

## Ohio Medicaid Health Homes: Talking Points for Front Door and Consumer Hotline Staff

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### **Explain what a health home is and is not:**

- **A health home is** a mental health agency that is approved to provide health home service for people with mental health problems. It is a place where you can receive personalized assistance with your mental health and physical health care as well as social service needs to live a healthier life.
- **A health home is not** a place of residence or a place to live. It is not a group home or nursing home. It is not a physical structure meant to house those in need of mental health services.

### **Explain who is eligible for the health home service:**

- **Children and adults who:**
  - ✓ Have a Medicaid card.
  - ✓ Meet the criteria for serious and persistent mental illness
  - ✓ Receive services from a mental health agency that is a Health Home

**The health home agency** will assess you and determine if you are eligible.

### **Explain what rights and choices consumers have under health homes:**

- **Health Home Program** is a new optional Medicaid benefit that comes with a new service. Your Medicaid card covers this new service, so there is no charge to you.
- **You have the option** to decline health home service at any time. Declining health home service will not impact the other services you are eligible to receive.

### **Explain where the approved health homes are:**

- There are approved health home providers in select counties.
  - **Adams County**-Shawnee Mental Health Center;
  - **Butler County**-Butler Behavioral Health;
  - **Lawrence County**-Shawnee Mental Health Center;
  - **Lucas County**-Harbor, Unison Behavioral Health Group Inc., Zepf Center;
  - **Scioto County**-Shawnee Mental Health Center.

Instruction for Hotline or front-door staff: Check for the most current health home list by visiting this link and looking under “featured news”: <http://mentalhealth.ohio.gov/what-we-do/protect-and-monitor/medicaid/health-home-committees.shtml>

### **Explain where and how callers can get more information:**

- Talk with your health care provider and find out if the health home is right for you.
- Visit the ODMH website: <http://mentalhealth.ohio.gov/what-we-do/protect-and-monitor/medicaid/health-home-committees.shtml> for further information.
  - If you need to get more information about your Medicaid benefits, you can call Medicaid Hotline (1-800-324-8680).