Community Information Exchange (CIE) & Other Platforms

Social Determinants of Health (SDOH): Social Needs Screening & Referral Measure

May 30, 2023

Oregon Health Authority

ORPRN
Oregon Rural Practice-Based Research Network

OHSU

Upcoming Technical Assistance (TA) Opportunities

Webinar Series

- **OHA measure specifications**
- **Best practices** for developing screening, referral, and data sharing policies and procedures
- **Presentations from experts** in the field

For all CCO staff and community partners who may be directly or indirectly involved in implementing the Social Needs Screening and Referral Metric

Learning Collaboratives

- Identify and support **collaboration and alignment** in implementing the SDOH metric
- **Next Learning Collaborative on June 13, 2023**
- **CIE & Other Platforms**

For one to three representatives from each CCO most directly involved in metric implementation.

Follow-Up Fridays

- CCO drop-in session for **additional Q&A** and **opportunity to learn** from each other.
- **Next Follow-Up Friday on June 23, 2023**
- **CIE & Other Platforms**

For one to three representatives from each CCO most directly involved in metric implementation.

Individualized Technical Assistance

- One-on-one technical assistance is available to all CCO staff responsible for metric implementation
- Support tailored to the needs of individual CCOs

Review - Measure Year 2023 Specifications

A. Screening practices	
Collaborate with CCO members on processes and policies	Must pass
Establish written policies on training	Must pass
Assess whether/where members are screened	Must pass
Establish written policies to use REALD data to inform appropriate screening and referrals	Must pass
Identify screening tools or screening questions in use	Must pass
Establish written protocols to prevent over-screening	Must pass
B. Referral practices and resources	
Assess capacity of referral resources and gap areas	Must pass
Enter into agreement with at least one CBO that provides services in each of the 3 domains	Must pass
C. Data collection and sharing	
Conduct environmental scan of data systems used in your service area	Must pass

Agenda for Today's Webinar on CIE & Other Platforms

- Introduction
- Connect Oregon/Unite Us & InterCommunity Health Network CCO
- findhelp & Cascade Health Alliance CCO
- Q&A panel with guest presenters
- Upcoming TA opportunities

Introduction: Unite Us

Gina Maraist - Senior Customer Success Manager
Connect Oregon/Unite Us

Scotty Yeung - Director of Sales Strategy
Connect Oregon/Unite Us


CONNECT OREGON
UNITE US

What is **Connect Oregon**?

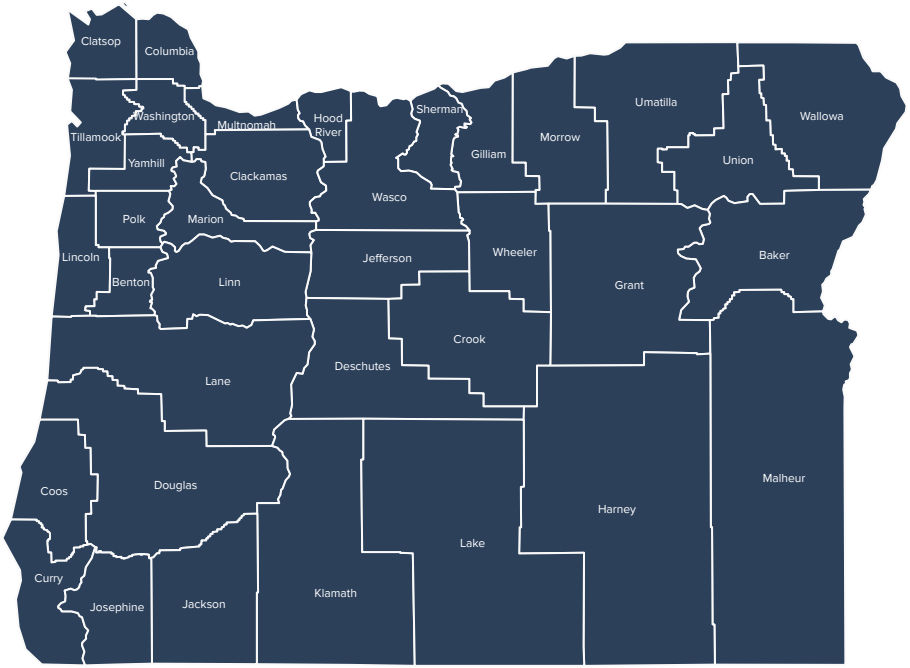
Connect Oregon connects health care and social service providers to deliver integrated whole person care through **a shared technology platform. Through Unite Us, partners can:**

- Send and/or receive electronic referrals
- Securely share client information
- Track outcomes together
- Inform community-wide discussion

Connect Oregon is available Statewide and provided at **no cost** to all community-based organizations, community health centers, and healthcare providers contracted with our CCO and health system partners.

CONNECT OREGON

- **Available in all 36 counties**



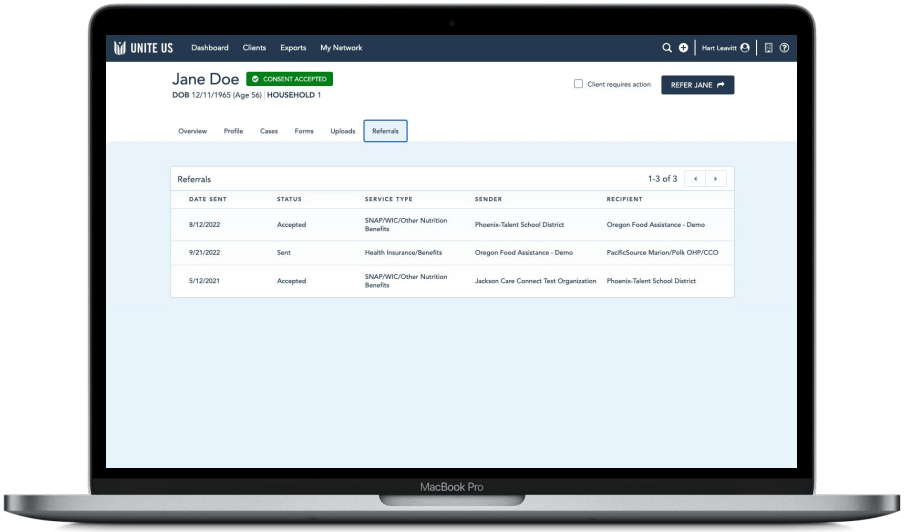
OREGON HEALTH LEADERSHIP COUNCIL · InterCommunity Health Network CCO · KAISER PERMANENTE · PacificSource · CareOregon · Columbia Pacific CCO Part of the CareOregon Family · Jackson Care Connect Part of the CareOregon Family · health share Health Share of Oregon

allcare health · eocco Eastern Oregon Coordinated Care Organization · Yamhill Community Care · UMPQUA HEALTH · Trillium Community Health Plan · Oregon Department of Human Services Resilience and Emergency Management · Optum · AdvancedHealth Bridging the Future of Healthcare · 211info Connecting Informing Empowering

UNITE US

Our platform is the unifying infrastructure between community-based organizations, government agencies, and healthcare organizations.

