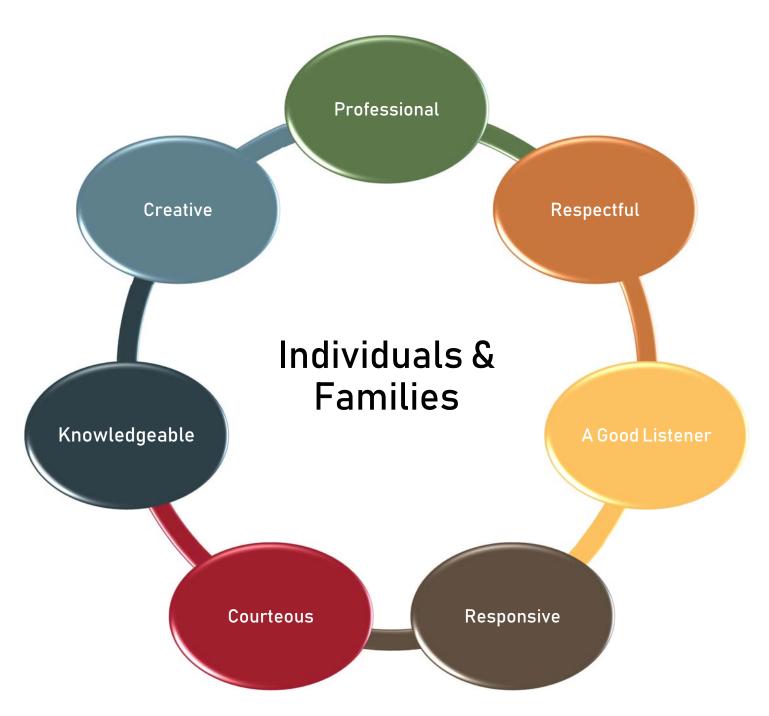


## What to Expect From Your CDNY Care Manager

(Your Care Manager was previously your MSC)



Main Office: 8 Southwoods Blvd, Suite 110, Albany NY 12211

Phone: (518) 235-1888

Emergency After-Hours: 1-877-855-3673

caredesignny.org



## What to Expect From Your CDNY Care Manager

Have regular contact with you both in-person and through phone calls or emails Use an interactive questionnaire/interview to assess your needs and goals for your future

Work with you and other as appropriate to develop your personcentered Life Plan that will meet your needs

Be your advocate or assist you with self-advocacy

Assist you to maintain or gain access to benefits (i.e. Medicaid, SSI, Food stamps, etc.).

Work in partnership with you so you have the supports and information you need to make informed choices that will positively impact your life

Assist you to gain access to all services identified in your plan

YOUR CDNY CARE MANAGER WILL...

(varies based on desire and need of the indivdual and family)

Coordinate your services

Provide you with

answers and to find the

resource to answer your

question if they do not know it initially

Communicate back to you within 48 hours but preferably within 24 hours (unless an emergency)

Educate you about possible supports, resources, services to support you.

Provide assistance with self-directing your services if that is what you choose Assist with coordination of your health care, arrange medical appointments and/or transportation, and attend with you if needed and wanted

Care Manager	Care Manager's Supervisor
Email	Email
Office Phone	Office Phone
Cell Phone	Cell Phone