Choices for Independence (CFI) Case Management Information Sheet

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
- Community Crossroads
- Crotched Mountain
- Gateways Community Services
- Granite Case Management (limited coverage)
- Life Coping
- NH Care Collaborative (limited coverage)

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

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

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

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
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Sullivan
- Brain Injury Association of NH
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For more information, go to www.servicelink.nh.gov/locator/
### 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 eligible individuals 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 an individual 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.

This can be done either online at [www.NHEasy.com](http://www.NHEasy.com), at your local DHHS District office, or at your local ServiceLink office.

To locate your local ServiceLink office, you can either call 1-866-634-9412, or visit [www.servicelink.nh.gov](http://www.servicelink.nh.gov)

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 ServiceLink office 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 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 letter from DHHS. A representative of the Case Management Agency will reach out to you to begin the development of your service plan. They will also assist you with arranging support services with other health care providers in your area, based on your goals and support needs.