

Health Home

Virtual Information Session

[9/28/2020]



Acacia Network

ROOTED IN THE COMMUNITY SINCE 1969

Excellence | Commitment | Customer Service | Leadership

About Acacia Network

- For over 50 years, Acacia Network and its affiliates have been committed to improving the quality-of-life and wellbeing of underserved communities in New York City and beyond.
- We are one of the leading social services organizations in New York City and the largest Hispanic-led nonprofit in the State.
- Our programs serve individuals at every age and developmental level, from the very young through our daycare programs to mature adults through our senior centers.
- Our extensive array of community-based services are fully integrated, bilingual and culturally competent.

Our Integrated Care Model

- We provide **integrated, culturally-competent, and trauma-informed** services to over 150,000 individuals of all ages through:
 - Primary Care;
 - Mental Health and Addiction Services;
 - Residential Treatment for At-Risk Populations;
 - Affordable and Supportive Housing;
 - Transitional Housing;
 - Early Childhood Education;
 - Afterschool Programs and Youth Development;
 - Senior Services;
 - Workforce Development;
 - Arts and Culture, and more.



Our Reach & Impact

- Our Network currently comprises more than 100 affiliates and over 2,700 employees across four boroughs in New York City, Buffalo, Albany, and Syracuse in New York State, as well as Florida, Maryland, Tennessee, Georgia, Connecticut, Arkansas, and Puerto Rico.



Behavioral Health Portfolio Overview



Employees
36



Census Capacity
1146



Locations
Bronx



Programs

- Health Home Serving Adults
- Health Home Serving Children



Services

Support Medical and Social Determinants of Health (SDH):

- Connection to primary care providers
- Connection to mental health and substance abuse providers
- Connection to needed medications
- Assistance with housing
- Connection to social services (SNAP, HEAP, Disability, etc.)
- Referral to community and social support services
- Comprehensive care management; patient goal setting and follow-up
- Health promotion and education
- Patient advocacy
- Comprehensive transitional care/follow-up
- Gaps in care closure
- Patient provider, family and community engagement
- Response to RHIO alerts within 48 hours

What is Health Home?

- The Health Home Program is an innovative care coordination model for Medicaid recipients with chronic conditions who find it difficult to navigate the health system and find the appropriate health care providers and/or services.
- Health Home operate under a "whole-person" philosophy – coordination of primary care, behavioral health, and long-term services and supports to treat the whole person.

The goal of the Health Home program is to make sure its members receive the care and services they need to become and stay healthy.



OUR HEALTH HOME PROGRAMS

PROGRAMS

- Health Home Serving Adults (HHSA)
 - Ages 18+
- Health Home Serving Children (HHSC)
 - Ages 0-21
- *Individuals between the ages of 18-21 have the right to choose which program better meets his or her needs.

Hours of Operation

Monday to Friday
9-5 pm
718-617-6060

Program Benefits

- Greater patient engagement in personal health
- Supports around SDH (housing, food insecurity, etc.)
- Improvement in health outcomes- healthier and happier patients
- Fewer trips to the Emergency Room- decrease in ED admissions
- Decrease in patient healthcare costs
- Opportunities in Value-Based Payment (VBP)

ADMISSION CRITERIA

- Active Medicaid (MCO)
- Two or more chronic conditions
- Or
- One single qualifying conditions (SMI, HIV/AIDS, SED (CHH))

**If patient is enrolled in a competing HH program, we are not able to enroll. Our staff will confirm their current HH enrollment status via referral.*

Referrals:
HHReferral@AcaciaNetwork.org

Health Home Structure

Lead Health Home: Bronx Accountable Healthcare Network (BAHN)

Care Management Agency (CMA): Acacia Health Home Programs

Program Structure

Health Navigators

- ✓ Conduct outreach and enrollments for the HH program
- ✓ Can conduct enrollments over the phone, next appointment, or patient's home

Care Managers

- ✓ Long-term comprehensive care management services
- ✓ Care coordination
- ✓ Connection to providers
- ✓ Connection to community resources
- ✓ Additional support services

Integration

- We currently have Care Managers stationed at 966 Prospect Ave in the Bronx and 1776 Clay Avenue
- Our Health Navigators are currently integrating with sites such as La Casa de Salud, Casa Maria, Ramon Velez Recovery Center, Carlos Pagan, and 915 Westchester Center of Excellence.
- Our vision is to have a Care Manager and Health Navigator in every Acacia Site in order to provide true integrated quality services.
- All staff are field workers and travel between the 5 boroughs and lower Westchester County to service our members.



THANK YOU!



300 East 175th Street, Bronx, NY 10457

www.acacianetwork.org/

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MISSION

Acacia Network's mission is to partner with communities, lead change, and promote health and prosperous individuals and families

VALUES

EXCELLENCE

Our focus on excellence ensures that individuals, families, and communities consistently receive quality driven care

COMMITMENT

The talented and dedicated members of the Acacia family are the foundation of our success. We go the extra mile to meet the needs and expectations of individuals, families, and our communities.

CUSTOMER

We promote a culture that consistently exceeds customer's expectations. We affirm the unique identity of those we serve, treating each with friendliness, dignity, respect, care and compassion.

LEADERSHIP

We nurture partnerships, inspire others, instill ownership, engender trust and provide solutions toward our common goal to lead change and provide the highest quality care.

