



# NY Community Resource Guide

This guide is intended to help you find different resources within your community to help support your clients and caregivers..

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# Provider Networks & Rewards

If your client has a manage care plan this is how they would find their provider\*

For internal use only.



Payer	Services & Requirements	Handbook Links:
Health First	<b>Provider network link</b> <a href="http://healthfirst.org/find-a-doctor">http://healthfirst.org/find-a-doctor</a> <b>Link to order a paper directory below</b> <a href="#">HF Providers Directory</a>	<a href="#">Health First Handbook</a>
VNS	<b>Link to Provider Directory</b> <b><a href="#">Provider Search - VNS Health MLTC</a></b>	<a href="#">VNS Handbook</a>



Food Insecurity

## Manna of Life Ministries

**Services Provided:** Food pantry

**Eligibility Requirements:** Not specified

**Areas Serviced:** Bronx

**Link:** [Manna Of Life Ministries | Bringing Hope That Will Last](#)

## Project Lead Food Pantry

**Services Provided:** Emergency food pantry with nutrient-dense food parcels available weekly.

**Eligibility Requirements:** No specific requirements

**Areas Serviced:** Bronx and surrounding areas

**Link:** [Our Services | Project Lead](#)

## Queens Community House

**Services Provided:** Case management for aging residents, including in-home assessments, benefits assistance, and care coordination.

**Eligibility Requirements:** Call 718-268-1412

**Areas Serviced:** Queens County, NY

**Link:** [Case Management / Home-Delivered Meals | Queens Community House](#)

## National Council of Jewish Women

**Services Provided:** Three-day emergency supply of fresh produce and shelf-stable groceries for families in need.

**Eligibility Requirements:** Participants must live within Manhattan.

**Areas Serviced:** New York, NY

**Link:** [Programs | National Council of Jewish Women New York](#)

## RiseBoro Community Partnership

**Services Provided:** Assistance with enrolling and maintaining SNAP benefits for eligible families, ensuring proper screening and eligibility assessment.

**Eligibility Requirements:** Call 718-366-1830

**Areas Serviced:** Kings County, NY

**Link:** [RiseBoro | Food and Nutrition](#)

## Stapleton UAME Church

**Services Provided:** Soup kitchen open three days per week, providing hot meals and fellowship.

**Eligibility Requirements:** Open to everyone

**Areas Serviced:** Staten Island, NY

**Link:** [Stapleton UAME Church Outreach Programs](#)



*Food Insecurity*

## Corbin Hill Food Project

**Services Provided:** Bi-weekly produce prescription delivery, focusing on fresh, high-quality, locally grown produce for food-insecure and low-income individuals.

**Eligibility Requirements:** Must be food insecure, low income.

**Areas Serviced:** Bronx County, Kings County, New York County, Queens County, and Richmond County, NY

**Link:** [Corbin Hill Food Project](#)

**Additional Notes:** Produce boxes are \$2.50 each, payable via EBT, credit, or debit cards. No cash accepted.

## Stanley M. Isaacs Neighborhood Center

**Services Provided:** Meals on Wheels program to support the nutritional health of homebound elderly residents.

**Eligibility Requirements:** Must live in the delivery area covering the East Side of Manhattan from 59th Street to 142nd Street. Available for individuals over 59 years old.

**Areas Serviced:** New York County, NY

**Contact:** Call 212-360-7620



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## ERAP

**Services Provided:** Rental Assistance

**Eligibility Requirements:** No specific requirements

**Areas Serviced:** Queens, NY, and surrounding areas

**Link:** [ERAP Portal \(ny.gov\)](#)

## Queens Rental Assistance (Multiple Agencies)

**Services Provided:** Rental assistance programs

**Eligibility Requirements:** No specific requirements

**Areas Serviced:** Queens, NY

**Link:** [Rental assistance Queens New York \(needhelppayingbills.com\)](#)

**Additional Notes:** Multiple rental assistance programs listed on the website

## Communication Action

**Services Provided:** Emergency rental assistance programs

**Areas Serviced:** Brooklyn, NY

**Link:** [CAP Hennepin](#)

## Northwest Queens Housing Corp.

**Services Provided:** Various rental assistance and housing programs. Local families can get help for housing challenges (such as eviction prevention and rent payment help) and assistance in applying for other social services or government programs.

