

Access To Care Programs
Care Coordination for People with Chronic Illness
& Housing/Services for People with HIV/AIDS
Frequently Asked Questions

Q: Does the program accept referrals?

A: Yes. The care coordination, case management, and housing programs accept referrals from the Health Home, community service providers, or people can self-refer. If you need help, you may call directly for information and an eligibility screening. The staff can screen you by phone and will make an appointment with you at your home or another preferred location to conduct an intake. We can be reached at (516) 481-6300 in Nassau County or (631) 361-9020 in Suffolk County.

Q: Can staff help with immediate needs or emergencies?

A: Yes, the program can do a quick screening/intake and help with immediate needs such as assistance with an emergency housing placement or referral to a food pantry.

Q: What parts of Long Island do the programs serve?

A: The programs serve all of Long Island with three offices: located in Smithtown, Amityville and Hempstead. The housing program has housing sites located in both Nassau and Suffolk Counties.

Q: Do you provide services to uninsured and/or undocumented individuals?

A: Yes. The Supportive and Medical Case Management Programs provide case management services to both uninsured and/or undocumented people with HIV or AIDS.

Q: Do I need to be eligible for Medicaid to receive Options case management services?

A: Options provides Health Home Medicaid Care Coordination services to people with chronic health conditions including mental illness and/or HIV/AIDS. These services are billed directly to Medicaid. Therefore, you must be eligible for Medicaid in order to receive these services.

* Individuals who are not eligible for Medicaid and have HIV or AIDS can also receive medical or supportive case management services from Options.

Q: Does Options provide housing?

A: Yes. Options has an HIV housing program that provides long term affordable housing and supportive housing services for individuals or families who are homeless or in danger of losing housing. Housing services include case management, emergency financial assistance for rent, security deposits, and broker fees. Options also provides long term rental subsidies to eligible individuals (i.e. high risk for high Medicaid use).

You may access the application for housing and housing assistance through the link on the housing services page on the website or you can call our offices.

Q: Do you provide transportation, food vouchers, bus tokens, etc.?

A: We occasionally get small grants that allow us to purchase food vouchers or bus tokens. However, these are generally not services provided directly by the program but staff can help program participants access these resources in the community and advocate for their needs.

Q: What does a case manager or a care coordinator do?

A: A case manager or care coordinator will meet with you to discuss your needs, help you set goals and learn about community resources and supports that enable you to become healthier and more independent. The case manager or care coordinator helps you get housing, food, medical care, transportation, entitlements, and support.

Q: How often will I see my case manager or care coordinator?

A: Meeting frequency can range between once a week and once a month. You will make arrangements with the case management or care coordination staff according to how much contact you need.

Q: Does the program offer bilingual services?

A: Yes. Staff members who speak Spanish, French and Creole are available. We also contract with translation services as needed.

Q: If I switch medical providers, do I have to switch case management providers?

A: No. Options' services are independent of medical services. Options can assist you with any medical provider you are using.