- Screening with Decision Support
- Electronic Referral Management
- Assessment and Care Plan Management
- Bidirectional Communication and Alerts
- Outcome Tracking



Community Member Journey Through Food Insecurity

Joe attends a job training program after he was recently laid off.

Community member

Referral to Local Health Clinic

The job counselor gains Joe's Informed Consent and refers Joe to Local Health Clinic through the Unite Us network because the clinic is low cost and he needs a physical.

SDoH screening

Before his visit with a clinician, a CHW screens Joe for social needs using the PRAPARE screening in Unite Us.

Care coordination

Joe's screening reveals that he is food insecure and doesn't have health insurance, and prompts the CHW to make referrals for SNAP and insurance enrollment

SNAP gap closed

Joe visits a SNAP enrollment center and uses the benefit to buy groceries.

Health coverage

A benefits navigation program helps Joe find and enroll in affordable health insurance.

As Joe receives care, his Local Health Clinic care team receive automated updates on Joe's total health journey.

UNITE US

The IHN-CCO Region & PRAPARE

Phase 1: Regional Assessment

- Various social determinant of health (SDoH) screenings are utilized by the county health departments, local healthcare system, and community-based organizations including
  - PRAPARE tool
  - Homegrown screenings
  - Epic SDoH screenings
  - Various care coordination screenings that include SDoH
- None utilized are on OHA's approved list
- None are comprehensive (i.e. include oral health)

The IHN-CCO Region & PRAPARE

Phase 2: Tool Comparison

- Compared all screening tools (total of 8)
    - Categorized questions into housing, food needs, transportation, behavioral health, oral health, domestic violence & safety, primary care needs, demographics, language, education, financial, and social needs
- Identified gaps in each screening

Phase 3: Choosing the Tool

- Presented results to community partners and the healthcare system in community forums
- Discussed pros and cons including needs of all types of organizations
- Surveyed community partners
- Chose PRAPARE as an OHA-approved, available in Unite Us, and the most comprehensive screening tool available

Introduction: findhelp

Art Lopez - VP of Business Development & Partnership
findhelp

Meredith Stefos-Norris - Senior Manager, Community Engagement
findhelp

findhelp

→ Findhelp Overview & Support for the Oregon Screening & Referral Measure

Last revised on: 5.16.23

Background

Our Mission

To connect all people in need and the programs that serve them (**with dignity and ease**).

Our Vision

We envision a safety net where **everyone** gets the help they need.

Findhelp is the only social care network whose mission is industry-agnostic, supporting a true 'no wrong door' approach to help that includes CBO-initiated referrals and self-referrals.

Findhelp, The Social Care Network

- **Responsible** for a nationwide network with access to at least **1,500+** programs serving each county in the U.S.
- Supporting **self-navigation** and **staff navigation** workflows
- Live with Interoperability for Customers, HIEs and CBOs
- **Consumer-Directed Privacy Model**

25,470,795	**Users**
610,000+	**Program Locations**
200,000+	**Monthly Referrals**
97,000+	**In-Network Locations**
570+	**Customers**
200+	**Live Integrations**

The Healthcare Customer Network

130+ Health Plans

Our health plan customers serve more than **200 million** Americans.

Humana · CENTENE Corporation · BlueCross BlueShield of Tennessee · Elevance Health · MOLINA HEALTHCARE · Louisiana BlueCross BlueShield · BlueCross BlueShield of Alabama · United Healthcare · Magellan HEALTH · BlueCross BlueShield of Texas · PriorityHealth · Cigna · Arkansas BlueCross BlueShield · CareSource · AmeriHealth · aetna · IEHP Inland Empire Health Plan · MEDICA

200+ Health Systems

Our health system customers serve people in **every** state.

Trinity Health · Ascension · Atrium Health · JOHNS HOPKINS MEDICINE · Mount Sinai · UnityPoint Health · Houston Methodist LEADING MEDICINE · Sutter Health · UMass Memorial Health · Jefferson HEALTH IS ALL WE DO · The Christ Hospital Health Network · OhioHealth · Penn Medicine · Boston Medical Center EXCEPTIONAL CARE. WITHOUT EXCEPTION. · Indiana University Health · Allegheny Health Network · Southcoast Health · Virtua Health · unitedregional · Northern Light Health. · HCA Healthcare

90+ FQHCs

Fellowships for **FQHC** customers serving the vulnerable.

CHAS health · Integral Care · HOPE CLINIC A COMMUNITY HEALTH CENTER · CCHC Comprehensive Community Health Centers Your Health, Our Mission. · STAR WELLNESS · MY COLORADO COMMUNITY · KPCA KENTUCKY PRIMARY CARE ASSOCIATION · DePaul Community Health Centers · PANCARE OF FLORIDA, INC. · UCHC UNION COMMUNITY HEALTH CENTER · LPCA · Yakima Valley Farm Workers Clinic · neighborcare health · NEVADA PRIMARY CARE ASSOCIATION · Ryan Health Caring for New York. Here for You. · PEOPLE'S COMMUNITY CLINIC · Wesley Community & Health Centers · Lone Star Circle of Care

Comprehensive Workflows

Needs Identification

Proactive and Integrated Risk and Need Identification

- Configurable Assessments
- Integrated Third-Party Risk Stratification
- Goal Tracking
- Social Vulnerability Index
- Self-Assessments
- Payer Eligibility Criteria

Network Curation

Open, Focused, and Contracted Networks serving all populations

- Highest Network Quality
- Customer Control
- Eligibility-based Search
- Free CBO Tools
- Contracted Providers
- Retail Providers

Case Management

Community Information Exchange Tools

- Closed-Loop Referrals
- Outcome Tracking
- Code-Mapping
- Integration
- Analytics & Reporting
- Data Exchange
- Interoperability

Connecting people in every county

Oregon Network

Existing Network Across All CCO Counties

Our social care network in **Oregon**, by the numbers:

- **184,000+** users have searched:
- **698,000+** times across the state
- **3,321** in-network program locations serving residents of Oregon in need on our platform
- **6,285** available programs to residents of Oregon

ⓘ Top 10 Counties

COUNTY	SEARCHES
Multnomah, OR	122,183
Lane, OR	108,103
Washington, OR	90,154
Marion, OR	61,095
Clackamas, OR	47,168
Jackson, OR	37,900
Douglas, OR	28,581
Linn, OR	27,065
Klamath, OR	25,088
Josephine, OR	17,475

Cascade Health Alliance, LLC

Yakima Valley Farm Workers Clinic
we are family

Trinity Health

OPTUM®

Cigna

The US Oncology Network
McKESSON

VillageMD®

Anthem

Lilly

AAFP

American Cancer Society

savers
SHOP. REUSE. REIMAGINE.