**Eligibility Requirements:** No specific requirements listed

**Areas Serviced:** Queens, NY

**Primary Address:** 31-14 30th Ave, Astoria, NY 11102

**Phone Number:** (718) 728-6886

## Woodside On The Move

**Services Provided:** Provides tenant, renters, and landlord assistance programs

**Eligibility Requirements:** No specific requirements listed

**Areas Serviced:** Queens, NY

**Primary Address:** 39-42 59th St., Queens, NY 11102

**Phone Number:** (718) 476-8449

## Housing



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## Queens Community House

**Services Provided:** Assistance

**Eligibility Requirements:** No specific requirements listed

**Areas Serviced:** Queens, NY

**Primary Address:** Forest Hills Community Center, 108-25 62nd Drive, Forest Hills, NY 11375

**Phone Number:** 718-592-5757

## NYC Housing Authority

**Services Provided:** Pest Control Assistance

**Eligibility Requirements:** No specific requirements listed

**Areas Serviced:** All 5 Boroughs

**Link:** [Pest Control \(nyc.gov\)](https://www.nyc.gov/pest-control)

**Additional Notes:** Access to Integrated Pest Management (IPM) and Rat Reduction Sites across the city

## Medicaid

**Services Provided:** Incontinence Supply Assistance

**Eligibility Requirements:** Must have Medicaid

**Areas Serviced:** NYC Residents under Medicaid

**Link:** [Medicaid Overview](#)

**Additional Notes:** Medicaid covers the cost of incontinence supplies. [HDIS \(Supply Retailer\)](#)

## Veteran Affairs (VA)

**Services Provided:** Incontinence Supply Assistance

**Eligibility Requirements:** Must have VA benefits

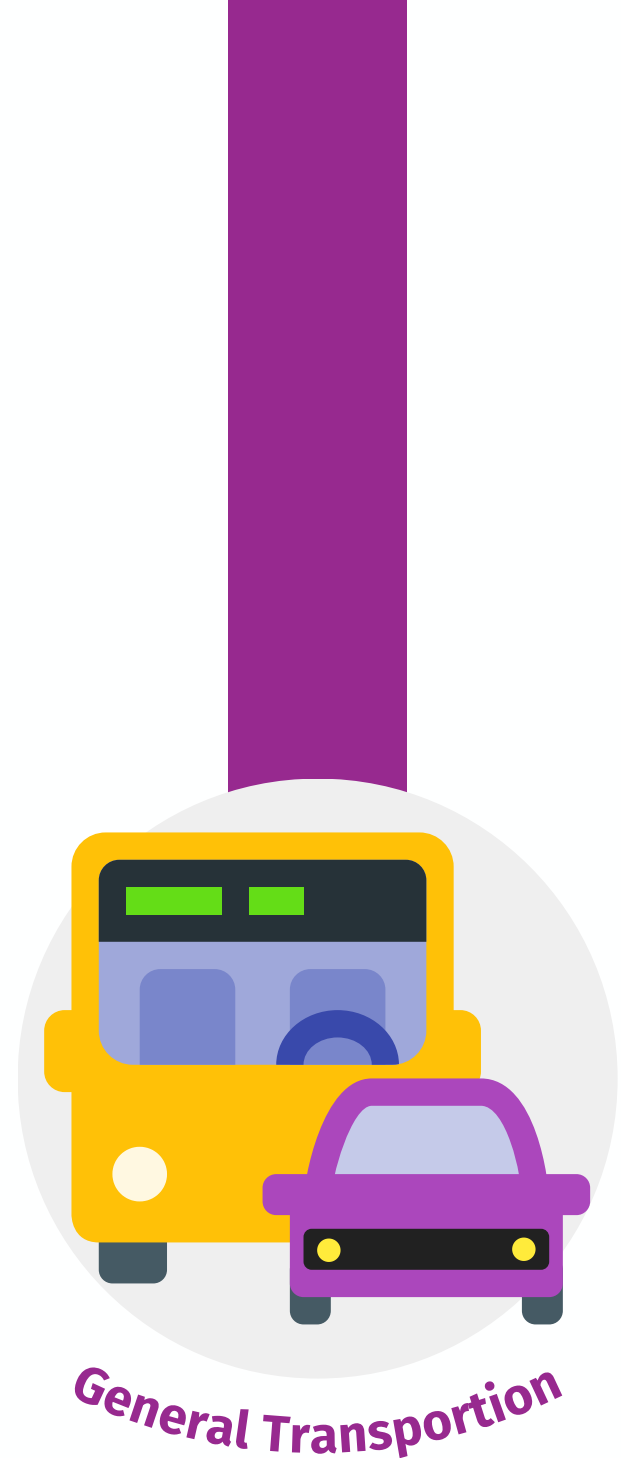
**Areas Serviced:** NYC residents under VA benefits

