A Care Manager is a trained professional who will help you get access to necessary medical and behavioral health services (including substance abuse and mental health care), specialty care, social services, benefits and housing.

Is the Health Home Program a residential placement program? No. Health Homes are a care management service designed to support your health and wellness needs.

Am I required to join a Health Home? No. You are strongly encouraged to participate in the Health Home Program.

Can I change my Health Home? Yes. To do so, contact your health plan or the assigned Health Home you are in and let them know that you want to change.

Do I need to complete an application? No. You will be required to fill out and sign a Consent Form with your Health Home, which will allow all of your doctors and other healthcare providers to share information on your health in order to plan and work together.

If I am not in a Health Home, how will my care be affected? If you are not in a Health Home, you will continue to receive services as you have in the past.

Are transportation services available? Your care manager will help you arrange transportation to provider appointments as needed.

Will I see a new doctor? In most cases, you will see all of the healthcare providers that you do now.

The Health Home Program focuses on you and your needs!

For more information, please contact Renee Savino-Hondorf, Associate Director, East House Health Home Care Management Program: 585.238.4846, HealthHomes@easthouse.org.

East House looks forward to working with you.
Renee Savino-Hondorf
Associate Director
Health Home Care Management Program
585-238-4846
HealthHomes@easthouse.org

To be eligible for Health Home Care Management, an individual must:
• Be an adult, at least 18 years old
• Have chronic health conditions (physical or behavioral health)
• Be eligible for Medicaid

The goal of the East House Health Home Care Management Program:
To ensure that all of your physical, behavioral health and social service needs are met!