

YOUR MEMBER HANDBOOK HAS BEEN UPDATED TO INCLUDE ADDITIONAL INFORMATION FOR SOCIAL CARE NETWORKS

As of **January 1, 2025**, you can receive screening and referral to existing local, state and federal services through regional Social Care Networks (SCNs). If you are eligible, these local groups can connect you to services in your community that help with housing, food, transportation, education, employment, and care management at no cost to you.

- After screening through the SCN, you and any interested member(s) in your household can meet with a Social Care Navigator who can confirm eligibility for services that can help with individual health and well-being. They may ask you or members in your household for supporting documentation to determine where extra support may be needed.
- If you or any member(s) in your household qualify for services, the Social Care Navigator can work with you to get the support needed. You may qualify for more than one service, depending on individual eligibility. These services include:
 - Housing and utilities support:
 - Installing home modifications like ramps, handrails, grab bars, pathways, electric door openers, widening of doorways, door and cabinet handles, bathroom facilities, kitchen cabinet or sinks, and non-skid surfaces to make your home accessible and safe.
 - Mold, pest remediation, and asthma remediation services.
 - Providing an air conditioner, heater, humidifier, or dehumidifier to help improve ventilation in your home.
 - Providing small refrigeration units needed for medical treatment.
 - Medical Respite.
 - Helping you find and apply for safe and stable housing in the community which may include assistance with rent and utilities.
 - Nutrition support:
 - Getting help from a nutrition expert who will help you choose healthy foods to meet your health needs and goals.
 - Getting prepared meals, medically tailored meals, food prescriptions, fresh produce, or non-perishable grocery items.
 - Providing cooking supplies like pots, pans, utensils, a microwave, and a refrigerator to prepare meals.
 - Transportation services:
 - Helping you with access to public or private transportation to places approved by the SCN such as going to a job interview, parenting

classes, housing court to prevent eviction, local farmers' markets, and city or state department offices to obtain important documents.

- Care management services:
 - Getting help with finding a job or job training program, applying for public benefits, managing your finances, and more.
 - Getting connected to services like childcare, counseling, crisis intervention, health homes program, and more.

Getting in Contact with an SCN in your area:

1. You may call the health plan's member services number at (800) 223-7242 (TTY: 711) and we will connect you to the SCN in your area.
2. You may call the SCN serving your county and request a screening or more information. See the SCN contact information in the chart below.
3. You may also visit their website to begin a self-screening.

Once connected with the SCN, a Social Care Navigator will confirm your eligibility by asking questions, requesting supporting documentation (if necessary), tell you more about eligible services, and help you get connected to them.

SCN	Counties	Phone number
Care Compass Collaborative	Broome, Chenango, Tioga, Tompkins	607-352-5264
	https://carecompasscollaborative.org/social-care-network/	
Forward Leading IPA	Allegany, Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming	315-264-9991
	https://forwardleadingipa.org/welinkcare	
Healthy Alliance Foundation Inc.	Cortland, Herkimer, Madison, Onondaga, Oswego	315-505-2290
	https://www.healthyalliance.org/member/	
Western New York Integrated Care Collaborative Inc.	Cattaraugus, Chautauqua, Erie	716-431-5100
	https://wnyscn.org/	