**Link:** [VA Benefits](#)

**Additional Notes:** VA offers coverage and cost assistance for incontinence supplies



Housing



## Alta

**Services Provided:** Non-emergency medical transportation

**Eligibility Requirements:** No specific requirements

**Areas Serviced:** Not specified

**Link:** [Alta \(altamedicaltransportation.com\)](http://altamedicaltransportation.com)

## Premier Transportation

**Services Provided:** Medical transportation for doctor's appointments

**Eligibility Requirements:** Not specified

**Areas Serviced:** Queens, Harlem, Brooklyn

**Link:** [Medical Transportation Service - Premier Ambulette Services](#)

## NY Department of Health

**Services Provided:** Medicaid transportation services

**Eligibility Requirements:** Medicaid

**Areas Serviced:** Not specified

**Link:** [Medicaid Transportation \(ny.gov\)](http://ny.gov)

## Apex

**Services Provided:** Medical transportation

**Eligibility Requirements:** Not specified

**Areas Serviced:** New Hartford & Utica, NY

**Link:** [Transportation Company | New Hartford & Utica, NY | Apex Medical Transport, Inc.](#)

## Health First

**Service:** Mobile Crisis Telephonic Triage Response Service

**Description:** Mobile Crisis teams assist clients experiencing mental health and addiction crises.

**Contact Information:**

- For immediate crisis assistance, clients can call or text 988 or chat at [988lifeline.org](https://988lifeline.org), available 24/7.
- Member Services: 1-866-463-6743 (TTY 1-888-542-3821), available Monday to Friday, 8 am – 6 pm.



## VNS

**Service:** Behavioral Health Benefits Information

**Contact Information:**

- Call Care Team at 1-888-867-6555 (TTY: 711), available Monday to Friday, 9 am – 5 pm.

## Health First

### Pharmacy:

Prescription drugs, over-the-counter medicines, insulin and diabetic supplies, smoking-cessation agents (including OTC products), hearing aid batteries, enteral formula, emergency contraception (limited to six per calendar year), medical and surgical supplies.

- Copayments may be required for certain medications and pharmacy items.
- **Copayment Details:**
  - Brand name/Non-preferred brand name prescription drugs: \$3.00/\$1.00 per item (one copay charge for each new prescription and each refill).
  - Generic prescription drugs: \$1.00 per item.
  - Over-the-counter drugs (e.g., smoking cessation and diabetes): \$0.50 per item.

## VNS

### Pharmacy:

Most prescription and non-prescription drugs, as well as compounded prescriptions, are covered under regular Medicaid or Medicare Part D if you have Medicare.



## Health First

**Home Delivered Meals** - and/or meals in a group setting such as a day care – We can provide you with home-delivered or congregate meals provided in accordance with your plan of care. Typically, one or two meals are provided per day for individuals who are unable to prepare meals and who do not have personal care services to assist with meal preparation. Prior authorization is required. Contact Member Services to access benefit at 1-866-305-0408



## VNS

- **Nutrition Services**- from a registered dietitian who will assess clients dietary needs and make recommendations to ensure that diet is consistent with your health and personal needs. Prior authorization is required. Contact Member Services to utilize benefit
- **Home Delivered Meals** - and/or meals in a group setting such as a day care – We can provide you with home-delivered or congregate meals provided in accordance with your plan of care. Typically, one or two meals are provided per day for individuals who are unable to prepare meals and who do not have personal care services to assist with meal preparation. Prior authorization is required. Contact Member Services to access benefit

## VNS

### Hearing Aid and Vision Care Assistance:

Contact Member Services to utilize the following benefits:

- Audiology/Hearing Aid: Medicaid hearing services and products are covered when medically necessary for alleviating disability due to hearing loss. Services include:
  - Hearing aid selection, fitting, and dispensing
  - Hearing aid checks post-dispensing, evaluations, and repairs
  - Audiology examinations, testing, hearing aid prescriptions, and hearing aid products (e.g., earmolds, special fittings)
- Contact Care Team: 1-888-867-6555 (TTY: 711), Monday – Friday, 9 am – 5 pm
- Social/Environmental Supports: Assistance includes chore services, home modifications, or respite care. Specific supports available include:
  - Home maintenance, homemaker/chore services, pest control, safety items, and respite care
  - Requires prior authorization.
- Personal Emergency Response System (PERS): An emergency device enabling users to call for help in emergencies. This system connects to a response center upon activating the "help" button. Prior authorization is required.
- Optometry/Eyeglasses: Covers services by optometrists and ophthalmic dispensers, including one annual routine eye exam without prior approval at listed vision providers. Certain services may require prior authorization.

## Health First

### Services and Requirements:

- PERS and Environmental supports available by contacting member services at 1-866-305-0408. No additional information available on specific services.



## Health First

### Services and Requirements:

- LogistiCare (ModivCare): Call 1-844-678-1103 or online at [medanswering.com](https://medanswering.com)
  - Call 3 days in advance
  - Can bring a caregiver
  - No limit to rides listed

### Additional Information:

- Bus fare available - Contact member services to access the benefit.

