



**Human  
Services  
Coalition**

# ***SUPPORTS-FOR-HEALTH***

**Travel Voucher Program**

**Locally sponsored by:  
Human Services Coalition of  
Tompkins County**

**& 2-1-1 Tompkins/Cortland**



# Supports-for-Health is:

A pilot non-emergency transportation voucher program that helps individuals on Medicaid who would most benefit from additional transportation support

## Our goal is to design and implement a program that:

1. Prevents hospital readmissions and prevents personal crises that would have health implications that could be averted through transportation services
2. Is easy for healthcare practitioners and community based organizations to use
3. Targets individuals who could most benefit or who are most vulnerable to a health crisis (e.g., individuals recently discharged from the hospital with limited family or community support systems)
4. Collects information on the use of vouchers to help determine the impact on health outcomes, hospital readmissions, etc.

***Supports-for-Health***

## Who can use Supports-for-Health?:

- Medicaid beneficiaries who are at the highest risk of being hospitalized or re-hospitalized
- For transportation that is not eligible for the Medicaid Transportation benefit

Supports-for-Health provides access to transportation services related to Social Determinants of Health

The program covers Chemung, Cortland, Schuyler, Steuben and Tompkins Counties:

### *Local coordinating agencies:*

*Chemung: Able2*

*Cortland: Way2Go Cortland*

*Schuyler: Transportation Link-Line*

*Steuben: 2-1-1 HELPLINE*

*Tompkins: 2-1-1 Tompkins/Cortland (Human Services Coalition)*

***Supports-for-Health***

# **Supports-for-Health is a communitywide collaboration**

- **Community organizations and healthcare providers refer their clients and patients who will most benefit from the service**
- **Vouchers are redeemed through the 2-1-1 Contact Center (call 2-1-1 or 1-877-211-8667)**
- **Vouchers provide transportation or delivery service arranged by 2-1-1 staff**
- **Local transportation and other providers fulfill the service need**

- ❑ Hospitalized in the past 30 days?
- ❑ Enrolled in a chronic disease self-management prevention class (CDSMP) or other preventative health class?
- ❑ Have a prescription or need for medical supplies/equipment?
- ❑ Enrolled in mental health/substance abuse support services **not** eligible for Medicaid transportation.
- ❑ Have a chronic condition with a high risk of hospitalization and/or needs access to services to prevent severe health deterioration (fitness, pain management, fall prevention)

**DOES PATIENT HAVE ONE  
OF THESE QUALIFIERS?**

## Client Needs List

- X** Regular grocery Shopping
  - Groceries after a hospital stay
  - Healthy Food for a new, dietary requirement
  - Prescription
- X** Clothes shopping
- X** Visit family
- X** Buy Pet food
- X** Apartment hunting
- X** Apply for Job

## Supports-for-Health legitimate uses

- Food after a hospital release
- Prescription
- Medical Supplies
- Crisis Prevention
- Renewal of crucial benefit appt.
- Diabetes Management Class

None of the above **X**ed  
items qualify as crisis  
prevention

# 2-1-1 TOMPKINS/CORTLAND HELPLINE



2-1-1 information and referral services available 24/7, calls overnight answered by partner contact center in Rochester

Chat, email and walk in available during business hours 8:30-5 M-F

**NEW in 2018! 2-1-1 has texting capabilities: Individuals can text their zip code to TXT211 (898211) to be connected to the Tompkins/Cortland contact center. Available 9am-4pm weekdays**



**QUESTIONS?**



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*Supports-for-Health*