
NYCCP

The New York Care Coordination Program is a unique seven county consortium dedicated to transforming services for adults with severe behavioral health conditions.

C/O CCSI

1099 Jay St-Bldg J

Rochester, NY 14611

Beacon Health Strategies

A managed behavioral health care company accredited by both URAC and NCQA.

1099 Jay St -Bldg J- Suite 301

Rochester, NY 14611

New York

CARE COORDINATION PROGRAM

Creating a person-centered, recovery-focused system of care

New York Care Coordination Program

in association with

Beacon Health Strategies, LLC

Complex Care Management

Sponsored by:

Erie County Office of Mental Health

Monroe County Office of Mental Health

Onondaga County Office of Mental Health

What is the Complex Care Management (CCM) Program?

The CCM program is developed to support an individual's effort to live a healthier and more fulfilling life. We will work with individuals by identifying strengths, positive attributes and interests. We will help individuals identify what is important to them and what is important for them in their lives. We will support individuals in developing goals and identifying what supports and services they feel they need to stay well.

HOW CAN THE CCM PROGRAM HELP ?

If an individual chooses to participate in the CCM program, we will work with them for about 3 to 6 months. During this time we will assist them to:

- Identify health care providers and make sure they have appointments for services
- Identify what supports they need/desire as well as develop these supports in their community of choice
- Ensure an integrated and coordinated plan of care is delivered to promote wellness and recovery

IS PARTICIPATION IN THE CCM PROGRAM MANDATORY?

No, participation in the CCM program is voluntary. Your choice will not affect your health benefits in any way.

HOW ARE INDIVIDUALS SELECTED FOR THE CCM PROGRAM?

Individuals are invited to participate in the CCM program based on health care services that they have used. This program is designed for individuals who :

- Have experienced frequent emergency room visits or admissions to the hospital for medical, mental health or substance use issues
- May have had difficulty finding effective services and supports
- Might benefit from care coordination

WHO WILL AN INDIVIDUAL WORK WITH IN CCM?

Individuals enrolled in CCM will work directly with a "Complex Care Coordinator" from an agency in the area, as well as indirectly with a "Complex Care Manager" from Beacon Health Strategies. Together they will partner with an individual and their health care providers to ensure that services and supports are delivered to promote wellness and recovery.

CAN AN INDIVIDUAL KEEP A CURRENT PROVIDER?

Yes, if an individual already has a doctor or therapist they are comfortable working with, they can continue to work with them. If they have any issues or concerns with their health care providers we will support their efforts to improve this relationship or assist in locating and linking with a new provider.

CCM PROGRAM GOALS

The goal of the CCM program is to support an individual's journey toward a healthier and more fulfilling life.

- We will use strengths, assets and preferences to talk about recovery goals.
- We will work with individuals and their health care providers to ensure that physical and behavioral health goals are met.
- We will assist individuals with locating treatment providers who respect personal needs and who will respond to individuals as persons with rights and responsibilities.
- We will assist individuals with connecting to places in the community of their choice.

I WANT TO LEARN MORE ABOUT THE COMPLEX CARE MANAGEMENT PROGRAM

For general information, please contact:
Beacon Health Strategies:
(585) 613-7652

For local information in your community, please contact:

Erie County:
(716) 858-7059

Monroe County:
(585) 753-6047

Onondaga County:
(315) 472-7363 X 105