

The ICS Health Home



Independence Care System

25 Elm Place, 5th Floor, Brooklyn, NY 11201

400 East Fordham Road, 10th Floor, Bronx, NY 10458

1.877.ICS.2525 | www.icsny.org



What Drives ICS?

ICS has deep roots in the disability rights/justice movement, led by two staff members who were iconic disability rights advocates, Marilyn Saviola and Anna Fay.

- Founding belief that people with disabilities have the right to choose and be self-directing
- Organization is driven by this concept and focused on ensuring members receive what they need and are entitled to
- Goal is to help members not simply live at home but to thrive in the community



Independence Care System (ICS) Background

ICS, founded in 2000, was created to fill the gap in managed long-term care for people with physical disabilities. In 2019, ICS transitioned to a health home program.

Members served include, but are not limited to, those dealing with:

- Rheumatoid arthritis
- Parkinson's disease
- Spinal cord injuries
- Multiple sclerosis
- Amputation of extremities
- Stroke
- Muscular dystrophy
- Cerebral palsy
- Spina bifida

Since its inception, ICS's mission has remained constant: To support the Health, Mobility, and Independence of adults with physical disabilities so they can live full, productive lives in the community.

We are now serving Staten Island and Westchester County residents!



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What is a Health Home?

A “Health Home” is not a place. It is a Medicaid-funded program consisting of a group of health care professionals who ensure members get the care and services they need to stay healthy—in **the community**. The focus is on serving vulnerable populations of individuals, including those experiencing:

- Chronic health conditions
- Mental illness
- Substance abuse
- HIV/AIDS



What are the Primary Goals of a Health Home?

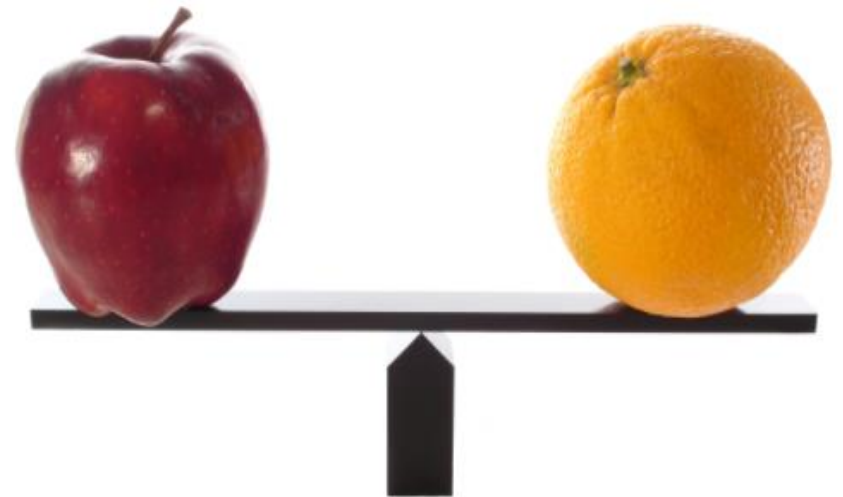
- Reducing trips to the ER
- Spending less time in the hospital
- Ensuring regular care and services from doctors/providers
- Helping members find ways to get to medical appointments
- Addressing “social determinants of health”



How does a Health Home Differ from an MLTC plan?

Managed long-term care plans (MLTCs) and Health Homes work together to coordinate the care of their mutual members. However, there are several distinct differences:

- MLTC plans cover/pay for select Medicaid services
- Health Homes do not pay for service, but rather provide care coordination
- MLTC plans focus on members' health/wellbeing through the services they pay for
- Health Homes take a more holistic approach to serving members' health/wellbeing
- Health Homes have a stronger focus on addressing the social determinants of health
- Provider communications is a staple of Health Homes



What Services do Health Homes Provide?

Based on need, services might include, but are not limited to:

- Identifying and connecting members to healthcare providers, including those specializing in mental health and substance abuse
- Connecting members to needed medications
- Social service support, including in the areas of food, housing, and transportation



Members get to keep their MLTC services, as well as their doctors and aides.

How is ICS's Heath Home Unique?

ICS's Health Home is the first and only Health Home in New York State specializing in working with adults with physical disabilities. In addition to general Health Home services, the ICS Health Home program provides disability competent care management, which includes access to specialized programs, such as:

- Care Transition
- Wheelchair services
- Wound Care and Prevention
- Women's Health Program
- Independent Living
- Durable Medical Equipment & Supplies
- Benefits Resources/Social Determinants of Health
- Member Programming
- Advocacy



ICS's "Areas of Excellence" include a focus on reducing wounds, UTIs, and respiratory infections.

ICS Care Coordination

Each ICS Health Home member is assigned a Care Navigator (CN), who is part of the organization's disability-competent care management team. The CN works with the member and/or their representative to put together a personalized care plan. The focus is on identifying life goals and what ICS can do to assist the member in achieving those goals.



Eligibility Requirements for Health Home Enrollment

A consumer looking to enroll into a health home program must meet three requirements.

1. Have Medicaid
2. Have two chronic health conditions (i.e. a physical disability and high blood pressure, etc.)
3. Meet “appropriateness criteria” (i.e. have a need for care management)



Who is a Good Candidate for the ICS Health Home?

- Individuals with a mobility impairment (spinal cord injury, multiple sclerosis, cerebral palsy, stroke patients, muscular dystrophy, spina bifida, etc.)
- Individuals who could benefit from one or more of ICS's specialized services
- Those who need help addressing issues related to social determinants of health
- Individuals who have recently been or are at risk for being hospitalized
- Those in need of care management to support their health and wellbeing in the community



Who isn't a Good Candidate for the ICS Health Home?

