

# Adult Care Management

*Building hope and wellness through better health care management*

## What We Do:

- We listen to clients, partnering with them to create targeted care plans that address the complexity of their medical and mental health challenges
- We connect patients to community services, building a network of support to help patients become well and stay well

## Who We Serve:

- Adults with chronic, complex, physical & mental health challenges
- Participants must have two chronic conditions or one serious mental health diagnosis along with multiple risk factors associated with chronic illness
- Must be enrolled in Medicaid

## Our Mission:

- To help high-risk individuals navigate complex, often fragmented health & mental health systems
- To reduce emergency room visits and inpatient stays by connecting individuals with primary medical & mental health care
- To increase wellness by helping individuals access the supports they need within their communities



## Contact:

- 1-833-9330-HOPE
- 585-581-HOPE
- Intake information: Mindy Kirby
- Mindy.Kirby@villaofhope.org
- 585-328-0740 ext. 555
- villaofhope.org

## Our Philosophy:

- As a Sanctuary-certified agency, we provide trauma-informed services which recognize the many stressors our clients face