American Red Cross

AARP
Real Possibilities

UnitedHealthcare®

BeneLynk™

Supporting the Measure:
Equity Based Approach to Care

Our written messaging is at a **5th-grade reading level**

We don't hide programs in the open networks

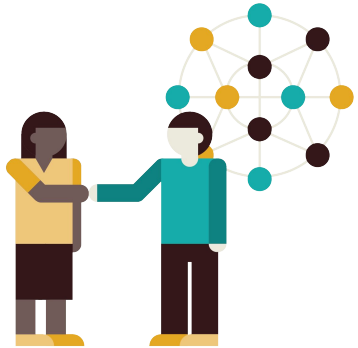
Our network is available in **100+ languages**

We proactively research programs related to COVID-19, social justice, LGBTQ+ populations, child welfare, and other **underserved populations**

We focus on making our product **accessible**

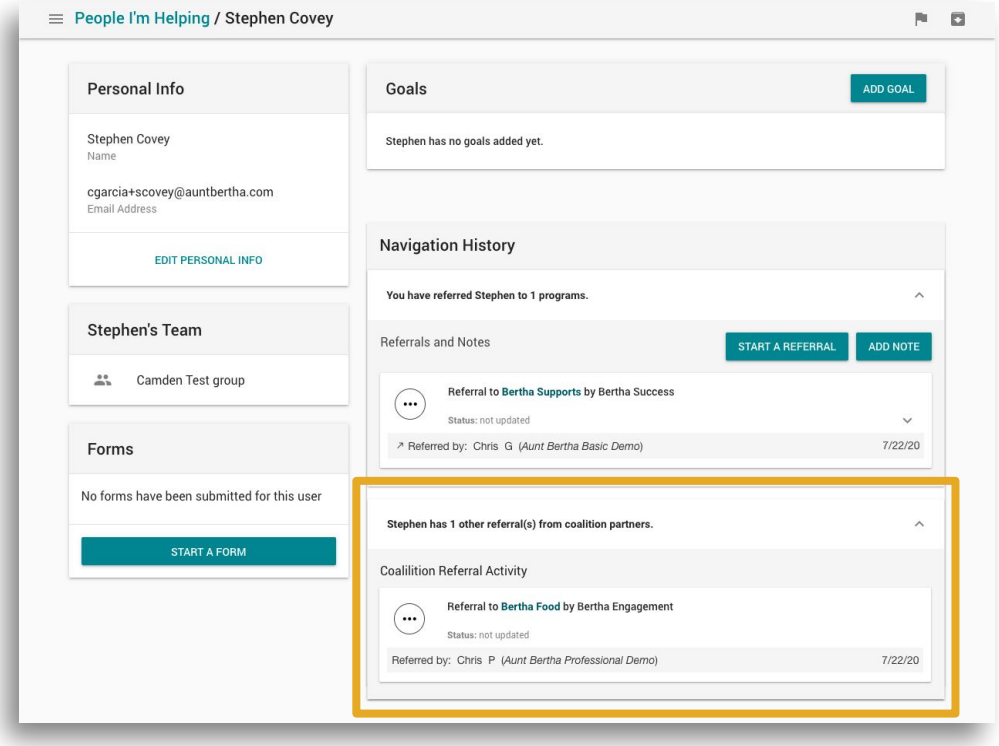
Our applications are **mobile-responsive**

We support **anonymous search & private referrals**

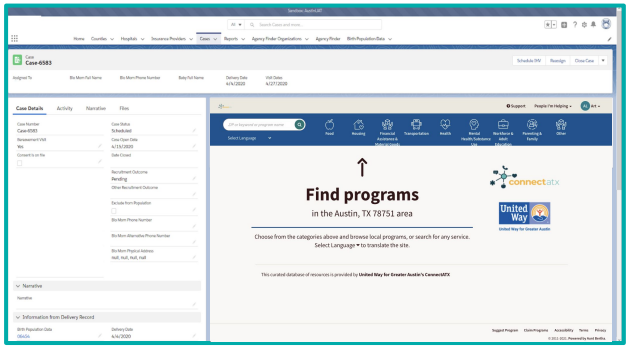


Consent is designed to protect the seeker and access is permission-based

Supporting the Measure:
Trauma Informed Approach to Care



Supporting the Measure: Data Sharing



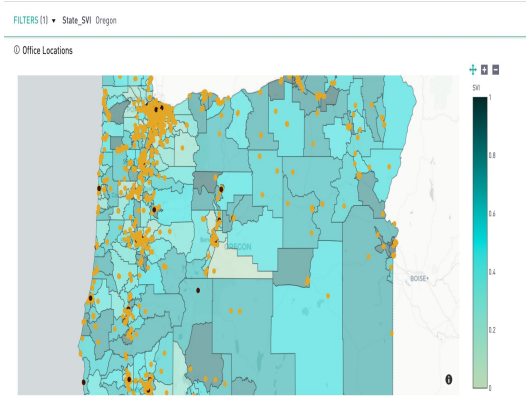
We support:

- *Intra and Inter-network data sharing*
- *HIE data sharing*
- *CBO data sharing*
- *United Way/211 data sharing*

Findhelp, Wellsky, Holon, Velatura, Riverstar, and CareConvene pledged to put collaboration over competition and have been working for 6 months to develop social care standards and solutions to go beyond single-system networks and realize true multi-system data sharing and interoperability.

MiHIN
MICHIGAN HEALTH INFORMATION NETWORK SHARED SERVICES

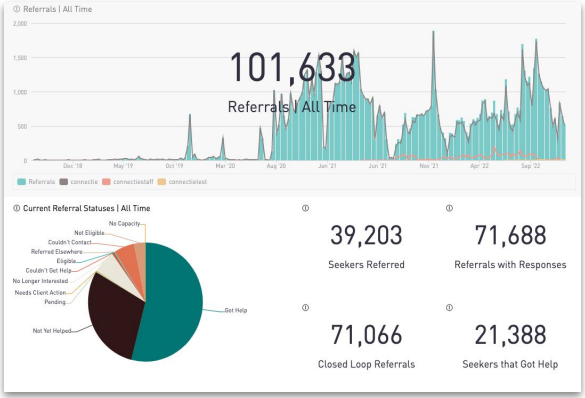
Supporting the Measure:
Reporting



Social Vulnerability

TERM	DOMAIN	SEARCHES
help pay for housing	housing	28,905
financial assistance	money	21,744
food pantry	food	14,665
help pay for utilities	housing	12,839
help find housing	housing	11,299
temporary shelter	housing	9,678
clothing	goods	9,064
support groups	care	8,923
transportation	transit	7,218
food delivery	food	7,146
transportation for healthcare	transit	6,762
help pay for internet or phone	housing	6,546
emergency food	food	6,488
navigating the system	care	6,043
housing vouchers	housing	5,695

