

Mission Statement

Lakeview Health Services is dedicated to helping those we serve identify and achieve personally meaningful life goals and to realize their full potential. We provide safe, affordable housing and support to persons recovering from mental illness and health care coordination services to individuals with chronic mental and physical health challenges.

Vision Statement

Lakeview's programs and services will be evidence-based, fiscally responsible and innovative. We will create a work environment that develops and retains highly skilled professionals who are passionate about serving those in need and improving the health of our communities through the use of person-centered, recovery-oriented and trauma-informed practices.

Values

Service:

Serving our communities and those who need assistance is our highest value.

Competence:

We strive for excellence and effectiveness in all that we do.

Dignity:

We treat everyone we serve and each other with courtesy, compassion, and respect.

Integrity:

We hold ourselves to the highest standards of honest and ethical behavior.

Learning:

We support programs, services, and opportunities that promote lifelong learning.

Family:

We recognize the importance of family relations and commitments, both in the services we provide and in our human resource policies and procedures.



609-611 West Washington Street
Geneva, NY 14456
Phone: (315) 789-0550
Fax (315) 789-0555
www.lakeviewhs.org



Lifeline

Although not associated with Lakeview Health Services, Lifeline is a resource for individuals in crises.

1-800-310-1160

Free * Confidential * 24 Hours



Grievances

If, for any reason, you are unsatisfied with the services you have received from care management, please contact your care manager directly. If you are still unsatisfied after speaking directly with your care manager, please contact the Program Supervisor.



ADULT
CARE MANAGEMENT
SERVICES

SERVING

SENECA, ONTARIO &
WAYNE COUNTIES



Introduction

Lakeview Health Services is a non-profit organization committed to enhancing the lives of persons affected by mental illness. Since 1978, Lakeview has provided community based programs that assist individuals and their families in coping with the challenges of psychiatric disabilities.

Lakeview Health Services is dedicated to maintaining and building quality, integrated, and accessible recovery supports for individuals seeking mental health services.

Through the efforts of our employees, volunteers, and support providers, we are committed to meeting the needs of individuals through growth, rehabilitation, education, communication and teamwork.

What is Health Home Care Management?

A program fully paid by Medicaid, Health Home Care Management provides care management services to improve health outcomes for high-need Medicaid recipients.

Sample services provided by the Health Home Care Manager include:

- Address medical, behavioral health and social service needs
 - Oversee and coordinate access to all services a member requires and then provide support care integration through effective communication with other providers
- Our practices are:
- Evidence-based, person-centered, and recovery focused

Who is Eligible?

Medicaid beneficiaries must meet one of the following conditions:

- Living with HIV/AIDS
- A significant mental illness
- Two or more chronic health conditions such as asthma, diabetes, heart disease, mental health condition or substance use disorder

Additionally, any one or more of the following risk factors must be present:

- Homelessness or risk of homelessness
- Lack of social/family support
- Non-adherence to treatments
- Learning or cognitive issues
- Deficits in activities of daily living

Health Home Care Managers also support those who need help coordinating their medical care and can assist with accessing employment, legal services, housing, or other community services and supports.

The services of the Care Managers are free of charge to qualifying Medicaid recipients and members of their care team.



Care Management Referrals

- Complete the HHUNY Referral Form
- Submit the form to the HHUNY Referral Coordinator

Email: tmarchese@hhuny.org
Fax to HHUNY: 585-613-7670

Or

- Contact our Care Management Program Manager at 315-789-0550 for questions and assistance with the referral process.

Non-Medicaid Case Management

Lakeview Health Services also offers case management services to individual who are not eligible for Medicaid but who need more than outreach services.

Qualification for this service requires a mental health diagnosis.

Case Managers also support those who need help coordinating their medical care and can assist with accessing employment, legal services, housing, or other community services and supports.



Non-Medicaid

Case Management Referrals

Referrals for adult Non-Medicaid Case Management are made through the Ontario County SPOA process.

Referral forms are available by contacting :

Betsy Fuller
SPOA Coordinator
Ontario CSS
(315) 789-0550 ext. 2132.