



Your Guide to VNS Health



**The future of care.
The comfort of home.**

vnshealth.org



HOME CARE & PERSONAL CARE



HOSPICE CARE



HEALTH PLANS



BEHAVIORAL HEALTH



CARE MANAGEMENT



IN THE COMMUNITY

Our Legacy. Your Future.

For more than 125 years, New Yorkers have called us the Visiting Nurse Service of New York. Through all those years, we have had nonstop commitment to our neighbors. Like the communities we serve, we have changed and grown through the years to meet our neighbors' needs.

Today, we provide a full range of easy-to-access health care services, solutions, and health plans, that put you in control of your health and help you live your best life — at home and in your community. That is why we are now known as **VNS Health**.



Your Health Care, Made Easier.

Caring for your health or the health of a loved one can be complicated. VNS Health is here to help. We believe you should be able to live, age, and heal where you feel most comfortable — in your own home, connected to your family and community. It should be easy to get the high-quality care you deserve.

What Easy Looks Like.

One mission: your health and well-being. One place to go: **VNS Health**. It is more than just a new name, it means you have one place to turn to for the health care you need today and tomorrow, through our service offerings and solutions.



There is No Place Like HOME – and Your Community.

What sets our VNS Health team apart?

- We have 10,000 dedicated, highly-trained team members.
- We speak over 50 languages, so we can talk to you.
- We are as culturally diverse as the neighborhoods we serve, so we understand you.
- We treat you like our neighbor because we *are* your neighbors.

We Take Your Health Personally.

Health care journeys have their ups and downs. The VNS Health team understands that and is here to guide you through every step. Whether you need care after surgery, are dealing with complicated health issues, need help to live independently or want a health plan that benefits you, we are here to support you and your loved ones.

Find out more at vnshealth.org.

On any given day, VNS Health touches the lives of 43,000 New Yorkers.

In 2021, VNS Health cared for over 100,000 patients with almost 1 million home and community visits.



Over 75,000 New York neighbors received home care from VNS Health in 2021.

VNS Health home health aides provided personal care to over 13,400 people who need help with common tasks like dressing, cooking, or bathing.

In 2021, we cared for over 700 New Yorkers aged 100 or older.



Home Care & Personal Care

Care Where You're Most Comfortable.

When you are suffering from an illness or recovering from a surgery or injury, we are here for you. If you need nursing care or physical, speech, or occupational therapy, we can help. If you need home health aide assistance with daily activities so you can age at home safely, look to us. Our VNS Health Home Care team—including nurses, rehabilitation therapists, social workers, and home health aides—is here to provide you with the compassionate care you deserve.

VNS Health's highly trained team brings home care all across New York City's five boroughs, as well as Nassau, Suffolk and Westchester. Our home care services are covered by Medicare, Medicaid, most commercial insurance, and are also available if you choose to pay out-of-pocket.



New York's largest hospice care provider.

Only hospice care provider serving all neighborhoods across New York City's five boroughs.



Hospice Care

Bringing Quality of Life to the End of Life.

People with a terminal illness may not be aware that hospice care is an option. Caregivers of loved ones suffering from advanced illness too often don't know about hospice care.

We have the largest hospice care service in NYC. We know that being cared for at home in the final months of life provides the comfort and dignity every person deserves. Our VNS Health Hospice Care team is dedicated to being by your side, guiding families and loved ones with physical, emotional and spiritual support, through the end of life and the grieving process after a loved one has passed.

Having our expert doctors, nurses, home health aides, social workers, and spiritual care and bereavement counselors means you don't ever have to feel alone.



VNSNY CHOICE Health Plans*

Helping Our Members Live Well at Home and in the Community.

New Yorkers want health plans that truly meet their needs. Our Medicaid and Medicare health plans offer insurance benefits that help you live well in the comfort of your home and community. We know the ins and outs of New York's health care system, and offer a wide choice of doctors, hospitals, pharmacies, and other providers you might need. We also offer a Medicaid health plan for those who are living with HIV or are transgender, gender nonconforming, or homeless. With the right plan, you can get the care you deserve.

