

## WE CAN HELP A MEMBER TO:

- Arrange for special services ordered by their doctor
- Better understand their medical condition
- Learn how to stay healthy
- Connect with their PCP or Specialist
- Connect with a Health Home
- Assist the member in accessing community resources such as transportation or housing services



24458MDNYTCEN21  
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## Learn More

Did you know that members are eligible for free smoking cessation benefits, weight management, and nutrition consultation benefits? If a member needs help in these areas, give us a call.



### Member Services (800) 223-7242

(TTY: 711)  
Monday - Friday,  
8 a.m. to 6 p.m.

OR



### Nursing Advice Line (800) 223-7242

(TTY: 711)  
24 hours a day,  
365 days per year



Download our **Molina Mobile App** by scanning the barcode below or visit our Member Portal at **MyMolina.com**. You will be able to:



- Request a new ID card
- Change or find a doctor
- Make a payment
- View your claims history
- And more!

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MHNYCaseManagement@MolinaHealthcare.com

Molina Healthcare of New York, Inc.



## Provider Case Management Services

*Molina Healthcare of New York, Inc.*



There are times when a member may need extra help to take control of their health.

Molina Healthcare uses an integrated case management approach based on empirically validated best practices and to eliminate fragmentation of care. The case management team is staffed by licensed medical and behavioral health clinicians with specialties in adult physical health, adult behavioral health, pediatric physical health, pediatric behavioral health, high risk maternity, and substance use disorders. These health professionals provide case management for members with significant complex unresolved medical and behavioral health diagnoses through assessment, consultation, and coordination of medical and behavioral health needs.

The case management program includes: development of an individualized care plan that is periodically reviewed and updated; disease self-management and education/coaching; medication review; periodic monitoring of physical health, behavioral health and functional status; transition support for provision of services in the least restrictive setting; coordination with all service providers and agencies as well as referrals to any necessary community resources. Molina case managers consult with onsite Molina pharmacy staff when medication complexities, concerns or risks are identified.



## We Offer Case Management Programs

- **Chronic condition management** for Asthma, Diabetes and COPD
- **Complex case management:** Individuals with multiple health conditions or HIV/AIDS **Behavioral health case management** for mental health and/or substance use conditions
- **Long Term Support Services:** CDPAS, PCA, Home Health, Private Duty Nursing, and Adult Day Habilitation program care coordination.
- **Foster Care:** Frequent contact with providers, Local Departments of Social Service (LDSS), Voluntary Foster Care Agencies (VFCAs), the NY State Office of Children and Family Services (OCFS), Children's Health Homes, and community agencies with the goal of maintaining children in a supportive, community-based setting.
- **Perinatal:** Monitoring of prenatal care compliance; educating the member on the importance of the post-partum visit; educating the member on newborn care, preventive health, immunizations, and safety.
- Anyone who would like our help in managing their health condition.