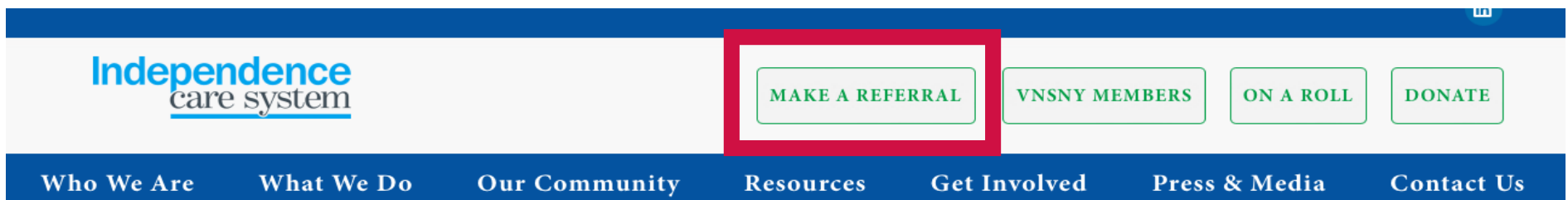
- Individuals who do not have some form of a physical disability/chronic health conditions
- Individuals who don't have Medicaid or are a part of a "mainstream" Medicaid managed care plan without homecare services (these plans are not compatible with ICS health home services)
- Individuals in another Health Home that is providing critical services



Want to Refer Someone to the ICS Health Home?

Do you have questions about ICS services or know someone who could benefit from the program? If you are ready to make a referral, or would like more information, you can call, email, or use our web referral form.

- Call or email the ICS onboarding hotline:
 - **646.653.6230**
 - CommunityEngagement@icsny.org
- Visit us at www.icsny.org and click on **“Make a Referral”**
 - at the top center of the home page



Option to Make a Straight Referral

Access the link to the ICS Health Home web referral form at www.icsny.org. Click on “**Make a Referral**” at top of home page.

- Submitted information is encrypted for protection
- Upload any needed documents
- Share relevant client information related to their disability and/or needs



ICS Health Home Member Referral Form

The ICS Health Home is not a place. It is a program run by disability experts who help members get what they need to stay as healthy and independent as possible—in their home. In order to be eligible, an individual must have Medicaid and reside in the Bronx, Brooklyn, Manhattan, or Queens. To refer someone, please complete the form below and provide as many details as possible. **Note all information submitted is encrypted to ensure protection of personal information.**

If you would first like to learn more about the program, including its various benefits and services, please call 646.653.6230.



On A Roll - Wheelchair Services

On A Roll, an ICS supported clinic, is a PT/OT practice specializing in seating and mobility evaluations for ICS Health Home members and the general public. Appointments consist of a thorough evaluation to make sure an individual's wheelchair/scooter fits properly and meets their needs. Learn more by visiting www.icsny.org/wheelchair-services-expertise



On A Roll – Making a Referral



ICS's renowned wheelchair program is now On A Roll.

Know someone who needs expert wheelchair and complex rehab services?

Make an appointment!  onaroll@icsny.org  646.653.6266

Brooklyn Office

25 Elm Place, 5th Floor
Brooklyn, NY 11201

Bronx Office

400 East Fordham Road, 12th Floor
Bronx, NY 10458

On A Roll accepts many different insurances!

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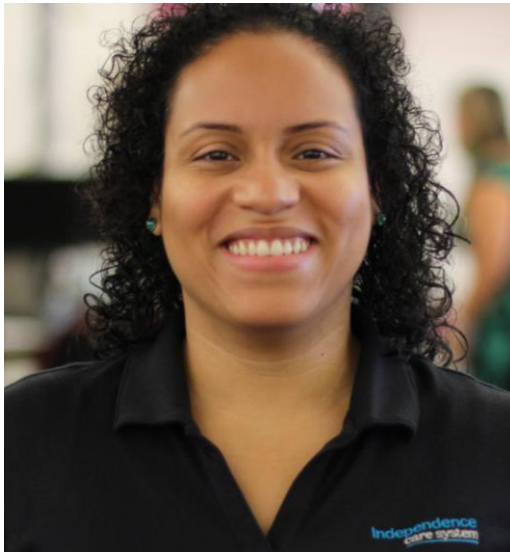
Meet the Team - Call Us!



Loreen Loonie,
SVP, Communications & Marketing

Meet the ICS Onboarding Team – Call Us!

Mercedes De La Cruz



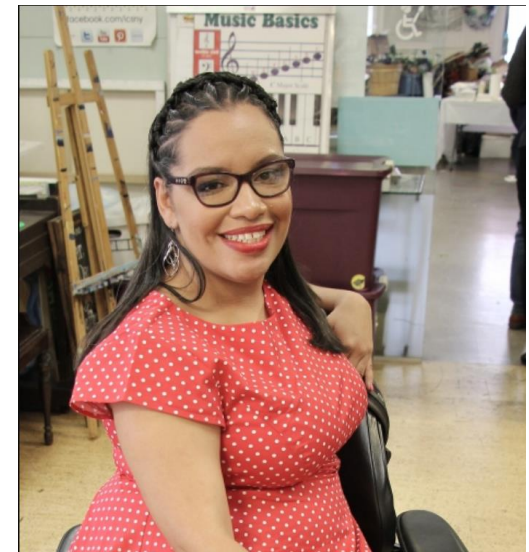
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Give us a call or email!

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Questions...



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