

Common Questions from New HOME Enrollees

Is the HOME Program a residential service?

No. The HOME Program is an outpatient clinic. Because we provide several services in one location and coordinate your care, we are referred to as a medical "home". Our H.O.M.E. name is also an acronym for **H**ealthy **O**utcomes, **M**edical **E**xcellence.

Can I keep my current primary care doctor?

No. The HOME Program is a coordinated care model where primary care and mental health care are delivered together. To be in the program, enrollees must receive both primary care and mental health care in our clinic.

Does the client/patient need to attend visits?

Yes. Medicare and Medicaid requires that patients attend appointments for billing purposes. There are very rare occasions where this can be waived but only when specific arrangements are made with your clinician ahead of time.

Who do I talk to at the HOME Program?

Your primary contact person in the clinic is your case manager (assigned per last name of the alphabet or medical need). You will speak with your case manager with any questions you may have for your providers or regarding challenges you are having. Providers are unable to take direct phone calls as they are seeing other patients. You should call the front desk for scheduling or medical record questions. You should talk to your doctor's medical assistant regarding medication refills, durable medical equipment, home health, lab orders and results, and referrals to specialists.

Will my HOME clinic Case Manager be my contact for all issues?

No. There will be issues that you will be directed to contact your support coordinator or other responsible people. Your support coordinator, if you have DSPD services, should be your first contact for school, work, residential, and support staff issues. Our clinic case managers can also work with your support coordinators or other supports regarding these issues.

How can I find out about upcoming activities, groups, or events?

Visit our website <http://healthcare.utah.edu/home> or give us your email address so we can send you electronic notices. Watch for flyers and notices at the clinic, and you can also contact your case manager or talk with your clinician about events.

Can I get behavior supports from the HOME Program?

Currently, behavior support services can be provided by a HOME behaviorist but can only be paid for through your DSPD funding or on a self pay basis. Medicaid and private insurance companies will not pay for behavior services. Be aware that sometimes, there is a waitlist for behavior services.

Does the HOME Program provide transportation?

No. We occasionally provide bus tokens to help people get home from their clinic visits, but we do not transport patients ourselves.

Can I change my doctor or therapist within the HOME Program?

Yes. We recognize that a personality fit may not be right; therefore, clinic policy allows one change in therapist and one change in doctor. HOME will not allow changes in doctor or therapist beyond this. Talk to your case manager if you think you need a change.

What is expected of me or my caretakers?

- Your clinician may ask you to track data on specific things like aggression, sleeping habits, eating habits, blood sugars, and self-injurious behaviors. You are asked to bring this information to your visits.
- You are asked to come to your appointments on time or call and cancel with at least 24 hours notice.
- Be respectful to all staff and doctors at the HOME Program
- Always make follow-up appointments on the schedule asked by my clinician.

Will my doctor write letters in support of things I need?

We are happy to advocate for things we believe are in the best interest of our patients. This often means that we need to know the person for some time before we write such letters. It also means that we give our professional opinion in a letter rather than make demands.

Can I get help with school issues?

Yes. Your case manager may be able to attend IEP meetings with you as a support from the clinic, to offer the general recommendations of your clinical team, and to be another set of eyes and ears during the process. As with letter writing, we are able to help advocate and give our opinions and recommendations. We do not have the authority to demand school services or determine things like placement.

Can HOME get me into DSPD services?

No. As above, we can help advocate for things we believe will be helpful, but DSPD has control over how they allocate their services.