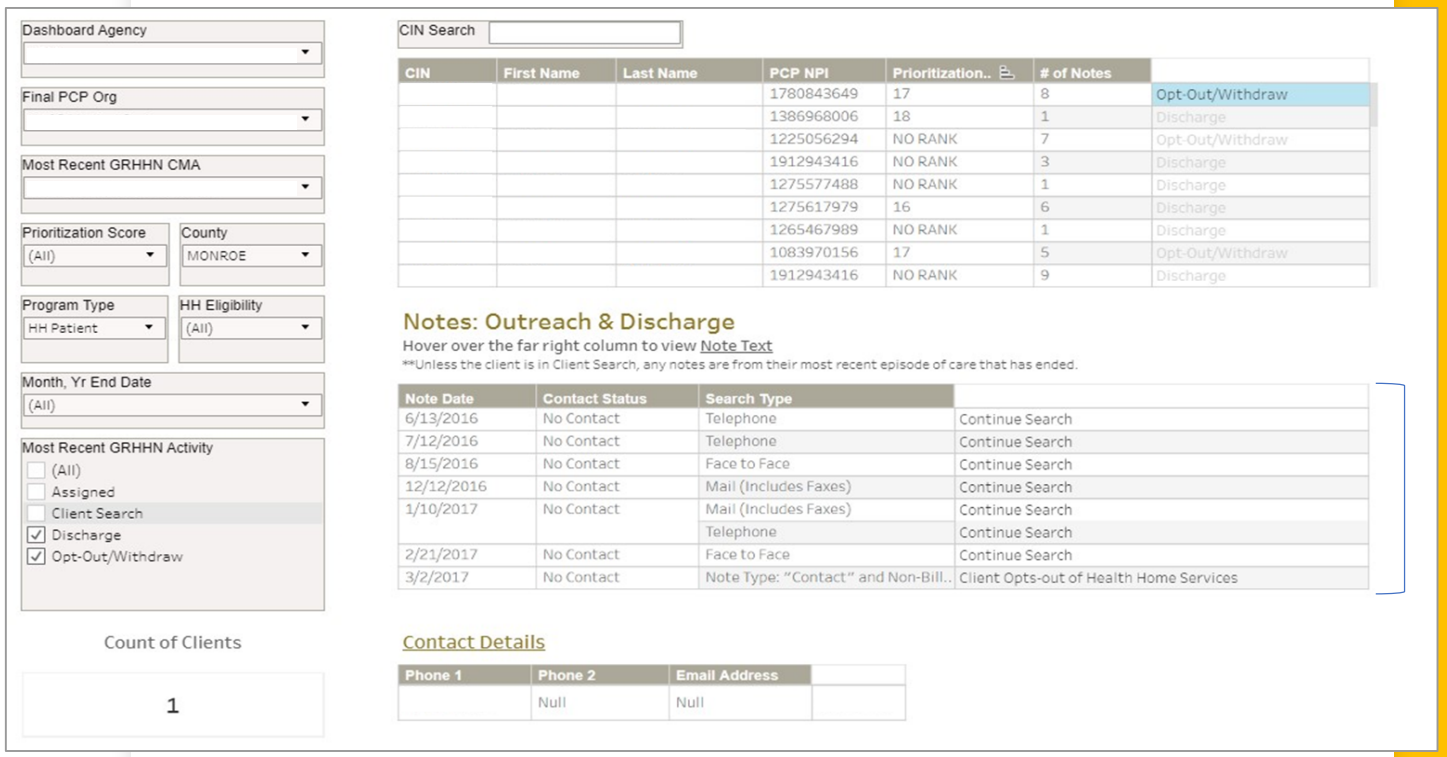
Using the GRHHN referral and claims data and FLPPS DSRIP claims data, we can **expand our collective network, and data analytics capability**, to better understand and support vulnerable populations.

Optimal Care Management services for vulnerable populations will be key to the success of health care delivery system transformation, and ultimately key to a successful transition.

Care Management Agency Oversight

Tableau Dashboards
QA activities
Gap in Care Dashboards
Re-designation
Implementation

Tableau-based Interactive Chase List Tool



MAXIMIZING REVENUE

GRHHN can provide chase lists for Care Management agencies to make them aware of which clients are missing chronic conditions or do not have quantitative evidence of risk factors.

