



Available Services

Care Coordination

Prevention, Health
Promotion, and Disease
Management Programs

Comprehensive Case
Management

Transitional Care
Coordination

Individual and Family
Support

Referrals to community
and social support
services

UNMH CareLink New Mexico

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A care connection
program for better
overall health

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What is CareLink?

CareLink is a program in your community that helps you or your child get services for better overall health. CareLink will help you meet your health goals.

- You or your child will work with a Care Coordinator to make a CareLink Care Plan. It will help you get all the services you need and want.
- You or your child will have access to classes and activities. Our classes will teach you how to manage your health conditions and improve your health.
- You will get personal safety and crisis plans that tell you where to go and what to do in difficult times.
- CareLink will refer you to other services in your community when you want and need them.
- Your CareLink Care Coordinator will help with changes in your life. These could be when you need to go to the emergency room or come home from a hospital stay.

Who is eligible for CareLink?

CareLink is available to children, teens, and adults enrolled in Medicaid with a Mental Health diagnosis. CareLink is provided at no cost to you and will not change Medicaid services.

Participating in CareLink

CareLink is here for you when things are going well. CareLink is also here when you need extra support. You will be assigned a Care Coordinator when you enroll in CareLink. Your Care Coordinator will be contact person for anything you need.

You and your Care Coordinator will talk every month. If things are going well, your conversations will be brief. If you need extra help or support, your Care Coordinator is available. To remain in the CareLink program, you must talk with your Care Coordinator at least once per month.

Your first appointment with your CareLink Care Coordinator

During your first visit appointment with your Care Coordinator, you will get to know each other by completing a Comprehensive Needs Assessment (CNA). This CNA will help CareLink learn what you need and want help with. The CNA is used to make you an Individualized Care Plan and set goals for your health. Goals can include finding a primary care doctor, scheduling appointments with doctors or providers, arranging transportation to appointments, help understanding bills, help filling prescriptions and more. You and your Care Coordinator will talk every month or more depending on your needs. You are always welcome to call your Care Coordinator if you need assistance.

