

New Hampshire Department of Health and Human Services ServiceLink & NHCarePath (No Wrong Door (NWD) System of Access for Long Term Supports and Services)



ServiceLink is a program of the NH Department of Health and Human Services. There are 8 contracts with local agencies around the state operating 13 offices around the state and many satellites. ServiceLink helps individuals access and make connections to long term services and supports, access family caregiver information and supports, explore options and understand and access Medicare and Medicaid. ServiceLink serves individuals of **all ages, income levels and abilities** and administers programs and services such as:

- Assistive Technology equipment demonstrations and loans
- Full Service Access Partner for DHHS's No Wrong Door System also known as NHCarePath
- Information Referral and Assistance;
- NHCarePath
- NH Family Caregiver Program;
- Outreach and Education;
- Person Centered Options Counseling;
- Senior Medicare Patrol (SMP);
- State Health Insurance Assistance Program (SHIP);
- Streamlined access to publically funded programs;
- Veterans Directed Home and Community Based Services Program

Assistive Technology equipment demonstrations and loans:

ServiceLink Aging and Disability Resource Centers partner with the Institute on Disability and its State Program on Assistive Technology: Assistive Technology in New Hampshire, or ATinNH. You can visit a ServiceLink location or call ServiceLink to get information, education, and guidance on Assistive Technology services and supports as well as receive hands on demonstrations of AT tools and gadgets.

Full Service Access Partner for DHHS's No Wrong Door System also known as NHCarePath:

The Department's ServiceLink Program and other ADRCs across the country operate as part of a federal No Wrong Door (NWD) System of Access to LTSS for all populations and payers. In New Hampshire, the NWD System is called NHCarePath of which ServiceLink Contractors are a partner. The ServiceLink toll free number and locally based offices service as access points for individuals.

Information Referral and Assistance:

ServiceLink contractors serve as a highly visible and trusted place for individuals of all ages to turn to for objective and unbiased information and referrals on the full range of long term-care supports and services. Staff assists individuals by facilitating access to private sector services and supports, and public programs. Services are delivered by phone, in person, walk-in, appointment, email, and self-directed access via website, and publically searchable database of long term services and supports.

NWD/NHCarePath:

DHHS No Wrong Door System of Access for Long Term Services and Support is branded as NHCarePath. NHCarePath is an initiative where community partners work collaboratively to connect individuals to the supports and services that they may need, and ensure a consistent experience for individuals seeking assistance. Multiple statewide partners collaborate as part of NHCarePath, including the NH Department of Health and Human Services (NH DHHS), ServiceLink Aging and

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Disability Resource Centers, Area Agencies offering developmental services, and Community Mental Health Centers; with the goal of making it easier for NH residents to find the help they need.

NH Family Caregiver Support Program:

National Family Caregiver Support Program provides assistance to family members and others who provide day to day care for another individual without compensation. NH Family Support Program (NHFCSP) services that include information, counseling, education and respite care, and are coordinated through the ServiceLink. Those served through the program include family caregivers of frail older adults, younger adults with disabilities, grandparents raising their grandchildren, and caregivers of person's diagnosed with Alzheimer's disease and dementia.

Outreach and Education:

ServiceLink promotes awareness, guidance and choice of the various options available to individuals in their community.

Person Centered Options Counseling:

ServiceLink provides Person-Centered Options Counseling to guide individuals through a supported decision making process to help them identify personal goals and how services may be delivered. Staff provides care transition by creating formal relationships between and among the major pathways individuals travel while transitioning from one setting of care to another to help individuals regardless of income or program eligibility, to avoid unnecessary placement in nursing homes and other institutional settings

Senior Medicare Patrol (SMP):

The Senior Medicare Patrol program is dedicated to teaching seniors and other people with Medicare to be aware of the health care fraud, how to protect themselves from becoming victims, and how to detect and report possible fraudulent or billing errors to an SMP Medicare specialist at ServiceLink. SMP-Medicare trained staff work with clients to answer and resolve questions, and if appropriate, refers potential fraudulent cases to federal authorities for further investigation.

State Health Insurance Assistance Program (SHIP):

ServiceLink Contractors are a non-biased resource that assists Medicare beneficiaries with selection of health and drug plans based on their financial situation and medical needs. They help beneficiaries understand their Medicare benefits and deals with billing problems, and help low-income individuals apply for programs that will cover all or some of their Medicare cost-sharing and premiums.

Streamlined access to publically funded programs:

ServiceLink provides assistance with public program and benefit screening, intake, counseling, coordination, and enrollment. Provide co-location space for DHHS Division of client services to perform eligibility interviews and for the State Office of Veterans Services to assist Veterans access their benefits.

Veterans Directed Home and Community Based Services Program:

ServiceLink as the States designated ADRC is contracted to be enrolled provider with the VA to operationalize the Veteran Directed Home and Community Based Service (VD-HCBS) Program. The VD-HCBS Program is a national program and partnership between Administration for Community Living and Veterans Administration. The program serves Veterans of any age who are at risk of nursing home placement and their family caregivers.

Utilize State Leased Information and Referral Database System through vendor RTM Designs:

All services and supports provided by ServiceLink are entered and track in an off the shelf state leased and maintained data base system. This leased system is also the portal for the publicly searchable database of services and supports.