### Medical Answering Services Contact Information (Monday to Friday, 7am–6pm):

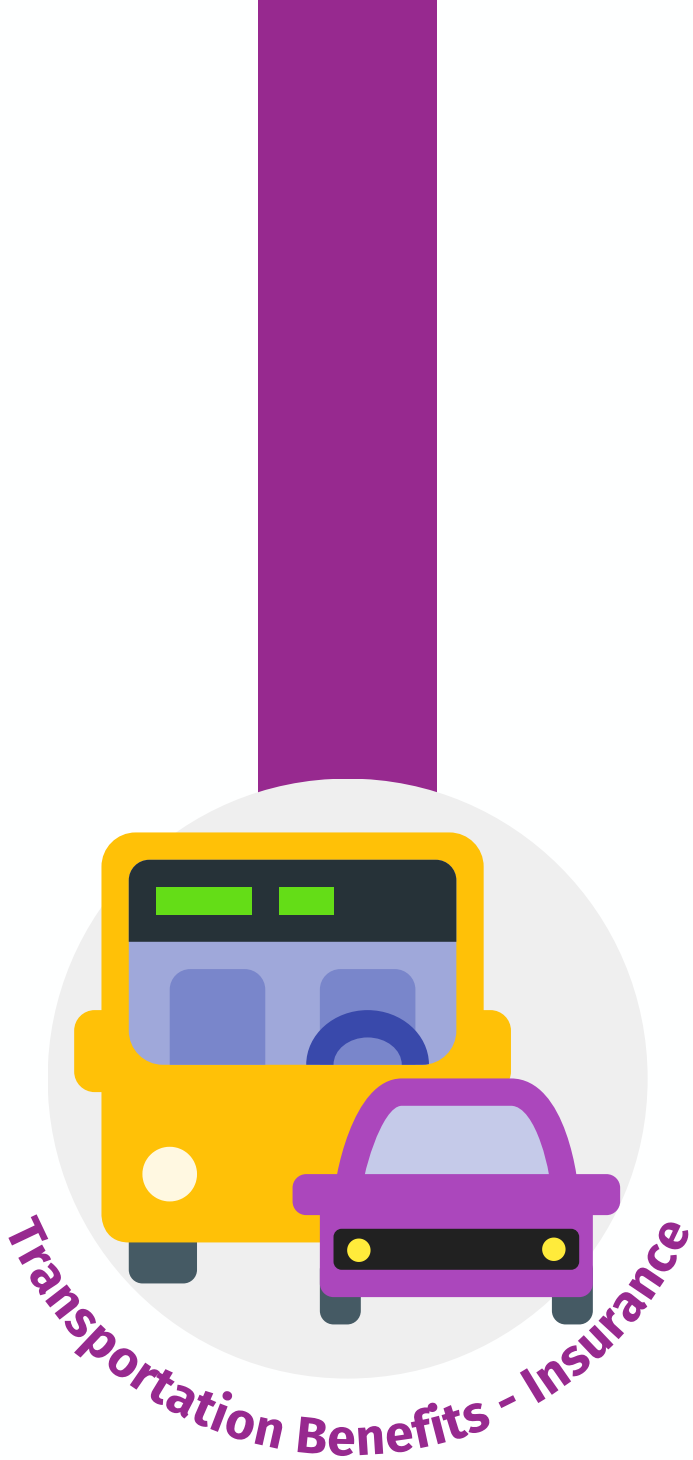
- NYC Residents: 1-844-666-6270
- Orange County Residents: 1-855-360-3543
- Westchester County Residents: 1-866-883-7865
- Sullivan County Residents: 1-866-573-2148
- LogistiCare for Long Island Residents: 1-844-678-1103

## VNS

### Medicaid Transportation

- Non-Emergency Medical Transportation Services: Arranged by the NY State Department of Health Statewide Transportation Broker, known as Medical Answering Services (MAS).
  - To arrange non-emergency medical transportation, contact MAS at [medanswering.com](https://medanswering.com) or call:
    - Downstate: 844-666-6270
    - Upstate: 866-932-7740
  - Available Monday – Friday, 7 am – 6 pm.





Payer	State	Non-Emergent Transportation	Social Needs Transportat	Caregiver Transporta	Public Transportation	General Transportation	Vehicle Modifica
HealthFirst	NY	<div>-LogistiCare (ModivCare) call 1-844-678-1103 or online at medanswering.com</div> <div>-Call 3 days in advance, can bring a caregiver</div> <div>-No limit to rides listed</div>	No	No	Yes-bus pass, taxi fare, train, and ambulette	No	Yes, contact member services