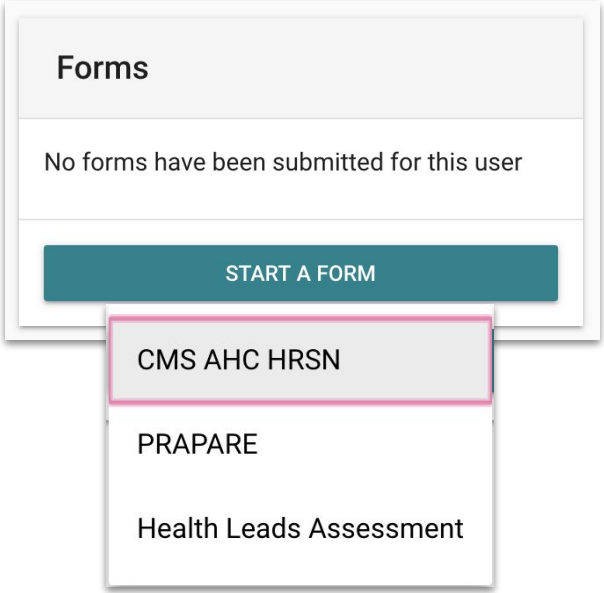
Search / Community Needs

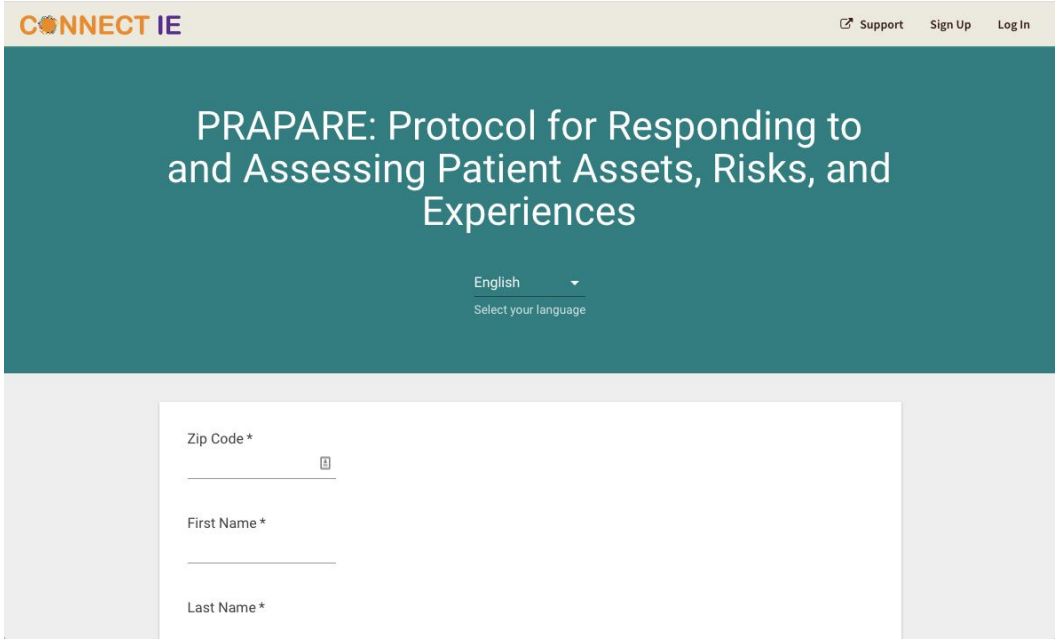


Closed Loop Referrals

Screening for Social Needs

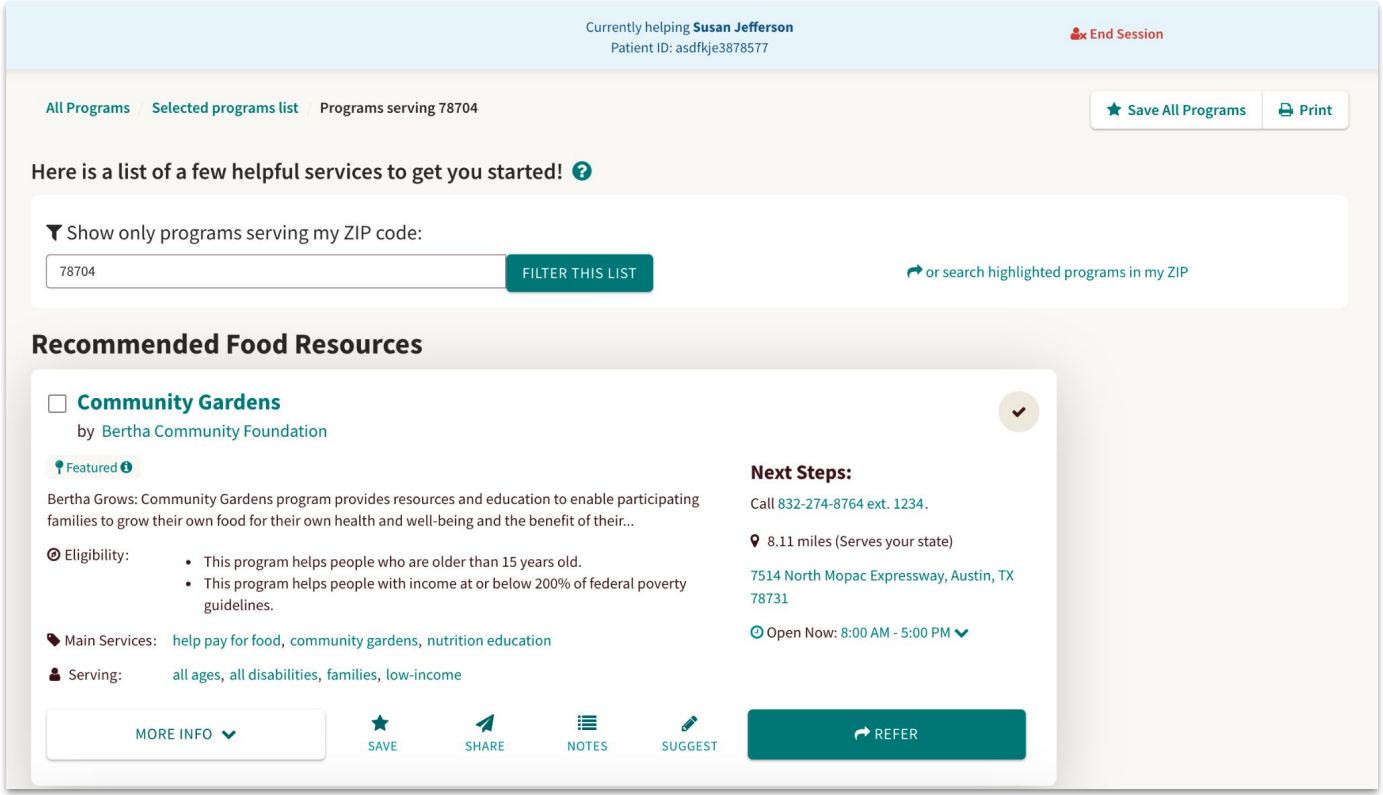
Configurable Assessments





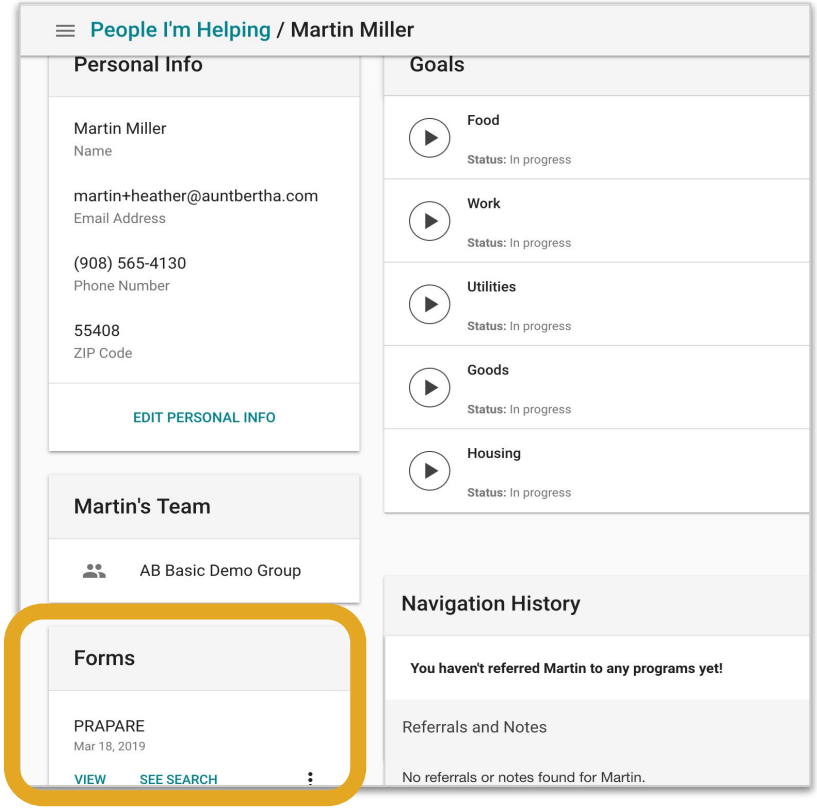
Personalized Results

Recommended List of Programs related to Needs Identified in the Assessment



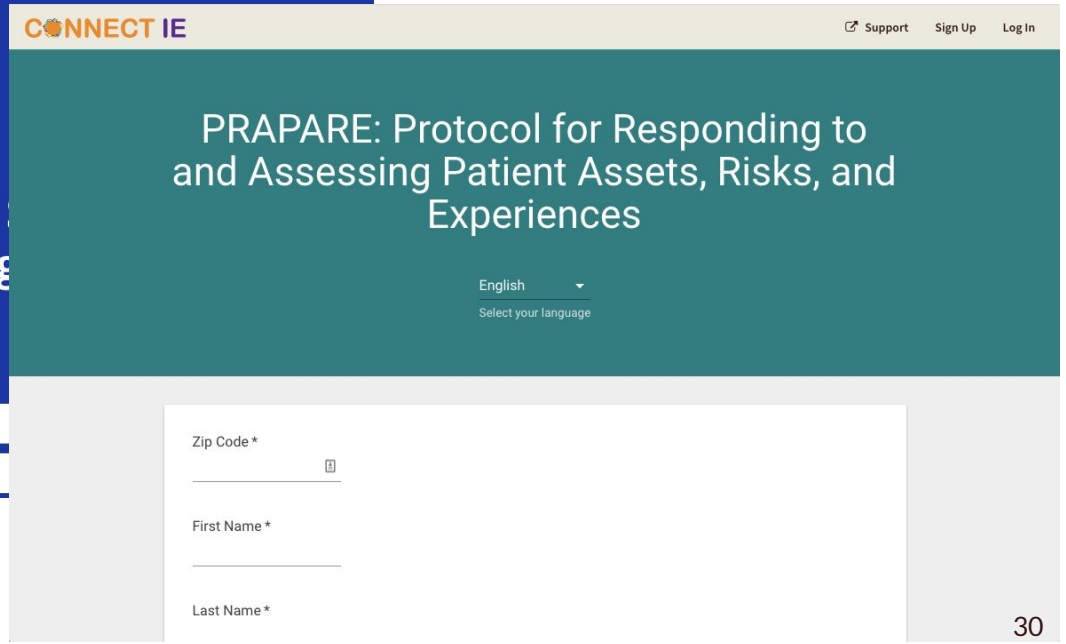
Shared Historical Context

- **Care Coordination:** In progress and completed assessments can be viewed
- **Trauma-informed care:** Limits need for re-screening by new navigators in care team



Community Navigation in Action

Example of CIE in California



Case Study

ConnectIE

*This partnership aims to serve nearly **4.5 million people** in the "Inland Empire" which includes San Bernardino and Riverside counties.*

Inland Empire Health Plan (IEHP)

1.4 million members
Working with findhelp since 2018

Inland Empire Health Information Organization

