



## YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE ADDITIONAL SERVICES

Starting **January 1, 2025**, you can connect to organizations in your community that provide services to help with housing, food, transportation, and care management at no-cost to you, through a regional Social Care Network (SCN).

- Through this SCN, you and your child can meet with a Social Care Navigator who can check your eligibility for services that can help with your health and well-being. They will ask you some questions to see where you might need some extra support.
- If you or your child qualify for services, the Social Care Navigator can work with you to get the support you need. You may qualify for more than one service, depending on your situation. These services include:
  - Housing and utilities support:
    - Installing home modifications like ramps, handrails, grab bars to make your home accessible and safe.
    - Repairing and fixing water leaks to prevent mold from growing in your home.
    - Sealing holes and cracks to prevent pests from entering your home.
    - Providing an air conditioner, heater, humidifier, or dehumidifier to help improve ventilation in your home.
    - Helping you find and apply for safe and stable housing in the community.
  - Nutrition support:
    - Getting help from a nutrition expert who will give you guidance and support in choosing healthy foods to meet your health needs and goals.
    - Getting prepared meals, fresh produce, or grocery items delivered to your home for up to six (6) months. These food items will be tailored to your specific health needs.
    - Providing cooking supplies like pots, pans, microwave, refrigerator, and utensils to prepare meals.
  - Transportation services:
    - Helping you with access to public or private transportation to places approved by the SCN such as: going to a job interview, parenting classes, housing court to prevent eviction, local farmers' markets, and city or state department offices to obtain important documents.

- Care management services:
  - Getting help with finding a job or job training program, applying for public benefits, managing your finances.
  - Getting connected to services like childcare, counseling, crisis intervention, health homes program.

If you are interested, please call Member Services at **1-866-231-0847 (TTY 711)**, Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time and we will connect you to a SCN in your area. The Social Care Navigator will verify your eligibility, tell you more about these services, and help you get connected to them.

**[bcbswny.com/stateplans](https://www.bcbswny.com/stateplans)**

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