



Care Coordination Organization / Health Homes

CCO/HHs

 lifeplanccony.com/
 +1-855-572-2669

To confirm if a person is currently receiving CCO Care Management services, simply check ePACES



LIFEPlan CCO NY **Care Coordination Organization**

- Covers 38 counties in Upstate NY
- Approximately 20,000 members
- Approximately 30% live in certified settings; the remaining 70% live in the community
- Close to 2,000 currently in the enrollment process pipeline, many from under-represented groups
- Focus on healthcare access and equity, and addressing the needs of people with complex physical, behavioral, and/or mental health conditions
- In addition to supporting individual people, LIFEPlan CCO also looks to address population health issues



CCOs / Health Homes

Care Coordination Organizations, known as CCOs, are non-profit specialized Health Homes (HHs) for people with intellectual and/or developmental disabilities (IDD).

CCOs provide conflict-free care management and care coordination services.



How Care Managers Support

CCO Care Managers coordinate and help ensure equitable access to:

- High-quality healthcare services, preventive and health promotion services, chronic disease management, mental health and substance abuse services, and long-term supports and services
- Comprehensive care management, care coordination, and transitional care across all settings
- Individual and family supports, including referrals to community, social support, and recovery services



Care Managers are Here to Help



Care Managers are Here...

To support your patients with:

- Keeping scheduled appointments
- Obtaining recommended labs, tests, consults, etc.
- Routine preventive healthcare (e.g., vaccines)
- Following medication recommendations

To partner with you to help ensure continuity of care and to reduce unnecessary Emergency Department use and hospital stays.

To educate members and families or caregivers on the importance of prevention, making healthy lifestyle choices, appropriate use of the Emergency Department.

To resolve social barriers to health and wellness, such as transportation, food, housing, employment, etc.

To assist with obtaining and maintaining health insurance.

To facilitate the OPWDD eligibility and enrollment process.

To help navigate community-based crisis services (Care Management is not a crisis-response service).

To connect providers to educational opportunities regarding IDD topics.



Is your Practice Listed in the Disability Services NY Directory (DSNY)...



surveymonkey.com/r/KNPLKBBK



To make a new referral for LIFEPlan Care Management Services

1.855.543.3756



lifeplancony.com/enroll/



To contact Provider Relations

1.866.462.2269



providerrelations@lifeplancony.com



To contact a person's Care Manager, or for any other questions:

1.855.572.2669



lifeplancony.com/contact/