

Frequently Asked Questions

Health Home Service for Individuals with Serious and Persistent Mental Illness

What is a health home? A health home is a mental health agency that serves as a health home for people with mental health problems. It is a place where you can receive personalized assistance with your mental health and physical health care as well as social service needs to live a healthier life.

Is a health home a place for me to live? (Can people live at the health home like a group home?) No. A health home is not a place of residence or a place to live. It is not a group home or nursing home. It is not a physical structure meant to house those in need of mental health services. It is a place you can go to get assistance with your health care and social service needs.

Can a health home help me find a place to live? Yes, this is one of many services that Health Homes can provide to their clients.

What kind of provider agencies is allowed to become health homes? Where can I go to get health home service? At this time only community mental health agencies may become health homes.

Where can I find a health home? How do I know where the health homes are in my area? Health home service is available in Adams, Lawrence, Scioto, Butler and Lucas Counties at this time.

(Instruction: Hotline staff should have a current list of all health homes and can help the caller match up the health home closest to them. Hotline staff can also check for the most current health home list by visiting this link and looking under “featured news”:

<http://mentalhealth.ohio.gov/what-we-do/protect-and-monitor/medicaid/health-home-committees.shtml>)

When will Health Homes come to my county? Health homes will be phased into all of Ohio counties over the next year. Hotline staff can refer to the list of health homes at this web site: <http://mentalhealth.ohio.gov/what-we-do/protect-and-monitor/medicaid/health-home-committees.shtml>

Can I enroll in a Health Home outside my county of residence? Yes, if you normally receive service from a community mental health center in another county, and they are approved as a health home, you can ask to enroll with them as a health home member. .

How do I know if I am eligible to enroll with a Health Home? First, you must have a Medicaid card and have a serious and persistent mental illness. The health home agency will assess you and determine if you are eligible. Both children and adults are eligible for the health home program.

What are serious and persistent mental illnesses? Serious and persistent mental illnesses are medical illnesses that affect the brain and make daily life difficult to manage. These illnesses may last a long time.

Do I need to fill out an application to enroll in a health home? No, you don't have to fill out an application or a form. The community mental health agency will help you understand the process and complete any paperwork.

Will I be seeing a new doctor or case manager? In most cases, you will be seeing all the same healthcare providers that you do now. In addition, you will have a health home team to manage and coordinate your physical and mental health care, and other social support services.

How is a health home different than my current treatment services? The health home will offer you the support of a team instead of a single case manager. Your health home team will be concerned about your physical and your mental health. They will work with you to develop goals to help you live longer and healthier. The health home will make sure that all of your doctors and counselors are talking to one another so you can focus on getting well and staying well. And your health home will be open longer and more convenient hours and will help you to get an appointment the same day if you need it.

Why should I enroll in a Health Home? How will it be different than just getting services from my mental health agency? The Health Home program will help you with all of your health-related and other social service needs like:

- Help you manage your medical conditions and improve your health
- Help you prevent developing other illness or complications
- Help you find exercise programs, learn healthy eating and lose weight
- Help you find a family doctor, pediatrician, dentist, counselor or specialist
- Help you and your family obtain child care, housing, transportation, and food assistance
- Teach you and your family how to get well and stay well
- Help you remember your doctor appointments and get there on time
- Help you get the medications you need and take them regularly
- Help you understand medical test results and follow doctor's instructions
- Help your doctors, counselors and specialists talk to each other and work together to support your recovery
- Help answer your health questions and listen to your concerns.

What if I don't want to enroll in a Health Home? You are not required to enroll in a Health Home. It is optional and voluntary. It is your choice. Not enrolling in health home does not affect your current services. You should discuss this with your health care provider. Enrolling in a health home may be very helpful for you and you should consider it.

Can I change my Health Home? Yes, you can change your health home if you wish. In order to change you should contact your health home and let them know that you want to change or start going to a different health home.

Can I quit or decline the health home service after I am enrolled? Yes, you can choose to decline or ask to be dis-enrolled from the health home program at any time you wish. But you may be assigned to a different case manager or team if you disenroll from your health home.

Does it cost anything to enroll? Will it affect my other benefits? No, it won't cost you anything to enroll and it won't affect any of your other Medicaid benefits. Your Medicaid card covers your health home service. If you need to get more information about your Medicaid benefits, you can call Medicaid Hotline (1-800-324-8680).

If I join a health home, what do I do if I have an emergency? Your health home will work with you and your family and develop a personal emergency plan that can help you if you have a crisis or emergency. If you experience a life threatening emergency, call 9-1-1 or go to the Emergency Room.

Will transportation be provided for me to get to my Health Home or doctor appointments? Yes, you and your health home team will work together and address your transportation needs.

When does my enrollment officially start? Your health home will inform you about the begin date of your enrollment in the health home program. You have the right to receive an orientation on the health home program including information about your start date.

What is a care manager? This is a trained and licensed professional who will coordinate and help you get access to necessary medical, mental health and alcohol and drug treatment, and social services.

When will I know who my care manager or health home team is? Once you are enrolled in a health home, you will be contacted by your current case manager or mental health therapist and be introduced to your health home team.

Can I refer myself to a health home program? Yes, you can self-refer to a health home program. You can also ask your current doctor or mental health counselor or case manager to refer you to a health home program.

Who can I contact if I have a complaint about my health home? Who can help me if I have problems with my health home? It is your right to voice your concerns and file a grievance if you feel that your rights are not upheld by the health home. There are different ways you can have your complaints or grievances addressed or resolved. You can talk to your health home team about your concerns and complaints, or you can contact the client's rights officer at the mental health center. You may also choose to contact the ODMH Toll Free Bridge Line at 1-877-275-6364 or 1-888-636-4889 TTY and speak with a consumer advocate.

What if I am enrolled in a Medicaid HMO and already have a care manager? If you already have a Medicaid HMO care manager, you can still enroll in the health home program. Your Medicaid HMO care manager and health home team will work together to assist you with your health care and social support service needs.

Will enrolling in a health home change my Medicaid managed care plan?

No enrolling in a health home will not change your Medicaid HMO.

Will being enrolled in a health home affect my other case management services?

You should work with your mental health center to determine the types and providers of care management services that best meet your individual needs. If you are enrolled in a Medicaid waiver (DoDD, PASSPORT or Ohio Home Care) you should raise this with your community mental health center and ask them to help you decide what is best for you.

Will I have to change my primary care physician if I enroll in a Health Home?

No, you will not have to change doctors unless you want to do so. The health home will work with your current doctor to coordinate your care.

Am I eligible to enroll in a health home if I have a Medicaid spenddown? Yes, you are eligible to enroll in a health home if you have a Medicaid spenddown as long as you meet your spenddown and become Medicaid eligible at least one day out of a month. Please be aware that in order to successfully enroll in a health home you need to be Medicaid eligible at the time of your initial enrollment.

Am I eligible to enroll in a health home if I have both Medicare and Medicaid? Yes, individuals with both Medicare and Medicaid are eligible to enroll in a health home.