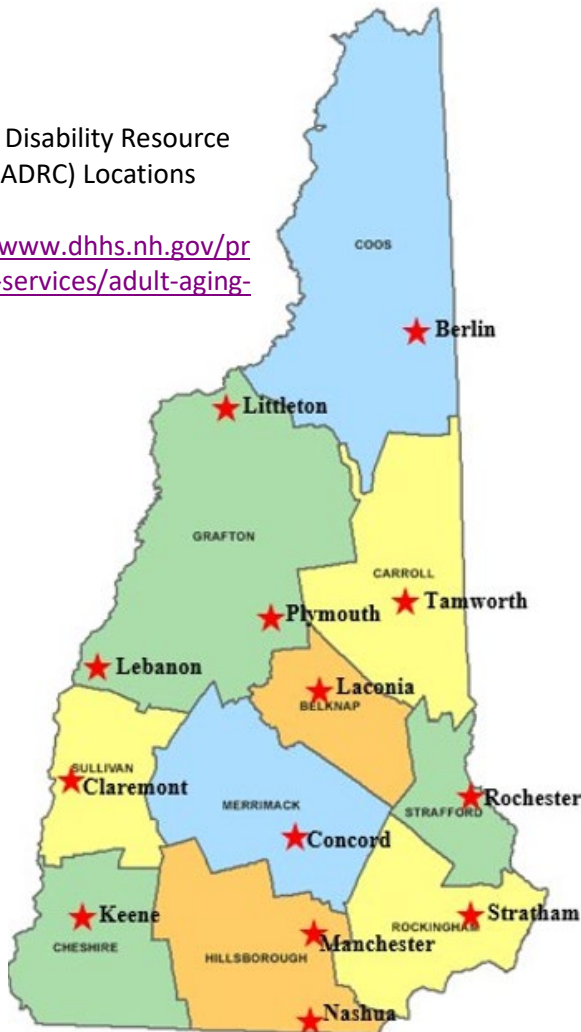


# Choices for Independence (CFI) Case Management Information Sheet

Aging & Disability Resource Center (ADRC) Locations

<https://www.dhhs.nh.gov/programs-services/adult-aging->



## Belknap

Brain Injury Association of NH  
Community Crossroads  
Crotched Mountain  
Gateways Community Services (limited coverage)  
Granite Case Management  
Life Coping  
NH Care Collaborative

## Carroll

Brain Injury Association of NH  
Crotched Mountain  
Granite Case Management (limited coverage)  
Life Coping  
NH Care Collaborative

## Cheshire

Brain Injury Association of NH  
Community Crossroads (limited coverage)  
Crotched Mountain  
Gateways Community Services  
Granite Case Management (limited coverage)  
Life Coping  
NH Care Collaborative

## Coos

Brain Injury Association of NH  
Crotched Mountain  
Life Coping  
NH Care Collaborative

## Grafton

Brain Injury Association of NH  
Crotched Mountain  
Granite Case Management  
Life Coping  
NH Care Collaborative

## Hillsborough

Brain Injury Association of NH  
Community Crossroads  
Crotched Mountain  
Gateways Community Services

Granite Case Management (limited coverage)  
Life Coping  
NH Care Collaborative

## Merrimack

Brain Injury Association of NH  
Community Crossroads  
Crotched Mountain  
Gateways Community Services  
Granite Case Management  
Life Coping  
NH Care Collaborative

## Rockingham

Brain Injury Association of NH  
Community Crossroads  
Community Partners  
Crotched Mountain  
Gateways Community Services (limited coverage)  
Granite Case Management (limited coverage)  
Life Coping  
NH Care Collaborative

## Strafford

Brain Injury Association of NH  
Community Crossroads  
Community Partners  
Crotched Mountain  
Gateways Community Services (limited coverage)  
Granite Case Management (limited coverage)  
Life Coping  
NH Care Collaborative

## Sullivan

Brain Injury Association of NH  
Crotched Mountain  
Gateways Community Services (limited coverage)  
Granite Case Management  
Life Coping  
NH Care Collaborative

## Brain Injury Association of New Hampshire

52 Pleasant St, Concord, NH 03301  
Website: [www.bianh.org](http://www.bianh.org)  
Phone: (603) 225-8400

## Community Crossroads

8 Commerce Dr #801, Atkinson, NH 03811  
Website: [www.communitycrossroadsnh.org](http://www.communitycrossroadsnh.org)  
Phone: (603) 893-1299

## Community Partners

25 Old Dover Rd, Rochester, NH 03867  
Website: <https://communitypartnersnh.org>  
Phone: (603) 516-9300

## Crotched Mountain Community Care (CMCC)

Address: 186 Granite St, Ste 3C, Manchester, NH 03101  
Website: [CMF.org](http://CMF.org)  
Phone: (603) 668-7584

## Gateways Community Services

144 Canal St, Nashua, NH 03064  
Website: [www.gatewayscs.org](http://www.gatewayscs.org)  
Phone: (603) 882-6333

## Granite Case Management

288 Baptist Hill Rd, Canterbury, NH 03224  
Website: [www.gcmcares.com](http://www.gcmcares.com)  
Phone: (603) 848-7345

## Life Coping

159 Main Dunstable Rd, #207, Nashua, NH 03060  
Website: [www.lifecoping.org](http://www.lifecoping.org)  
Phone: (603) 888-3588

## NH Care Collaborative

105 Castle St., Keene, NH 03431  
Phone: 1-866-826-2340  
Website: <https://nhcare-c.org/>

# Choices for Independence (CFI) Case Management Information Sheet

## What is CFI?

Choices for Independence (CFI) is a home and community-based 1915(c) waiver, funded by Medicaid, that provides a wide range of services designed to enable participants to remain in their homes and stay active in their communities. (Adults participating in the CFI program must be at least 18 years of age, be eligible for Medicaid, and meet nursing facility level of care.)

Some of the supports that the CFI Program could provide to a participant include (but are not limited to):

- In-home services to assist with eating, bathing, dressing and other personal care tasks, as well as general assistance with household tasks and preparation of nutritious meals
- Medical equipment and home modifications to support independence
- Respite care
- Participant-directed and managed services
- Supported employment

## What are the steps I need to take to apply?

***In order to be found eligible for the CFI Program, you must be found both financially and clinically eligible.***

The first step in the eligibility determination process is completing and submitting a NH Medicaid application (Form 800 Application for Assistance).

This can be done either online at [www.NHEasy.com](http://www.NHEasy.com), at your local DHHS District office, via mail, or at your local Aging & Disability Resource Center (ServiceLink).

To locate your local ADRC (ServiceLink), you can either call 1-866-634-9412, or visit <https://www.dhhs.nh.gov/programs-services/adult-aging-care/serviceLink>

To locate your local DHHS District Office, you can either call 603-271-9700, or visit [www.dhhs.nh.gov](http://www.dhhs.nh.gov)

The staff located at both your local DHHS Office and ADRC can help you through the process of completing the application and gathering all of the appropriate supporting documentation to determine eligibility.

## What happens next?

***Please be aware that it can take up to 45 days for the application materials to be processed once the application and supporting documentation has been submitted.***

Once you are found eligible for CFI services, you will be assigned a CFI Case Manager, either based on your preference (if you have expressed one) or the availability of service providers in your area.

***For more information on the case management service providers in your area, please see the map on the opposite page.***

Once a Case Manager has been assigned to you, you will receive a notice from DHHS. A representative of the Case Management Agency (CMA) will reach out to you to begin the development of your comprehensive care plan. They will also assist you with arranging support services with other health care providers in your area, based on your goals and needs.

