

Health Homes provide:

- Comprehensive care management.
- Care coordination and health promotion.
- Transition planning.
- Individual and family support.
- Referral to relevant community and social support services.

"... my personal care worker has been at some of my doctor appointments, which helped me to better understand procedures or to clarify some of my questions."

—Chronic care patient



Washington State
Health Care Authority
P.O. Box 42719
Olympia, WA 98504-2719

ADDRESS SERVICE REQUESTED



*For a
better life!*
New services at
no charge to you.

*For a
better life!*

Use 'Health Home' services to improve your life by coordinating your health and social services.





Health Home
It's not a place.
It's extra help
to improve
your care.

What is the impact on you?

Health Home services support you in your health journey. Your participation is voluntary. It does not impact your eligibility for other services or your complaint and appeal rights.

For more information

Medicaid: 1-800-562-3022

What is a Health Home?

A **Health Home is not a place.** It is a set of services to support you if you have serious chronic conditions and more than one medical or social service need.

Health Home services can make things go more smoothly between your medical and social service support. This may help reduce visits to hospitals and emergency rooms and support your health, overall well-being, and self-care.

How do the services work?

- Health Home services are managed through a care coordination agency.
- The care coordinator meets with you to assist you in developing your health action plan.
- The care coordinator stays in touch with you and the agencies that support you to keep things moving along.
- If you go in and out of the hospital, the care coordinator will assist in planning your transition.
- If you have trouble getting the support you need, the care coordinator can assist you in working with providers and mental health or chemical dependency agencies to get care.

Are these services for you?

You are eligible if you:

- Are in Medicaid and Medicare.
- Have a serious chronic condition.
- Are at risk for a second one.
- Have a serious health issue that typically requires more than one service provider.

How much does this cost?

Nothing — it's a free service.

What will this do for you?

- Provide support to help you manage complicated medical and social needs.
- Provide help to find and get long-term services in your community.

How do you start?

- When a care coordinator contacts you, tell them you want to participate.
- Then, work with the care coordinator, make a Health Action Plan, and get started!

Will this change the people you work with now?

You can continue to work with the same people—the program will just add a person to help you develop and follow up on your Health Action Plan. You can continue to work with:

- Your paid caregivers.
- Your Area Agency on Aging and other case managers.
- Others you work with (for example, doctors, nurses, physical therapists, mental health counselors, and chemical dependency staff).

Options counseling

For help understanding Health Home services and to see if they're right for you, call 1-855-567-0252.

Washington State
Health Care Authority

Health Home services are managed by state Medicaid agencies in partnership with Medicare.



Washington State
Department of Social
& Health Services

Transforming lives