
FAQ - Organizations providing services to Brooklyn, Queens, and Manhattan residents and exploring whether to join WholeYou NYC.

Introduction:

This document provides essential information for organizations interested in applying for WholeYouNYC (WYNYC). Information about the actual onboarding process, workflows, as well as organization-specific questions will be addressed during the contract development process

WholeYouNYC basics:

1. *What is WholeYouNYC's Social Care Network (SCN)?*

The Social Care Network (SCN) is a grant program under the New York State 1115 Waiver that integrates screening, navigation, and associated health related social needs service delivery into Medicaid payments.

Public Health Solutions' WholeYouNYC was named the Social Care Network Lead Entity for Brooklyn, Queens, and Manhattan. WholeYouNYC connects healthcare providers and community-based organizations (CBOs) across the three boroughs to address Health-Related Social Needs (HRSNs) such as food, housing, transportation, and care coordination.

The network includes over 300 partners, delivering 460+ programs and serving 1,100+ New Yorkers each month. Together, we're building a more connected system of care to improve health outcomes and reduce disparities.

2. *What are the benefits of joining WholeYouNYC's SCN for my organization?*

Participating organizations will gain:

- **Reimbursement** for eligible services provided to Medicaid members (e.g., screening, care management, food, transportation, or housing services)

using the State-approved fee schedule. Details about the fee schedule is available in the application portal (see #7).

- **Capacity-building funds** to strengthen and scale operations (if eligible).
- **Performance-based incentive payments** for those meet quality and service delivery metrics.
- **Access to a shared technology platform (Unite Us)** for coordinated referrals and data tracking at no cost to your organization.
- **Technical assistance and training** to ensure success within the network.
- **Access to a broad array of services for the population you currently serve**, if they are eligible for these services.

3. *What are the eligibility criteria for an organization to join WholeYouNYC's SCN?*

Organizations must meet ALL the following criteria:

- **Community-Based Organizations (CBOs) or Healthcare providers**
 - Nonprofit organizations (501(c)(3) or 501(c)(4)) that directly provide HRSN services to the community. AND/OR
 - Licensed entities offering physical or behavioral healthcare, such as hospitals, health systems, primary care practices, community health centers, or behavioral health providers.
- Serve Medicaid members residing in **Brooklyn, Queens, and/or Manhattan**.

4. *What are other requirements to join WholeYouNYC's SCN?*

- Maintain sufficient staffing and capacity to manage referrals and service delivery.
- Commit to participating in required trainings and using the Unite Us platform at all level of the organization (for screening, referral management, service documentation, and invoicing management).
- Organizations must:
 - Maintain insurance coverage (either through a self-insurance plan or commercial policies) for the following:
 - General liability
 - Professional liability
 - Cyber liability

- Carry worker's compensation insurance in amounts required by New York State law.
- Ensure all coverage remains active during the agreement term and covers any post-termination activities under the agreement.

5. *What are the requirements to operate in WholeYouNYC's SCN?*

All WholeYouNYC SCN providers must:

- Provide at least one HRSN service directly to Medicaid members.
- Designate a dedicated point of contact for network communications.
- Participate in trainings and technical assistance activities.
- Use the Unite Us platform for referrals, service documentation, and eligibility validation.
- Respond to referrals within 48 business hours.
- Allow data sharing (as required) with PHS, NYS DOH, and other network stakeholders to support reporting and reimbursement.
- Agree to be listed as a WYNYC partner in network materials.
 - Additional requirements may vary depending on whether you join as a CBO or healthcare provider and will be detailed in your Master Services Agreement (MSA).

6. *What types of services can organizations provide through WholeYouNYC's SCN?*

Organizations may contract with WholeYouNYC to deliver one or more of the following service types:

- Screening for Health-Related Social Needs (HRSNs)
- Care Management/Navigation to connect individuals with needed supports
- Nutrition Services, including access to fresh food and medically tailored meal programs
- Housing Services, including navigation and stabilization supports
- Transportation Services to HRSN services or care management

For more details on specific reimbursable services and rates, please review the Public Health Solutions SCN HRSN Fee Schedule, available for download in the PHS Procurement Portal.

Applying to be a service provider in WholeYouNYC's SCN:

7. How do organizations apply to join WholeYouNYC's SCN?

To apply, organizations must:

- **Complete the HRSN Service Provider Application** via Microsoft Forms: <https://forms.office.com/r/CQyX7eg78x>
- **Upload the following documents** in the PHS Procurement Portal ([Public Health Solutions - WholeYouNYC Social Care Network - Health-Related Social Need \(HRSN\) Service Provider Application](#))

You must register in the portal to download the documents.

- a. NYS Certificate of Incorporation/Authority/Formation (including amendments)
- b. IRS 501(c)(3) or 501(c)(4) Determination Letter (if applicable)
- c. IRS Form 990 or equivalent financial filing
 - Completed **Attachment B: HRSN Services**
 - Completed **Attachment I: Languages, Formats, and Service Availability**

Note: These documents will eventually become a part of your MSA and can be revised during the onboarding process.

8. Is there a minimum number of services we must provide?

All organizations must provide at least one HRSN service directly to Medicaid members. Organizations will provide estimated quarterly minimums and maximums in their MSA. These projections help the network assess service capacity and determine appropriate technical support.

9. What happens after I apply?

Public Health Solutions will:

- Review your application and documentation.
- Contact your team to discuss next steps.
- Support you through the onboarding processing, including executing your Master Services Agreement, completing onboarding trainings, and setting up your organization in Unite Us.

10. When will we learn more about the Unite Us platform?

Detailed training and technical assistance for Unite Us will be provided during onboarding. You do not need to have this information in advance of applying.

11. What if I still have questions?

If you have additional questions about eligibility, the application process, or participation requirements, we encourage you to attend our biweekly WholeYouNYC Drop-In Office Hours.

- You can join using the following link: [Click Here to Register for Office Hours.](#)