Desert Healthcare District and Foundation

Inland SoCal United Way/211+

findhelp

Nonprofit Community Partners

ConnectIE Provider Partners

Healthcare system partners in the region also align on program goals, standardized assessment tools, and trusted CBO partners

Closed-Loop Referrals at-Scale

Since their December 2020 launch, Connect IE has achieved:

- Over 323,800 site users
- Over 669,00 searches
- Almost 108,281 referrals
- **2022: 90% Close Loop Rate**

Real customer data from findhelp analytics

40,637
Seekers Referred

75,421
Referrals with Responses

74,757
Closed Loop Referrals

22,386
Seekers that Got Help

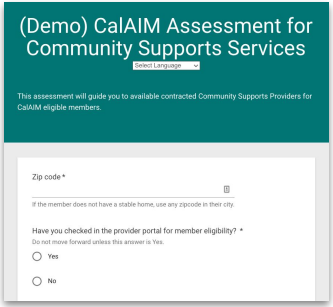
Data as of March 6, 2023

→ Free Tools for CBOs

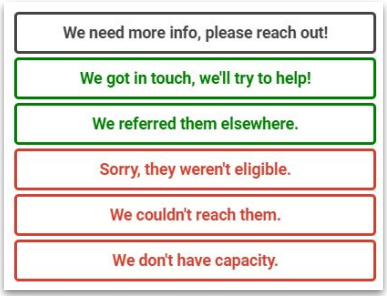
We provide a suite of tools for any community partner that claims their listing on our platform.

97,000+

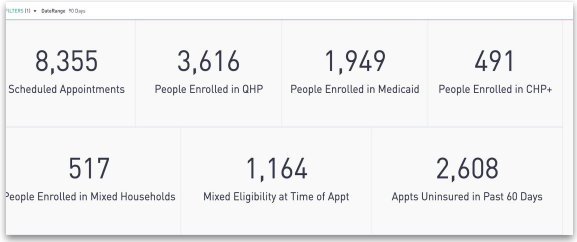
Claimed Program Locations (and Counting!)

