

ST. JOSEPH'S MISSION

*We are passionate healers
dedicated to honoring the Sacred
in our sisters and brothers.*

CORE VALUES

*In the spirit of good Stewardship,
we heal by practicing:*

*Compassion through
our kindness, concern and
genuine caring;*

*Reverence in honoring the
dignity of the human spirit;*

*Excellence by expecting the
best of ourselves and others;*

*Integrity by being and speaking
the truth.*

OUR VISION

*To be world-renowned for
passionate patient care and
outstanding clinical outcomes.*

ST. JOSEPH'S
Hospital Health Center

A HIGHER LEVEL OF CARE

St. Joseph's
Care Coordination Network
301 Prospect Avenue
Syracuse, NY 13203
Phone: 315-703-2802
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www.sjhsyr.org/ccn

St. Joseph's Care Coordination Network

Designed for our
Medicaid patients



ST. JOSEPH'S
Hospital Health Center

A HIGHER LEVEL OF CARE

Sponsored by the Sisters of St. Francis

WHAT IS A HEALTH HOME?

A health home is a care management model whereby all of the professionals involved in your care communicate with one another so that all medical, behavioral health and social service needs are handled in a coordinated, comprehensive manner. This is done primarily through a “care manager” who oversees and coordinates access to all of the services a member requires while ensuring that the member receives everything necessary to stay healthy. Oversight and care coordination will reduce unnecessary emergency department visits and inpatient stays, and health records will be shared among providers so that services are not duplicated or neglected.

ST. JOSEPH'S CARE COORDINATION NETWORK – YOUR HEALTH HOME

St. Joseph's understands that you may struggle with health and behavioral health concerns. We're here to help you – not just with the medical care but with all the support you need to stay healthy. Your care manager knows how to find the services you need and will guide you through the confusing world of medical, behavioral health and any other concerns related to your daily life. A 24-hour phone line is available to address urgent needs.

HOW DO I QUALIFY FOR HEALTH HOME SERVICES?

To qualify for health home services, you need to be receiving or be eligible for Medicaid and have two chronic medical conditions, HIV/AIDS, or one serious and persistent behavioral health diagnosis. The chronic conditions include, but are not limited to, the following:

- Substance abuse disorders
- Diabetes
- Asthma
- Heart disease
- Overweight/obesity
- Hypertension (high blood pressure)

WE WILL PROVIDE SIX CORE SERVICES

- Comprehensive care management (connection with health, housing, social and behavioral health providers)
- Care coordination and health promotion (healthy living education)
- Comprehensive transitional support (assist with discharge planning from inpatient and rehabilitation settings)
- Patient and family support
- Referral to community and social support services
- Use of health information technology to link services (use electronic records and sharing information with your providers in a seamless manner, with your permission)

FREQUENTLY ASKED QUESTIONS

Do I have to join a health home, such as St. Joseph's Care Coordination Network?

No, but there are many good reasons to join. Our network not only helps you with your health care needs but we help you find other services that will keep you healthy.

Does the program cost anything?

No, St. Joseph's Care Coordination Network is free.

Will I have to see a new doctor?

In most cases, you will see the same doctor and nurses that you see now.

Can I change to a different health home or leave St. Joseph's Care Coordination Network?

Yes, you can change health homes or leave our program by contacting us anytime.

Why should I choose St. Joseph's Care Coordination Network?

St. Joseph's Care Coordination Network offers a full continuum of on-site services and has established linkages with other experts in providing direct care and care coordination. You will be able to access care close to your home.