

VOALA

ENHANCED CARE *Management*



HEALTHCARE



It's important.

But the details can be overwhelming. Like finding a provider, getting medicine, tracking appointments, or arranging transportation.

VOALA Enhanced Care Management* provides eligible participants a **Health Support Case Manager** to assist you and better manage your own health. They can guide you through information, resources, and available Medi-Cal benefits.

Think of your **VOALA Health Support Case Manager** as your healthcare team coach - and you are the key player. They work with you to create your personal healthcare plan. And they are available in person, by phone, or online.

**Services are provided to eligible participants*



VOALA has been serving people in need in the Los Angeles and Orange County communities for over 125 years. We serve people of all ages who need help improving their quality of life. We believe all people have the potential to make positive choices that move them toward an empowered future, promote self-sufficiency, and foster independence.

 **Your community
healthcare partner**

(877) VOA-ECM9

(877) 862-3269

info@voala.org ▼ **voala.org**

 **Volunteers
of America®**
LOS ANGELES

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HOW DOES VOALA ENHANCED CARE MANAGEMENT WORK FOR YOU?



Your Health Support Case Manager helps you manage your health goals and needs:

- ▼ *Creating a comprehensive plan with your care team.*
- ▼ *Simplifying communication with providers*
- ▼ *Assisting you with medical transportation*
- ▼ *Coordinating your provider referrals*
- ▼ *Monitoring your medication*

They can also help you with:

- ▼ *Follow-up care*
- ▼ *Coordinating client and family support services*
- ▼ *Wellness education and coaching*
- ▼ *Health maintenance*
- ▼ *Oral health referrals*
- ▼ *Medi-Cal question*



WHEN YOU CHOOSE VOALA ENHANCED CARE MANAGEMENT



You may qualify for our additional wraparound services such as:

- ▼ *Emergency Housing*
- ▼ *Housing and Rental Assistance*
- ▼ *Recuperative Care*
- ▼ *Substance Use Disorder Recovery*
- ▼ *Food and Nutrition*
- ▼ *Education and Job Training*
- ▼ *Job Placement*
- ▼ *Preschool*
- ▼ *And More*

WE CAN HELP YOU

Our confidential services are available under Medi-Cal to children, teens, adults, and pregnant women and parenting women in need who may be homeless, living with HIV/AIDS, returning from prison, members of the LGBTQ+ community, victims of domestic violence and sex trafficking, emerging from foster care, or battling addictions and substance use disorders.



WHO WE ARE

- ▼ *We provide safe shelter and confidential services in 40 locations.*
- ▼ *We offer more than 2,800 beds each night throughout the community.*
- ▼ *We understand the effects that homelessness or addiction can have.*
- ▼ *Each year, we reach over 20,700 homeless individuals.*
- ▼ *VOALA has the capacity to meet your individual social service needs.*

**WE ARE HERE TO HELP!
IF YOU ARE IN NEED OR
KNOW SOMEONE WHO IS...
CONTACT US!**



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