

NYC Local Resources

TRANSPORTATION

Transportation is a service provided by your insurance (if you qualify) to pick you up from home by taxi or ambulette to take you to medical appointments.

How it works:

- Have a conversation with your doctor and social worker during your next visit
- Your care team will complete an application for you (called a MAP 2015)
- Your insurance will review it and either approve or deny the application
 - ✗ If denied, you can explore other options with your care team like Access-A-Ride
 - ✓ If approved, your care coordinator will help you schedule the first few trips and then work with you to schedule trips on your own
- Reservations must be called in at least three business days in advance (you can also call a few weeks ahead and make reservations for all your upcoming appointments)

- To make reservations, call Mount Sinai Transportation at (212) 659-8900
- A representative will ask you to provide your: name, date of birth, appointment date, appointment time, preferred taxi company, location, and nature of appointment (i.e., primary care, diabetes educator, ophthalmology, etc...)
- You will receive a pick up time and confirmation number, and now your reservation is complete (the entire call should take no more than 10 min)
- On the day of your appointment, the driver may arrive 15 minutes before or after your scheduled pick up time
 - ⚠ If your driver has not arrived after 15 minutes after your pick up time, call MSH Transportation and let them know—they will collaborate with the taxi company to resolve the matter
- Once you finish your appointment and are ready to return home, you can call the taxi company that picked you up and they will give you an estimated pick up time, usually between 10 – 20 min

HOME CARE

Similar to transportation services, home care is a service provided by your insurance. It can help with things like laundry, light cleaning, accompaniments to appointments, and reminders to take your medications.

How it works:

- The process also starts with a conversation with your doctor and social worker to help identify your needs for assistance
- Your care team will complete a form (called M11Q)
- Your insurance will review the application and call you to set up a home visit for a nurse to evaluate your needs (this process typically takes between 4 – 6 weeks)
- Once approved, you will receive a letter with the number of hours you are approved to receive
- Because your medical conditions may change throughout time, your services have to be reinstated every 6 months (your care team will help you with completing and submitting a new M11Q form)

YOUR CARE TEAM

If you have any questions about medications, a follow up question from your last visit, or if you're not feeling well, you can always call your medical provider at (212) 241-PEAK (7325) and ask to leave a message for a call back.

You can also use the same telephone number to leave a message for your care coordinator or social worker to help you schedule or re-schedule appointments.

- ⚠ It is always best to call and re-schedule an appointment rather than not showing up. Even if a member of your team is not available, someone will return your call and assist as needed.



HOUSING

Community Resources

- **311**
<https://portal.311.nyc.gov/>
- **NYCHA Customer Service**
<https://www1.nyc.gov/site/nycha/residents/customer-contact-center.page>
- **Coalition for the Homeless**
<https://www.coalitionforthehomeless.org/our-programs/#Food>
(212) 776-2000
- **Health Advocates for Older People**
<https://portal.311.nyc.gov/>
212-980-1700
- **Housing Connect: Mitchell-Lama**
<https://a806-housingconnect.nyc.gov/nyclottery/lottery.html#ml-home>
- **NY Housing Search**
<http://www.nyhousingsearch.gov/>
- **Department of the Aging**
<https://www1.nyc.gov/assets/dfta/downloads/pdf/publications/HousingManhattan2017v2.pdf>

Apartment Rental Applications

- **NYCHA**
<https://www1.nyc.gov/site/nycha/eligibility/eligibility.page>
- **HDC**
<http://www.nychdc.com/pages/Now-Renting.html>
- **Housing Connect**
<https://a806-housingconnect.nyc.gov/nyclottery/lottery.html#home>

NYC Supportive Housing

Criteria

1. An individual who has a diagnosed serious mental illness
2. An individual who is documented as homeless

Application Requirements

1. HRA 2010e housing application
2. A comprehensive psychiatric evaluation, completed within the last 6 months
3. A psychosocial summary, completed and signed within the last 6 months