

Medically Fragile

The Medically Fragile program is a free service that provides expanded access to Medicaid services and coverage to include home and community-based care for youths (under age 21) with various, serious health issues. The program affords recipients the opportunity to reside at home, rather than hospitals or other institutionalized settings.

Who is eligible for the program?

Medicaid members.*

How do members enroll?

Once an eligible member enrolls with EmblemHealth, they will be contacted by a Care Coordinator to enroll in the program. See Care Management contact information below for more enrollment contact information.

How does the program benefit the member?

- Provides patient-centered care.
- Provides educational support for their comprehensive plan benefits.
- Provides support monitoring medical, behavioral, and social needs.
- Supplies a personalized care plan that focuses on achieving and maintaining positive health outcomes.
- Allows collaboration with the member's health providers and community resources to care for the whole member.
- Enables access to asthma programs that focus on environmental triggers.

How can you support members/your patients in the program?

You can support your patients by engaging in case conferences with their EmblemHealth Care Coordinator to help close member care gaps and focus on member-defined care goals.

Are there additional considerations?

Medically fragile level of care/level of need status is identified by the PCP.

How long is the program?

The program is available to members as long as they want to stay enrolled in the program. Cases are regularly assessed to ensure the member receives the appropriate monthly intervention as needed.

How do I find out more?

For more information and/or for your referrals, call our Care Management department at **800-447-0768 (TTY 711)**, Monday through Friday, 9 a.m. to 5 p.m.



* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to emblemhealth.com/providers/manual/health-promotion-and-care-management, under the "Care Management Programs" drop-down, at the bottom.