



Care Coordination Organization / Health Homes

CCO/HHs

 acany.org
 **+1 833-692-2269**

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



Advance Care Alliance NY Care Coordination Organization

- Covers 10 counties in downstate NY
- Approximately 25,000+ members
- Approximately 30% live in certified settings; the remaining 70% live in the community
- Over 11,000 individuals 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 individuals and families, ACANY 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 needed 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, and 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 and benefits.

To facilitate in the NYS 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/KNPLKBK

To make a new referral for ACANY Care Management Services
1.833.692.2269



acany.org/start-here/

To contact Provider Relations
1.866.462.2269



providerrelations@myacany.org

To contact a person's Care Manager, or for any other questions:
1.833.692.2269



acany.org/contact