

# What is CARE MANAGEMENT?

Care Management at Villa of Hope embraces an extensive network of services for you, as a Medicaid recipient. We help you set goals, connect and refer you to providers and community resources so you can live your healthiest life.



Care Management is not just for your medical services and appointments; we connect you to other community supports, such as housing, activities, food, and legal services.

**All at no cost to you! Free for Medicaid recipients, including Managed Care Medicaid and those who have both Medicare & Medicaid.**

# Call or text today!

To speak to the Villa's Care Management team, call 585-328-0740



**VILLA of HOPE**  
rebuild. recover. renew.

ADULT CARE MANAGEMENT

**A team of support – for you.**

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# ADULT CARE MANAGEMENT

A part of the Health Homes Network



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# What can Care Management at VILLA of HOPE do for me?

At Villa of Hope, you are #1 with us; we care about your journey. We are set apart from other care management choices because **we are specialists in working with adults ages 18 and over.** We're also experienced. You will get personalized service and compassionate care management from an organization with 75 years of success in helping people navigate complex systems.



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## Your Care Manager can:

- Help you set goals and achieve them; in any area of your life!
- Link to resources for finding affordable housing, food, clothing, childcare and transportation.
  - Learn more about meaningful activities to improve your health and keep you healthy.
  - Advocate on your behalf so you receive the care or treatment you deserve.
- Navigate the complex healthcare system . . . and other systems



“ Ever since I have been working with my care manager, I have hope that my life and my son’s life can be better. I feel like I am on the ball, I have support, and I feel better.”

Desire Pascual

*Villa of Hope helped Desire to get her bike, which increased her independence and overall happiness and health!*



## Do I qualify for Care Management?

You need to receive Medicaid, and additionally you must meet only one of the following conditions:

- Living with HIV/AIDS or
- A Significant Mental Illness or
- Two or more chronic health conditions, such as asthma, diabetes, heart disease, mental health condition or substance use disorder

You also must have any one or more of what are considered risk factors, which can include homelessness or risk of homelessness, lack of family support, and others; contact us for details.

At the Villa, we'll get to know you, we'll provide individualized services, and we do what it takes to get you the support YOU need.

Contact us today and we will help you enroll in Care Management Services!

Call

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