



The HeartShare Difference

HeartShare's Medicaid Service Coordination program is overseen by established and respected professionals who set high standards for integrity and responsiveness to consumers and families. They keep current on available resources that best match the needs and interests of our service recipients.



Making a world of difference in our community since 1914, HeartShare Human Services of New York is a nonprofit human services agency dedicated to bettering the lives of people in need of special services and support. We help individuals develop to their fullest potential and lead meaningful and enriched lives.

HeartShare is committed to serving the needs of individuals with developmental disabilities and their families. Our services include:

- Residential Programs
- Adult Day Programs
- Early Childhood Services
- Health and Mental Health Services (Article 28 Clinic)
- Medicaid Service Coordination
- Respite/Recreation Programs
- Parent Training, Case Management and Financial Reimbursement
- Fragile X Information and Referral

HeartShare also offers diverse services for children and families including:

- Foster Care and Adoption Services
- Foster Care Prevention, Counseling and Advocacy Services
- Youth Programs
- HIV/AIDS Services
- Energy Assistance Programs

HEARTSHARE HUMAN SERVICES
OF NEW YORK
191 Joralemon Street
Brooklyn, NY 11201
(718) 422-3336
www.heartshare.org
info@heartshare.org



Medicaid Service Coordination

Providing Case Management Services to People with Developmental Disabilities



*Making a World of Difference
in Our Community*

HeartShare's service coordinators assist hundreds of individuals each year to access vital services and plan for their future.

Eligibility Any individual who meets the legal definition of having a developmental disability, lives in New York State, and has Medicaid, may apply for Medicaid Service Coordination. Current psychological, psychosocial, and medical evaluations are required. HeartShare can assist with obtaining these evaluations.

Certain types of services, like day habilitation and residential habilitation, require participants to receive MSC for at least the first three months, so that a proper plan for services is developed.

Locations We offer Medicaid Service Coordination throughout Brooklyn, Queens and Staten Island.

Cost to You Our services are offered at no cost to individuals and their families.

Donate Help us help others. HeartShare's programs assist 16,000 New Yorkers annually. Approximately 90 cents goes of every dollar goes directly to program support. To make a donation, please contact us at (718) 422-3210.

Contact Us For more information or to request the simple application, please contact us at (718) 422-3336 or email info@heartshare.org.



Our Program

MEDICAID SERVICE COORDINATION (MSC)

Our service coordinators meet with individuals at least once a month, face-to-face, and visit their homes every three months. These visits are valuable opportunities to get to know the individual and the environments where time is spent.

Working in partnership with the individual and the family, our service coordinators will follow-up on recommendations and referrals designed to promote independent living skills and maximize choices, while safeguarding the individual's physical and emotional well-being.

OUR SERVICES

- Writing an Individualized Service Plan (ISP) that identifies the person's needs, interests, abilities, and the services being received
- Helping the individual get the services needed and/or desired
- Monitoring the services received for respectful treatment and ensuring that the individual's goals and interests are met
- Coordinating the various services being utilized to enhance their impact and to prevent unnecessary services
- Informing and educating the individual and their family about rights, available services, procedures necessary to obtain and keep services, meetings that may be of interest, etc.

Remember, HeartShare's service coordinators are there to help! We can assist the individual and family if there are questions about services being received, if there are any changes in health, if there are emergencies such as eviction notices or a death in the family, if a notice regarding Social Security, Public Assistance, Medicaid or other entitlements or benefits is received, if there are concerns regarding abuse or neglect, or to plan for the individual's future.

HeartShare's Medicaid Service Coordination is funded by the New York State Office of Mental Retardation and Developmental Disabilities, and the generous support of our donors.