Chase lists are prioritized based on chronic conditions and other risk factors.

Assistance with screening tools and training to complete eligibility assessments is available.

SUPPORTING YOUR PATIENTS

Our work is part of a coordinated effort to improve care among a vulnerable population, helping individuals with appointment setting, follow-up, access, and much more.

This results in increased continuity of care, reduced system costs, improved outcomes, and reduced burdens in Emergency Departments. *

*According to NY Health Home Coalition and NYS Care Management Coalition

YOUR CONNECTION TO NYS DEPT OF HEALTH

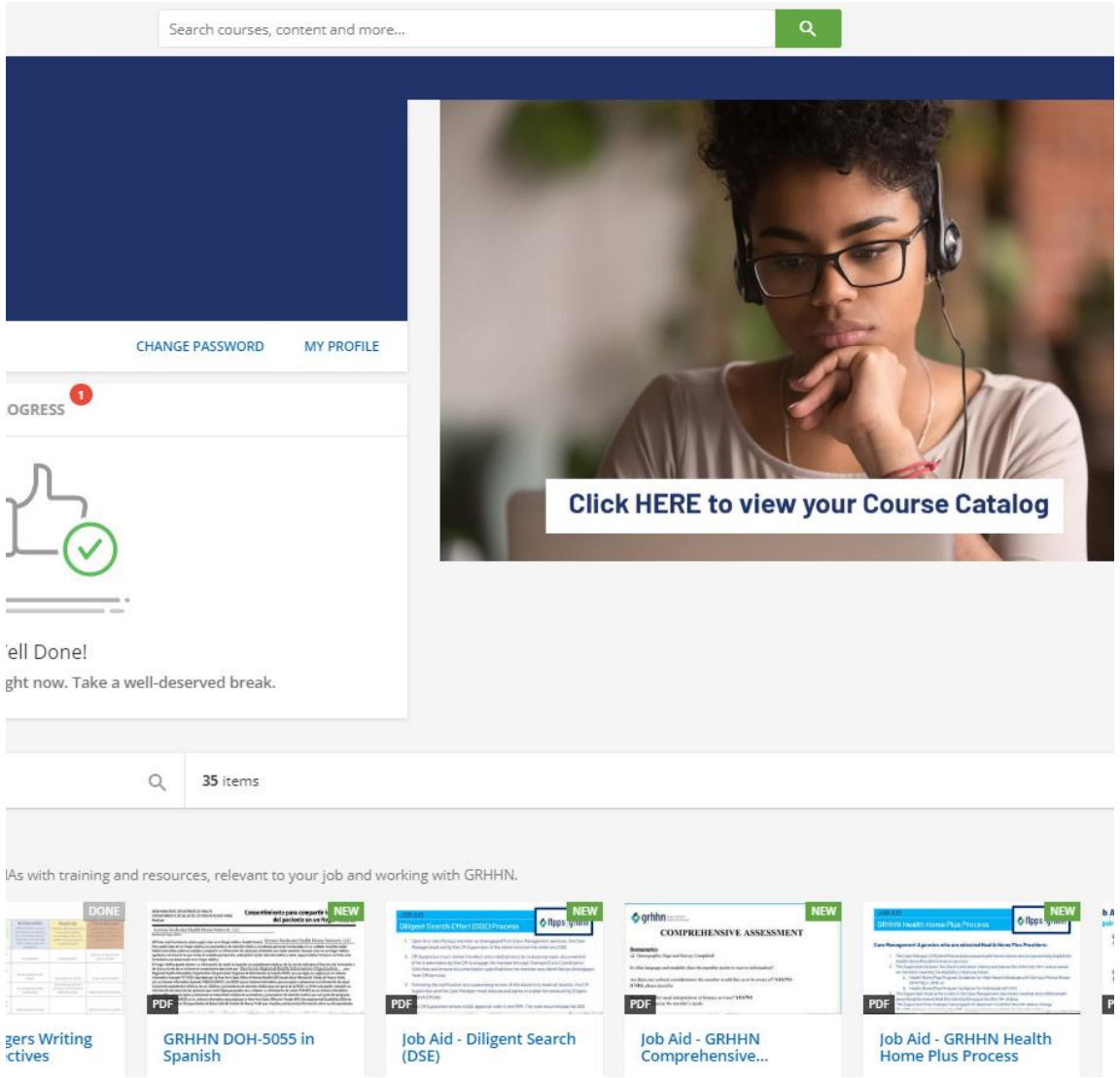
GRHHN anticipates changes from the state and is proactive in leading changes that benefit patients.

