

ENCOMPASS FAMILY HEALTH HOME Policy and Procedure Manual

A Collaboration of Catholic Charities and partners across upstate New York

- Policy 1- Health Home Program Description
- Policy 2- Care Management Agencies
- Policy 3- Health Home Assignment/Outreach and Engagement
- Policy 4- Health Home Eligibility
 - 4a- Chronic Conditions
 - 4b- Initial Needs/Eligibility Assessment
- Policy 5- Enrollment and Assessment
 - 5a- CANS-NY Assessment
- Policy 6- Care Plan Development
- Policy 7- Care Coordination
- Policy 8- General On-Call
- Policy 9- Crisis Intervention
- Policy 10-Health Information Technology
- Policy 11- PSYCKES Access and Usage
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- Policy 13- Managed Care Organizations
 - 13a- MLTC Care Coordination Agreement
 - 13b- MLTC Care Planning Coordination
- Policy 14- Reserved For Adult HARP & HCBS Services
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- Policy 16- Disenrollment/Discharge
 - 16a- Quarterly Review
- Policy 17- Complaints/Incidents



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- 17b- Complaint Form
- 17c- Complaint Tracking Form
- 17d-Incident Report Form
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- Policy 19- Reserved for Adult Health Home & ACT
- Policy 20- Care Management/Health Home Transfers
- Policy 21- Safety
- Policy 22- Lost to Service/Latent Status
- Policy 23- Health Home Referrals
- Policy 24- Quality Assurance/Improvement
 - 24a- HHSC Audit Tool
- Policy 25- Reserved for Adult Health Home Development Funds
- Policy 26- Confidentiality
- Policy 27- Complex Trauma
 - 27a- Complex Trauma Exposure Screen
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- Policy 28- Cultural Competency and Awareness
- Policy 29- Health Home Consents and Record Retention
- Policy 30- Early Intervention



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