



# Samaritan Daytop Village

WHERE GOOD LIVES®

**Hope Care Management**



# Hope Care Management

When serious illness strikes, everyday activities can become difficult to manage. Navigating appointments and providers can prove challenging, especially for homebound individuals. For assistance, New York City residents can turn to Samaritan Daytop Village's Hope Care Management Program.

Offering a personal support system, Hope Care Management benefits people with chronic or severe medical conditions or a behavioral health disorder. We streamline resources and make connections to help improve your health, well-being and quality of life.

## Why Hope Care Management?

Hope Care Management is a comprehensive resource that coordinates and organizes your medical, mental health and social

service needs. We work to stay on top of your health care requirements and connect you with helpful supportive services.

Each client is assigned a specially trained Care Manager who customizes a care plan based on your situation. The Care Manager connects with providers and identifies resources on your behalf. The personalized service enhances, stabilizes and improves health outcomes, ultimately reducing hospitalizations and emergency room visits, among many other benefits.

Individuals scheduled for in-office appointments can receive a take-home meal. We also cover the cost of public transportation to and from your meetings with us and your providers. Homebound clients can receive at-home visits, thanks to our network of certified home health service providers.



## Care Management Services

Hope Care Management provides a range of services throughout New York City including:

- Referrals to providers/specialists such as primary care doctors, dentists, pulmonologists, Opioid Treatment Programs and social service agencies
- Case conferences with your current providers
- Discharge planning with hospital and inpatient providers
- Health literacy and education
- Peer advocacy and support
- Access to food, clothing and transportation resources
- Housing related support to help find stable housing

## Health and Safety Protocols in Place

Samaritan Daytop Village diligently follows all applicable federal and New York State and City guidelines to ensure the health and safety of its clients and employees. In response to the COVID-19 pandemic, the agency has established numerous policies and procedures to protect all program participants against the virus, including increased telehealth appointments, social distancing, mandated face coverings, and, when feasible, staggered client visits.

## Eligibility Requirements

Hope Care Management is a free service to Medicaid recipients who have at least two chronic medical conditions (including substance use disorder) or a single qualifying condition such as a serious mental health diagnosis or HIV/AIDS. We also work with formerly incarcerated New Yorkers.

Examples of qualifying chronic illnesses can include:

- Alzheimer's disease
- Asthma or COPD (chronic obstructive pulmonary disease)
- Atrial fibrillation
- Cardiovascular disease
- Chronic pain
- Congestive heart failure
- Diabetes
- Glaucoma/cataracts
- Hepatitis A, B, C
- Hyperlipidemia
- Hypertension
- Liver disease/chronic kidney disease
- Obesity
- Osteoporosis

## Contact Us

Schedule an appointment with a Care Manager at 718-402-2614 or email us at [HCM@samaritanvillage.org](mailto:HCM@samaritanvillage.org).

# WHERE GOOD LIVES®

## Every day good wakes up and rolls up its sleeves at Samaritan Daytop Village.

For over 60 years, Samaritan Daytop Village has been improving the quality of life for New Yorkers. We are nationally recognized for our treatment of substance use disorder as well as for the veteran-specific approach we pioneered. Our continuum of services also includes health

and mental health care, transitional and supportive housing, educational and vocational assistance, peer-assisted recovery, and specialized programs for adolescents, families and seniors.

Annually, Samaritan Daytop Village serves over 33,000 people at more than 60 facilities throughout New York City, Long Island and the lower Hudson Valley, and we continue to grow.



**Samaritan  
Daytop  
Village**

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[www.samaritanvillage.org](http://www.samaritanvillage.org)

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**Department  
of Health**