

## What is Behavioral Health Home?

A behavioral health home isn't a building, house, hospital or nursing home. Rather, it is a way of providing you with your own care team. This team includes you, an integration specialist, a system navigator, a qualified health home specialist and a variety of providers – all working together to keep you healthy. If you like, your team also can include trusted family members or friends who are involved in your health care.

The **system navigator** will be your main point of contact, working with you and coordinating with members of the care team. This individual will answer your questions, help with appointments and provide links to other services and supports.



The navigator will work closely with you and other members of the team to manage your various conditions to help you:

- Make an individual health action plan that includes your mental health and medical strengths, needs and goals
- Work more effectively with your health care providers
- Get the services you need when you need them
- Obtain a referral for specialty care visits
- Better understand your conditions and how you can lead a more healthy lifestyle

## Chemical Health Services

- Connections and Referral Unit/Detoxification
- Footsteps 4 Recovery
- Recovery Programs

## Children's Programs

- Child Guidance Clinic
- School-linked Mental Health Services
- Youth Behavioral Health

## Community Support Programs

- Adult Rehabilitation Mental Health Services
- Case Management
- CD Navigator
- Employment Placement and Support

## Homeless Services

- Homeless Services
- Housing Options

## Intensive Residential Treatment Services

- Crisis Stabilization
- Residential Treatment

## Outpatient Therapy Services

- Psychiatry
- Psychological Services

## Other Health Services

- Crisis Response
- Dental Clinic
- Pharmacy
- Primary Care

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*Restoring Hope...  
One Life at a Time*

**YOUR  
BEHAVIORAL  
HEALTH HOME**

People diagnosed with a mental illness often have other health-related issues that impact their lives and affect their treatment. Zumbro Valley Health Center now provides a program – behavioral health home – to assist you in managing your mental and physical health issues that can lead to a healthier life.

This new program provides you with comprehensive care, health and wellness, support services for you and your family, care coordination and referrals to community services when necessary. In addition, you receive support from our staff along the way to help you better manage your mental and physical health.

#### *Who is Eligible?*

You are eligible for behavioral health home services if you meet all of the following:

- Receive Medical Assistance (MA) or state Prepaid Medical Assistance Program from UCare, Medica, Blue Cross Blue Shield, South Country Health Alliance or other managed care organization in Minnesota
- Are an adult diagnosed with a serious mental illness (SMI) or severe and persistent mental illness (SPMI) or a child/adolescent diagnosed with a serious emotional disorder (SED)
- Have a current diagnostic assessment performed by a mental health professional or practitioner



#### *What are the Benefits of this new program?*

We understand that health care visits can be confusing and many people who visit a lot of providers can feel lost in the system. The behavioral health home is designed to make this process easier by helping you with support services. Benefits of this program include:

- It is a **team approach**. A system navigator and other members of a team work with you to help coordinate all aspects of your care.
- It is a **whole-person approach**. You and your team work together to establish and help you reach your mental and physical health goals.
- It is **integrated**. Your behavioral health home team works with your primary care provider, either at Zumbro Valley Health Center or in the community, as well as your other providers to help help you improve your overall health.
- It includes **consumer and family supports and education**. You can get information when you need it and have staff help you understand what it means to you.

Your team is focused on helping with all of your health-related needs. They will work with you, and each other, to help address these needs and make sure you are meeting treatment goals.



“Liz” is a middle-aged woman diagnosed with major depressive disorder who has received treatment for nearly 20 years. Along with her mental illness, she has heart disease and suffered multiple heart attacks. Liz recently visited the primary care clinic at Zumbro Valley Health Center as she found this convenient to have medical services in the same facility as her mental health care.

“In the past, I would see my doctor at one place, my therapist and psychiatrist at another and heart specialists at a third,” she said. “Now I’m able to integrate my care with Zumbro Valley Health Center and they help coordinate my specialty care visits, review medications with my pharmacy and have even arranged dental care.”

After completing a full physical assessment and the appropriate blood work, she returned for a follow-up appointment to discuss the results and to develop a plan of care. Clinic staff spoke with Liz about the importance of the medications for her cardiac disease and came to an agreement on how much she could afford monthly. Liz’s health has improved dramatically and she continues to visit Zumbro Valley Health Center for her ongoing care.