Our care coordinators help members understand their health conditions, schedule necessary doctor appointments, and take their medications properly. Our team keeps an eye on the non-medical things too, such as whether members have food in their refrigerator or heat in their home.



Behavioral Health

Teaming up to Help.

Every day, we help individuals and families facing mental health and substance use issues. Drawing on over 35 years of experience, our care team is here to help people of all ages, from children to older adults. Our dedicated Behavioral Health team of highly trained and experienced social workers, psychiatrists, nurse practitioners, care managers, and peer specialists know that, through consistent compassionate care, you can live safely in your own community.

Our Behavioral Health services give New Yorkers access to the essential care they need. We help people facing even the most complicated situations often be able to stay in their homes and get connected to the care they need to improve their overall health and wellbeing.

Five Health Plans to choose from; trusted by New Yorkers for 25 years.

VNSNY CHOICE Medicare is proud to be rated 4.5 out of 5 stars overall for 2022.**



In 2021, VNS Health provided behavioral health services to over 15,000 vulnerable New Yorkers of all ages.

VNS Health provided behavioral health care to 1,700 children and their families.

*Our Health Plans are still known as VNSNY CHOICE. The plan names will change over the course of the next few months under the umbrella name of VNS Health Health Plans.

**Every year Medicare evaluates plans based on a 5-star rating system.



Care Management

Addressing Complex Health Needs.

If you or your loved one needs ongoing care and monitoring, VNS Health may be able to help. Our VNS Health Care Management team works with neighborhood organizations, health plans and physician groups to best address the health needs of patients and members. We provide whole-person care for people aging in place with multiple chronic conditions and complex medical and social needs. VNS Health Care Management provides extra support over an extended period of time, avoiding unnecessary visits to the hospital.

In 2021, VNS Health Care Management helped almost 30,000 patients.



In the Community

Our team members are as culturally diverse as the communities we serve because we are New Yorkers, often living in the same neighborhoods as those we provide care to. We offer health events and educational workshops, and have built special programs to combat health inequality and support communities that may have faced health care challenges.

In 2021, VNS Health provided \$52 million in charitable care and community benefit programs to our neighbors throughout New York.

Serving Our Communities.

Young, First-Time Mothers

Our Nurse-Family Partnership (NFP) works with first-time mothers to help them stay healthy, meet educational and career goals, and keep their babies thriving. VNS Health's specially trained NFP nurses work one-on-one from pregnancy to the child's second birthday, providing health and safety information and monitoring the mother and baby's health. We offer our NFP program in the Bronx and Nassau County at no cost.

Veterans

Our Veterans Program provides support to former service members receiving home care or hospice services. Our liaisons, most of them veterans themselves, assist with tasks like obtaining service records and helping veterans access VA benefits when appropriate, as well as providing support for short- and long-term chronic health care needs.

Black and Latino Families Facing Advanced Illness

Our HOPE (Hospice Outreach Patient and Provider Education) Program educates and builds awareness of hospice care and its benefits among Black and Latino families in Harlem and the Bronx. HOPE works with faith and community leaders to raise awareness about hospice and close the gap in access to end-of-life care.

The LGBTQ+ Community

Our LGBTQ+ programs ensure every one of our patients is treated with respect and compassion no matter their sexual orientation or gender identity. All VNS Health team members receive specialized training designed to raise awareness of cultural issues and sensitivities specific to the LGBTQ+ community.

Asian Communities

Our VNS Health Community Centers are places where older adults can connect to care and social services in their native language. As of 2022, in addition to our Lower Manhattan Chinatown Community Center, VNS Health will have two new community centers in Flushing and Sunset Park serving New York City's Chinese American population.



VNS Health's charitable and community-based programs reduce disparities of care and expand access to over 15,000 vulnerable individuals each year, from newborns to centenarians.



Join our Team!

Curious to know what it's like to work at VNS Health?

We're nurses, rehabilitation therapists, social workers, peer specialists, care coordinators, and home health aides who care for people in their homes and communities. We're also research scientists, data analysts, customer and member service representatives, and business strategists. We all care about our mission. And we invite you to join us in making an impact today.

For more information on our services and health plans, visit vnshealth.org or call **800-675-0391**.

