CARE MANAGEMENT
FOR CHILDREN
At People Inc., we understand that caring for a child who is on Medicaid and has a chronic health condition can be difficult and complex. To help families in our community better manage their child’s health services, People Inc. offers care management to families enrolled in a Children’s Health Home. A Children’s Health Home is not a physical building or home, but rather a virtual network of support that provides a key point of contact, coordinator of services and compassionate care.

What a Health Home Offers
People Inc. has partnered with three Health Homes – Children’s Health Home of Upstate New York, Niagara Falls Memorial Medical Center Health Home and Oishei Healthy Kids – to offer services to children and their families. Once enrolled in one of our partner Health Homes, People Inc. will link you to a care manager. Your care manager will work with you to assess your child’s needs and help you navigate the vast array of service delivery systems you will encounter. You can expect your care manager to be a:

- Key Point of Contact – We know that families can spend countless hours being transferred from department to department trying to get critical answers and information regarding a child’s services. People Inc. will provide families in a Health Home with a care manager who will serve as a key point of contact in managing services.

- Coordinator of Services – The care manager will coordinate services to ensure each provider works together in the best interests of the child. The care manager will have access to information on each service the child receives and will also help to eliminate redundancies.

- Compassionate Advocate – Our care managers will strive to learn the unique needs of each family and work with them one on one to make decisions that best fit the child and family.

Expected Outcomes
Families enrolled in a Health Home can expect to receive comprehensive care management where all of a child’s providers communicate with one another to meet the needs of the child and their family. Your care manager will assist you in accessing necessary services for your child to stay healthy, out of the ER and out of the hospital. In addition to promoting healthy living, you can expect your care manager to coordinate transitional care, provide linkage and referrals to community and social supports, as well as educational and/or employment related services.

Who is Eligible to be in a Children’s Health Home?
Those who are eligible for care management through a children’s health home include children from birth through age 21 who are enrolled in Medicaid, have two or more chronic health conditions OR one single qualifying chronic condition, such as HIV/AIDS, Severe Emotional Disturbance or Complex Trauma, and are appropriate for high level care management.

Contact
For more information on People Inc.’s care management for children in the Western New York area, contact the Admissions Department at 716.880.3700. For care management for children in Rochester, call 585.441.9300.