



A comprehensive suite of services and activities that help those with chronic or complex conditions manage their health and get the care and services needed to stay healthy.

Care Management Services

Care Management

In New York State, many people get their health benefits through the Medicaid Program. Most people are generally healthy, however, others may have chronic health problems and can't find providers and services.

The goal of Care Management is to make sure its members get the care and services needed. This may mean fewer trips to the emergency room or less time spent in the hospital. It could mean getting regular care and services from doctors and providers or finding a safe place to live and a way to get to medical appointments.

What is Care Management?

Care Management refers to a comprehensive suite of services and activities that help those with chronic or complex conditions manage their health and get the care and services needed to stay healthy. Care Managers work with children, youth, adults and families to coordinate medical, mental health, and/or substance abuse services and link individuals and family members to other community resources and support services with the goal of stabilizing and improving their overall health.

Care Management services consist of comprehensive assessment and care planning, care coordination, health promotion, comprehensive transitional services, client and family support services, and referral to community and social support services.

What Does a Care Manager Do?

- Meets face to face with members and speaks with collateral contacts as needed
- Coordinates the member's care through effective communication with other providers and identifies goals and services being provided to the member
- Advocates on the member's behalf so they receive the care they deserve
- Assists with navigating the healthcare system to improve outcomes
- Links the member to community resources for housing, food, clothing, transportation, etc.
- Assists with educating the member on meaningful activities to improve their overall physical, social, and mental health needs

Who is Eligible?

If you are a Medicaid recipient or believe you may qualify for Medicaid, think about the following:

- Do you have chronic or mental health conditions for which you need regular doctor's care?
- Do you have a doctor you can see when you need to?
- How many times have you been in the emergency room or hospital in the past six months?
- Do you have a safe place to live?
- Do you have someone in your life to help you whenever you need help?



How to Access Care Management Services

You can contact us at any time to find out if you are eligible to enroll. You also may be referred by Medicaid, or you can be referred by your Managed Care plan, doctor, specialist, hospital emergency room or discharge planner, or Social Service District.

Contact Us

If you are interested in receiving Care Management services, please email: Healthhome@sco.org



SCO Family of Services

SCO Family of Services helps New Yorkers build a strong foundation for the future. We get young children off to a good start, launch youth into adulthood, stabilize and strengthen families and unlock potential for children and adults with special needs. SCO has played a vital role delivering human services in communities throughout New York City and Long Island for more than 100 years.

To learn more about SCO Family of Services, visit us online at www.sco.org.



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Unconditional care.
Life-changing results.