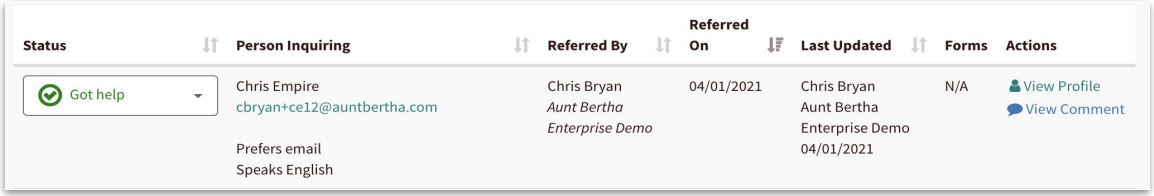


CBOs can receive inbound referrals and applications for their programs and benefits while gathering important information via customizable screening forms. **CBOs can respond via email**.



CBOs can analyze data to measure their impact, and develop configurable outcomes tracking forms to document outcomes for internal operations and to share with funders.





In one central dashboard, **CBOs can receive inbound referrals from any user of findhelp**. They can see who was referred, who referred them (and from which organization), and additional information that makes it easier for them to provide support and services while documenting the status of the referral to close the loop.

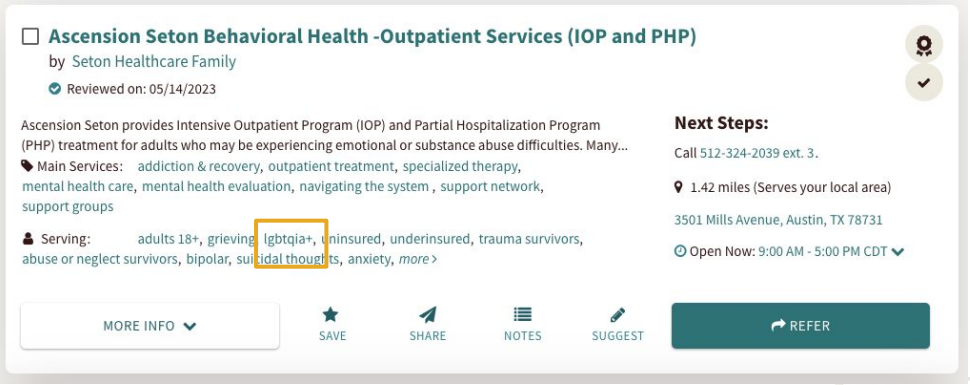
Successful Community Engagement

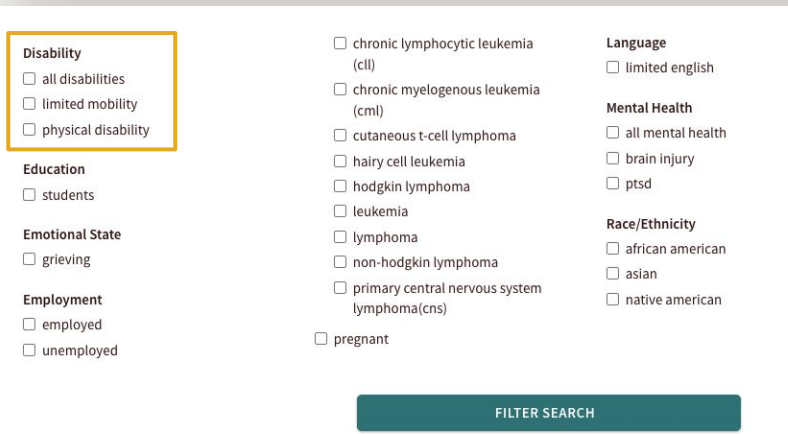
1. Implement an Approach that Supports Trust and Builds Capacity
2. Leverage CBO Network Interactions and Supply Data to Prioritize Partners
3. Configure In-Network Tiers of Partnership based on Key Population Needs
4. Align CBO Documentation and Code-Mapping to Outcome Measurement Goals
5. Provide Flexibility for CBOs: Integration, Scheduling, Reporting, Screening
6. Provide High-Touch Onboarding and Training Locally

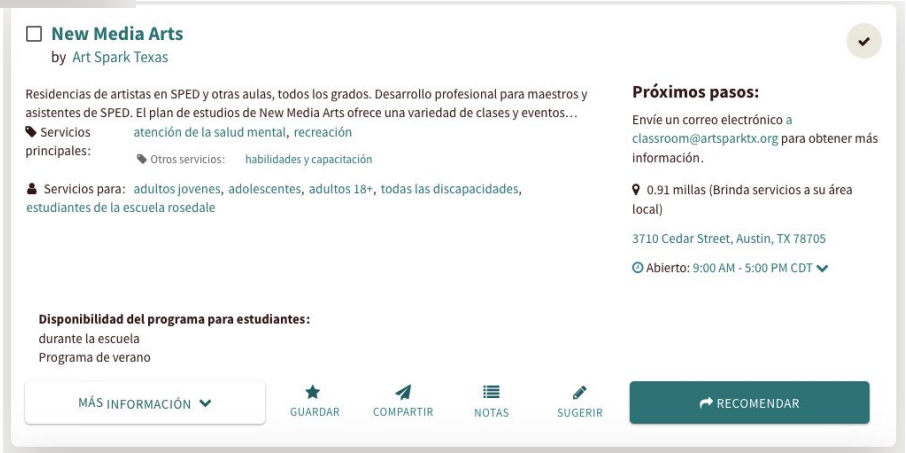
CBO Feedback

- Permission-based privacy to avoid inappropriate disclosure of client's sensitive information.
- No exclusivity clauses or forced contracts as a condition of serving Members on the CIE platform.
- No requirement that CBOs or their clients relinquish data ownership to a vendor in order to engage with the Platform.