GRHHN and FLPPS staff have close ties to the NYS Department of Health as a lead health home as well as FLPPS' role as an integrated healthcare delivery system to better support Medicaid and uninsured populations across the Finger Lakes region.

NEW YORK STATE OF OPPORTUNITY. Department of Health

A LEADER

As a lead Health Home, GRHHN is committed to ensuring quality oversight across all partnering Care Management Agencies, including universal training for non-centralized care managers supporting patients.



TRAINING

The GRHHN Resource Library provides a wide variety of job aids, policies, procedures and trainings.

It also contains eLearnings, classes and webinars on a wide variety of topics relating to Care Management, Professional Development and current training topics.

Core Services Provided by Health Home Care Mangers

COMPREHENSIVE CARE MANAGEMENT
Coordinate & facilitate team meetings with care manager, client and care team members to address overall needs and assist with care plan development.

HEALTH PROMOTION & CARE COORDINATION
Encourage and educate clients on healthy behaviors to promote self-management. Provide essential links to close gaps in care and address social determents of health.

MEMBER AND FAMILY SUPPORT
Ensure the clients support system can offer the support necessary and appropriately demonstrate an understanding of the client's needs.

COMPREHENSIVE TRANSITIONAL CARE
Respond to emergency department and/or inpatient hospitalizations upon notification to ensure care coordination efforts continue following discharge.

REFERRAL AND COMMUNITY SUPPORT
Identify & connect the client with community supports and services by referring to appropriate agencies who can assist in meeting the client's needs.

CLOSE TIES TO COMMUNIY BASED PROVIDERS

GRHHN works closely with frontline community providers, offering support, training, workflows, data analysis and clear, open transparency.

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Search:

Care Management Agency	Specialties	Population (Age)
Anthony Jordan	Primary Care Services*	Adults
ARC of Monroe County	Support Services for Individuals with Intellectual Disabilities	Adults
Catholic Family Center	Health & Family Services	Children
Cayuga Centers	Vulnerable Children & Families, Intellectual and Developmental Disability Supports	Children
CP Rochester / Happiness House	Autism Services, Clinical and Therapeutic Services	Children
East House	Residential and Recovery Services for those with mental illness and substance abuse	Adults
Epilepsy-Pralid	Nursing Home Transition, Traumatic Brain Injury, Developmental Disabilities	Adults & Children
GRHHN	Health Home Services	Adults & Children
Hillside	Child Welfare, Mental and Physical Health, Youth Development, Juvenile Justice, Special Education and Developmental Disabilities Services	Adults and Children

View updates from the NYS Department of Health and other agencies concerning the COVID-19 virus

High Level Steps to become a Health Home Care Management Agency

The GRHHN represents a network of 20 Care Management Agencies across Monroe County.

- ✓ Hire and train qualified care managers
- ✓ Adopt health home care management policies, procedures and workflows in your organization
- ✓ Provide care management services to newly enrolled patients
- ✓ Administrative requirements include:
  - Establish your Organization as a certified Medicaid provider
  - Implement a robust quality and compliance program
  - Adhere to data-sharing and PHI requirements, including HIPAA compliance
  - Training on and implementation of certain technology platforms including the Electronic health record (Netsmart)
  - Required training and background checks for Workforce (complete within 60 days)

ELIGIBILITY

Medicaid recipients (includes managed care and dual eligible - Medicaid and Medicare)

Those who may have:

- significant mental illness or serious emotional disturbance
- HIV/AIDS
- complex trauma, if under 21
- two or more chronic health conditions (i.e. asthma, diabetes, heart disease, mental health condition, substance use disorder, etc.)

- Risk assessment - individual must be assessed for factors that influence health care: Homelessness, recent hospitalization, barriers to accessing care, food insecurity

QUESTIONS?

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Make an **ONLINE CARE MANAGEMENT REFERRAL** at: **https://referral.grhhn.org** or call **585-350-1400** if you have any questions about making a referral.

· Referrals can also be submitted to GRHHN via fax 585-978-7714 or sent via secure email to grhhnintake@flpps.org