



# Your Care Your Health Included

What to Expect from  
Care Design NY

**Care Design NY is a CCO/  
Health Home. In addition to  
coordinating disability supports  
and services, Care Design NY  
Care Managers incorporate  
health and wellness needs.**



## Your Healthcare Matters



“My Care Manager treats me with respect, sees me as an individual, and doesn’t set limitations on me. Working with her makes me feel like my life has a purpose.”

- Care Design NY Member

**HEALTHCARE** is the maintenance or improvement of an individual's physical, mental or emotional well-being.

Your **PROVIDERS** can include I/DD and community based services, primary care physicians, behavioral and mental health practitioners, and many more!



### ? **What is the role of a Care Design NY Care Manager in my healthcare?**

Your Care Manager has the responsibility to **make sure you are supported** in all the ways that lead to the **healthiest outcomes for you** and they **take a whole-person approach** to understanding your unique needs and how to achieve your desired goals.

### ? **What can I expect from my Care Manager?**

**Your Care Manager will ask about your health related goals!** In order for your Care Manager to help you navigate your healthcare needs, they will need to know about any chronic conditions you may have, new medical or behavioral health concerns, and any goals you may have to achieve your best health.



Help your Care Manager assist you with your healthcare needs, and contact them to let them know of any Emergency Room visits, hospitalizations or other appointments.




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## How can my Care Manager support me when I see my doctor or other provider?

**If needed, a Care Manager can:**

- Identify providers covered by your insurance
- Help schedule your appointment
- Help secure transportation for your appointment
- Ensure you made it to your appointment
- Coordinate any follow-up from the appointment
- Assist with adhering to your treatment plan
- Talk to your doctor, hospital or other healthcare provider



**Assisting individuals with  
intellectual and/or developmental  
disabilities to get the supports and  
services they need to live a quality life.**

**CAREDESIGNNY.ORG**

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*What if I don't want my Care Design NY Care Manager involved in my health care?  
Choice is central to our work here at Care Design NY. You are in charge of your care  
and support and your Care Manager is ready to talk to you about your options.*