Serving Communities with Equity



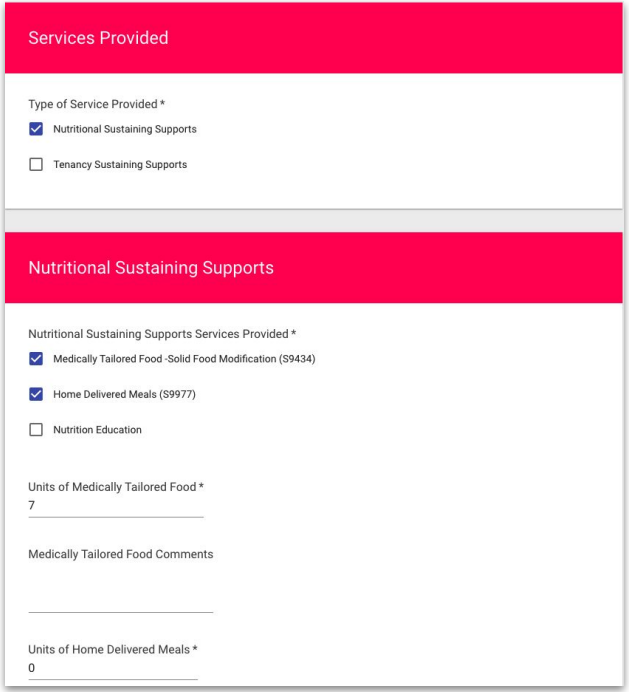




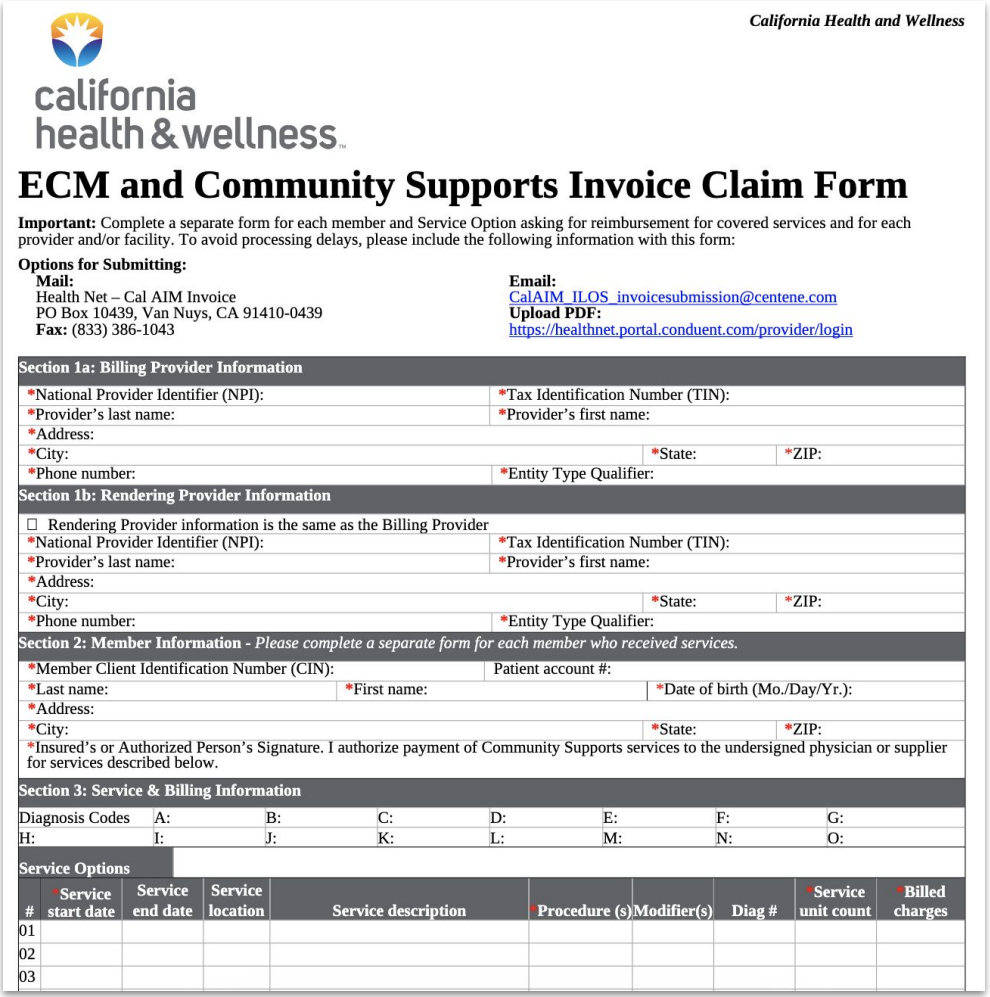
- LGBTQIA+ Programs
- Disability filters for Search
- 100+ Languages supported
- And, much more

Document Services & Outcomes

- **Capture outcomes** and track data on usage
- **Customize data collection fields** based on reporting, contract, and invoice needs and goals
- **Codified fields** ensure required claim fields are in line with expected documentation
- **Cascading smart documentation** to reduce data capture to what is needed to ***ease burden*** on CBO.



Invoice Support



California Health and Wellness

california health & wellness

ECM and Community Supports Invoice Claim Form

Important: Complete a separate form for each member and Service Option asking for reimbursement for covered services and for each provider and/or facility. To avoid processing delays, please include the following information with this form:

Options for Submitting:

Mail:
Health Net – Cal AIM Invoice
PO Box 10439, Van Nuys, CA 91410-0439
Fax: (833) 386-1043

Email:
CalAIM_ILOS_invoicesubmission@centene.com
Upload PDF:
https://healthnet.portal.conduent.com/provider/login

Section 1a: Billing Provider Information

*National Provider Identifier (NPI):	*Tax Identification Number (TIN):	
*Provider's last name:	*Provider's first name:	
*Address:		
*City:	*State:	*ZIP:
*Phone number:	*Entity Type Qualifier:	

Section 1b: Rendering Provider Information

☐ Rendering Provider information is the same as the Billing Provider

*National Provider Identifier (NPI):	*Tax Identification Number (TIN):	
*Provider's last name:	*Provider's first name:	
*Address:		
*City:	*State:	*ZIP:
*Phone number:	*Entity Type Qualifier:	

Section 2: Member Information - *Please complete a separate form for each member who received services.*

*Member Client Identification Number (CIN):	Patient account #:	
*Last name:	*First name:	*Date of birth (Mo./Day/Yr.):
*Address:		
*City:	*State:	*ZIP:

*Insured's or Authorized Person's Signature. I authorize payment of Community Supports services to the undersigned physician or supplier for services described below.

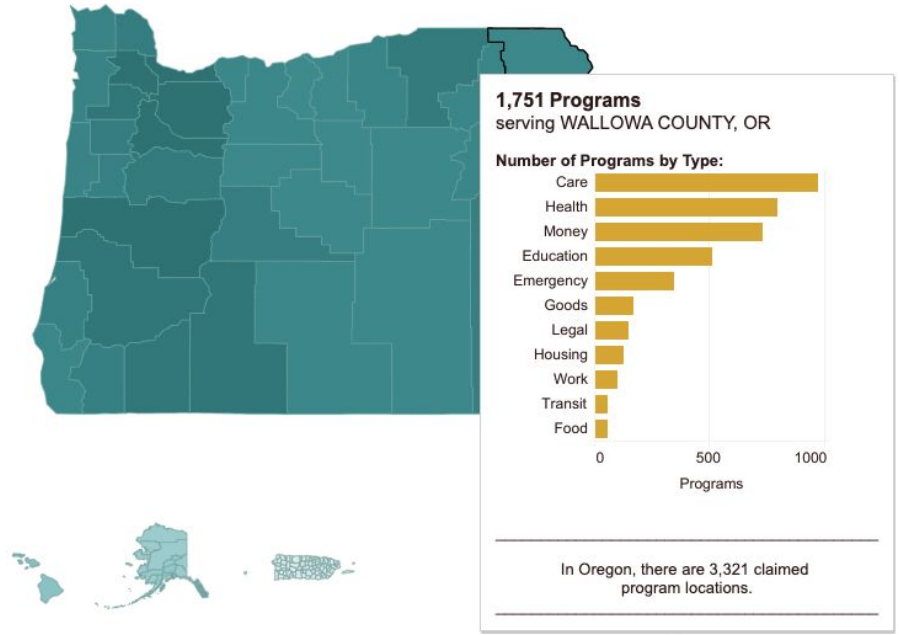
Section 3: Service & Billing Information

