

## **“Health Homes” help Medicaid patients with chronic health problems**

Starting April 1, 2015, Alabama Medicaid will expand its Health Home program to the entire state of Alabama to go along with the Patient 1<sup>st</sup> program. This change does not take away any Medicaid benefits you now have. Instead, if you have one or more health problems listed below, you may qualify to get extra help!

### **Here’s what you need to know:**

- Some people are already on the Health Home program. Medicaid started this program in 2012 in 21 counties.
- There are many different types of Health Home services. Some examples might be teaching patients how to take care of health problems like diabetes or asthma or helping patients after they go home from the hospital.
- Not all people qualify for extra services, but many do. To qualify, you must have or be at risk of having certain health problems. These include: asthma, diabetes, cancer, COPD, HIV, mental health conditions, substance abuse disorders, transplant need, sickle cell anemia, BMI over 25, heart disease and hepatitis C.
- The Medicaid recipient must be on the Patient 1<sup>st</sup> program.
- The recipient’s Patient 1<sup>st</sup> doctor must have signed up with at least one Health Home program in the region they live in. (See the map on the back of this paper)



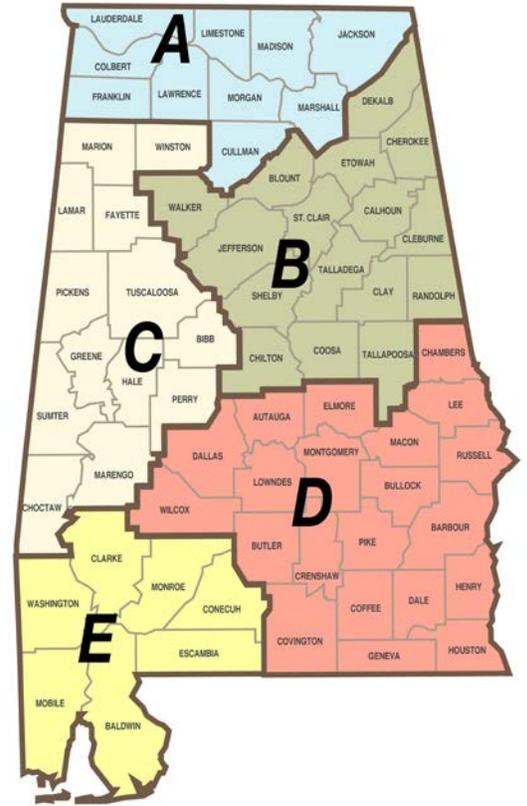
### **You decide if you want “Health Home” services or not**

- If you qualify for HH services, the program in your region will contact you to set up a time to go over your health needs.
- Recipients who qualify for the program can decide if they want the extra services or not.
- If you have or are at risk for one or more health problems listed above, and want the extra services, you must choose a Patient 1<sup>st</sup> doctor who has signed up with at least one Health Home program. In this case, Medicaid will assign you to the Health Home program your doctor has joined.
- If you qualify for the Health Home program, but your Patient 1<sup>st</sup> doctor has not signed up for the program, you have the right to change to a Patient 1<sup>st</sup> doctor who has signed up for the Health Home program.
- If you qualify for the Health Home program, but decide to stay with a Patient 1<sup>st</sup> doctor who is not signing up for the Health Home program, you will still continue to get Medicaid services, but you will not get any extra services.

You may change Patient 1<sup>st</sup> doctors and Health Home programs at any time. You may pick any doctor who sees Patient 1<sup>st</sup> patients from the county you live in as long as he or she has space available. To make a change, look on the back of this paper to find the number for your region.

If you have questions or need help on what to do, you can call 1-800-362-1504 for assistance or go to [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov) and click on “Recipients, Applicants and Sponsors” button or on “Health Homes” under the green “Programs” tab.





Get more information on Medicaid's website:  
[www.medicaid.alabama.gov](http://www.medicaid.alabama.gov) > Programs > Health Homes  
 OR [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov) > Recipients

Region		Phone Number	Use to:
ALL	Alabama Medicaid Recipient Helpline	(800) 362-1504	1. Replace a Medicaid card 2. Change your Patient 1 <sup>st</sup> Doctor 3. Change Health Home program (Only available in Region A)

Region	Health Home Program Name	Phone Number	Contact for Recipients	Help they can provide?
A	Alabama Community Care – Region A	(256) 382-2594 (256) 382-2590 (855) 640-8827	Amelia Hreha	Questions on Health Home services; enrolled doctors
A	My Care Alabama	(256) 713-9461	Stacy Copeland	Questions on Health Home services; enrolled doctors
B	Alabama Care Plan	(256) 713-9461	Jennifer van Blommesteyn	Questions on Health Home services; enrolled doctors
C	Alabama Community Care – Region C	(205) 553-4661	Austin Butler	Questions on Health Home services; enrolled doctors
D	Care Network of Alabama	(334) 528-5864 (855) 698-2273 (after hours)	Beth Weidner	Questions on Health Home services; enrolled doctors
E	Gulf Coast Regional Care Organization	(256) 713-9461	Ann Hirschfeldt	Questions on Health Home services; enrolled doctors