



Care Management Services for Children

Children's Health Homes | Hillside Children's Center

Hillside Care Management services ensure that all aspects of a youth's care – including medical, behavioral health, social services and more – are properly coordinated to support the health and wellness goals of the child and the family. Our Care Managers work closely with youth, family members and all providers to provide family-driven, youth-guided planning that adapts to a youth's changing health needs, and ensures that the youth receives comprehensive, effective care.

ABOUT THE SERVICE

How can this program help me?

The Hillside Care Manager will support you and your child to address your child's physical, mental, and social health needs. The Care Manager may assist you to:

- Get involved in activities to improve your health and keep you healthy
- Learn more about meaningful social and community activities to include in your life
- Successfully move from one type of care to another
- Make sure everyone involved in your care understands your goals, and the care plan created with you to help meet your child/youth's goals

How do I know if my child is eligible?

The program is intended for Medicaid recipients, including Medicaid-eligible members of a Managed Care Organization. The youth must also have been diagnosed with:

- **Two or more** chronic health conditions, such as asthma, diabetes, heart disease, mental health condition or substance use disorder
- **OR one or more** of the following: a serious emotional disturbance, HIV / AIDS or complex trauma

A member of our Care Management staff can assist you in determining your child's eligibility for the program.

How is it different from other Care Management services?

Hillside Care Managers are trained to consider all of your child's needs. Therefore, you can receive support in areas you may not have had assistance with before, including housing, legal assistance and becoming involved in social or community activities. The help you receive is driven by your goals and the needs you identify in meeting these goals. If your child is hospitalized, your Hillside Care Manager can help make sure your child's needs are met at the time of discharge.

What are the people that I would be working with like?

Hillside's Care Management staff are caring individuals who talk with you about your child/youth's goals, needs and what will make your child/youth's life meaningful. They also know where to go and who to talk with in order to make sure these needs are met as quickly as possible and you have the supports needed for recovery.

How do I sign up?

For more information please call 585-256-7500. You will be offered assistance in completing an application and consent form.

CONTACT INFORMATION

To learn more about Hillside Care Management services, determine your child's eligibility and register, contact us at:

Hillside Family of Agencies 585-256-7500 integrationctr@hillside.com 24 hours / day

- Rochester Office: 1 Mustard Street Rochester, NY 14609 585-654-1500
- Syracuse Office : 215 Wyoming Street, Syracuse, NY 315-703-8700
- Buffalo Office : 70 Jewett Parkway Buffalo, NY 14214 716-533-4300
- Southern Tier Office : 36 Water Street, Cuba, NY 14727 585-968-8600
- Stillwater Office : 638 Squirrel Hill Road Chenango Forks, NY 13746 607-656-6021

For more information about Children's Health Homes, contact Children's Health Homes of Upstate New York (CHHUNY) at 518.312.1448 or www.childrenshealthhome.com.

FACILITY

A Children's Health Home is not actually a place. It is the name for a kind of care management service.

SUPPORTED BY

This program is supported by local counties, and by the New York State Department of Health.

ELIGIBILITY CRITERIA

The program is intended for Medicaid recipients, including Medicaid-eligible members of a Managed Care Organization. Eligible youth must also have been diagnosed with:

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RESIDENTS OF

Hillside Care Management services are available to eligible families in the following counties: Allegany, Cattaraugus, Cayuga, Chautauqua, Chemung, Cortland, Erie, Genesee, Livingston, Madison, Monroe, Onondaga, Ontario, Orleans, Oswego, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne and Yates.

Updated on June 15, 2019