Diagnosis Codes	A:	B:	C:	D:	E:	F:	G:
H:	I:	J:	K:	L:	M:	N:	O:

Service Options

#	*Service start date	Service end date	Service location	Service description	*Procedure (s)	Modifier(s)	Diag #	*Service unit count	*Billed charges
01									
02									
03									

Our CBO Network in Oregon: Highlights



ntinental US, our network includes at least 1635 programs in every county.

findhelp.org

LASAGNA LOVE

Klamath Basin Senior Citizens' Center
2045 Arthur Street, PO Box JE, Klamath Falls, OR 97602
541.883.7171

Boulder

Albany Area Habitat for Humanity®

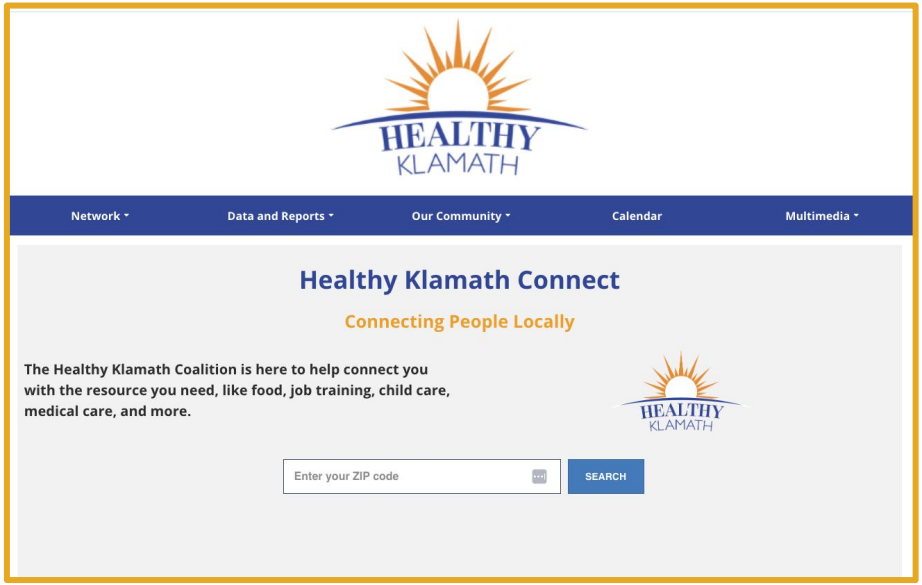
Our CBO Network in Oregon: Highlights

Ride Connection	Community Services Consortium (CSC)	Homes for Good Housing Agency	A Smile for Kids
Rogue Valley Transportation District (RVTD)	William Temple House	Silverton Area Community Aid (SACA)	Rural Organizing Project (ROP)
Lift Urban Portland	Northwest Housing Alternatives (NHA)	Community Supported Shelters	Florence Food Share
Self Enhancement, Inc.	Catholic Community Services of Lane County	Community Sharing Program	West Tuality Habitat for Humanity
Metropolitan Family Service	Food for Lane County	Oregon Coast Community Action (ORCCA)	ColumbiaCare
Clackamas Service Center	First Christian Church	Solid LIfe Center	Albany Area Habitat for Humanity
Oregon Lions Sight & Hearing Foundation	Central City Concern (CCC)	Love INC of Central Lane County	First Place Family Center
Path Home	White Bird Clinic	St. Vincent De Paul of Lane County	DPI Staffing - Portland
Oregon Public Utility Commission	Carry it Forward	HIV Alliance	NAMI Oregon
Sunshine Division	Options Counseling and Family Services	Our House of Portland	90 by 30

Healthy Klamath Connect

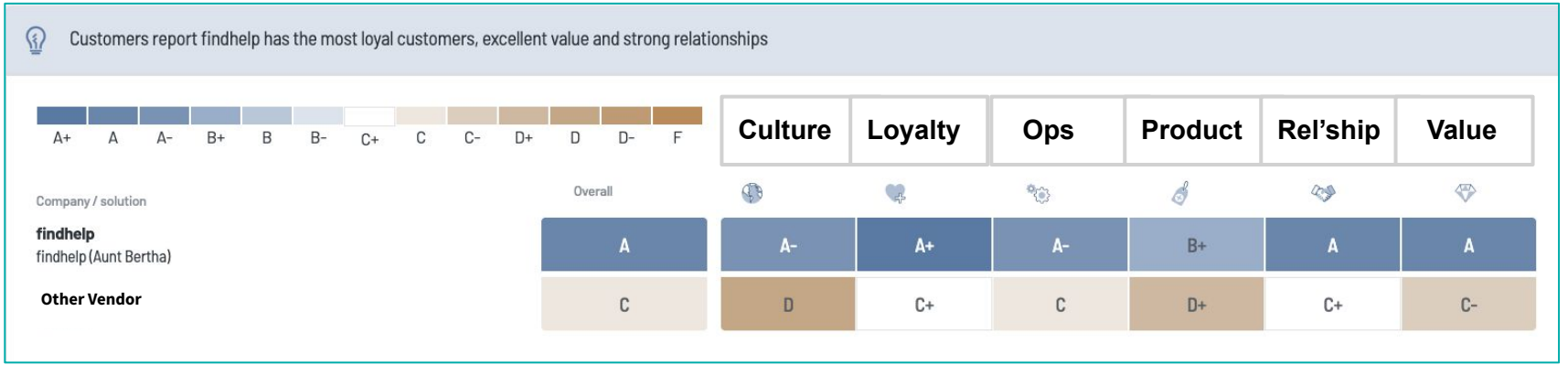
- **Healthy Klamath Branded Landing Page & Customized Search Experience**
  - Staff workflow support
  - Community facing access point

- **Community Partnership Development**
  - Trusted Network focus and relationship-first approach
  - Collaborated for local, personalized outreach and training
  - 2022 Focus included 16 organizations, with ~44 programs



2023 Findhelp Best-in-KLAS Ranking

3rd year in a row



We’re just one click away.

Website: company.findhelp.com
Findhelp Contact: Art Lopez, VP - alopez@findhelp.com

Gina Maraist & Scotty Yeung,
Connect Oregon/Unite Us

Art Lopez & Meredeth Stefos-Norris,
findhelp

Questions

Upcoming Technical Assistance (TA) Opportunities

- **CIE & Other Platforms Learning Collaborative**
  - June 13, 2023, 12 p.m. PST – Register Here
- **CIE & Other Platforms Follow-Up Friday**
  - June 23, 2023, 10 a.m. PST – Register Here
- **Past TA Event Recordings**
  - OHA Transformation Center Website - SDOH Screening and Referral Metric
- Please contact **Claire Londagin** (londagin@ohsu.edu) for one-on-one TA

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