

*Contracting to Align Health and Social Care Ecosystems:  
A Webinar Series Sharing Leading Practices*

Designing the Payment Structure:  
A Health Plan's Guide to Paying CBOs &  
CCHs for Social Care

*October 10, 2023 | 2:00-3:00 p.m. ET*

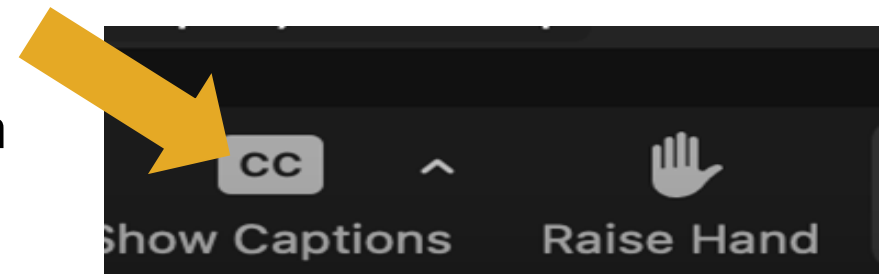
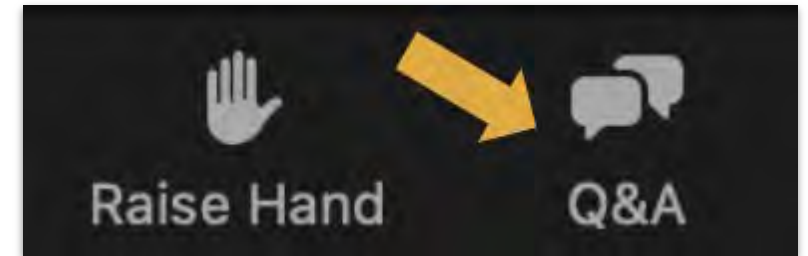


## Administrative Notes

- ✓ This webinar is being recorded. The recording, slides, and follow-up material will be shared with all registrants
- ✓ Please use the Q&A tab at the bottom of your screen and we'll try address as many questions as possible at the end of the presentation
- ✓ Closed captions are provided for this session, can also click "Show Captions" to display automated captions

## Partnership to Align Social Care

A National Learning  
& Action Network



# Panelists



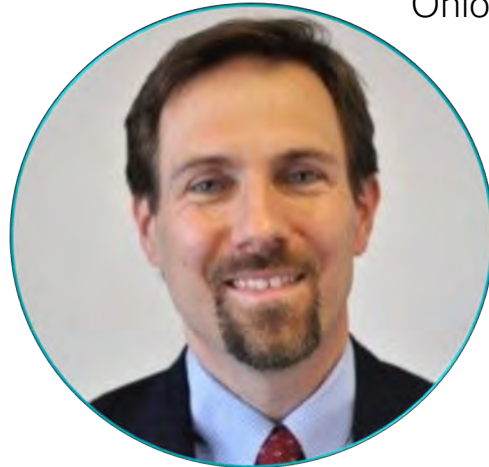
**Jason Smith**, VP Dual Markets  
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**Maureen Corcoran**, Director  
Ohio Department of Medicaid



**Abigail Morgan**, COO  
Direction Home Akron Canton



**Mark Humowiecki**, Senior Director  
National Center for Complex Health and Social  
Needs, Camden Coalition



**Marisa Scala-Foley**, Director  
Aging and Disability Business Institute, USAging

# Partnership to Align Social Care

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## Partnership to Align Social Care

### Mission:

To enable successful **partnerships** and contracts **between health care and community care networks** to **create** efficient and sustainable **ecosystems** needed to provide **individuals with holistic, person-centered social care** that demonstrates cultural humility.

### Vision:

A **sustainably resourced, community-centered social care delivery system** that is **inclusive** of all populations and **empowered by shared governance** and financing, multistakeholder accountability, and federal/state/local policy levers.



# Co-Designing a Social Care Delivery System



Implementing  
Co-Designed Social  
Care Delivery  
System Changes



Streamline Contracting



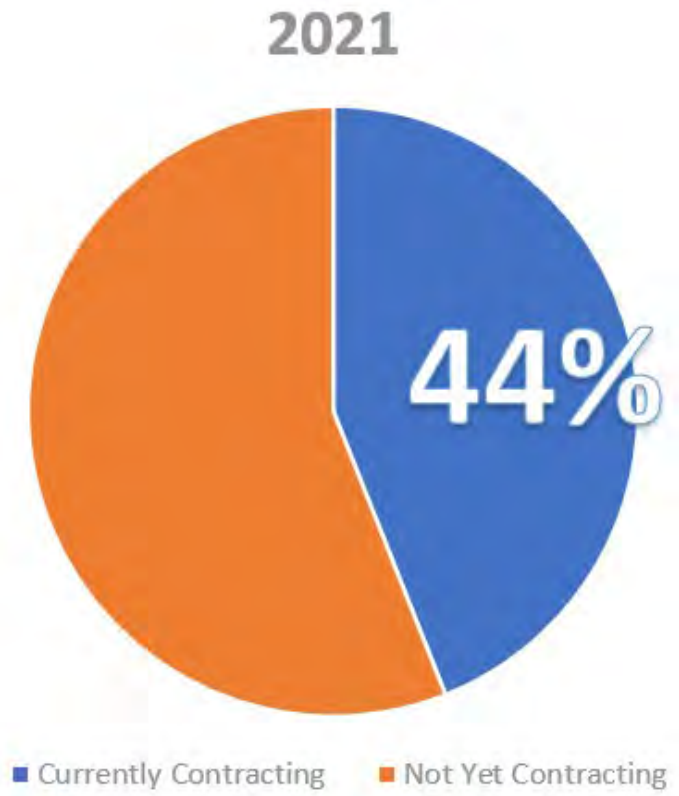
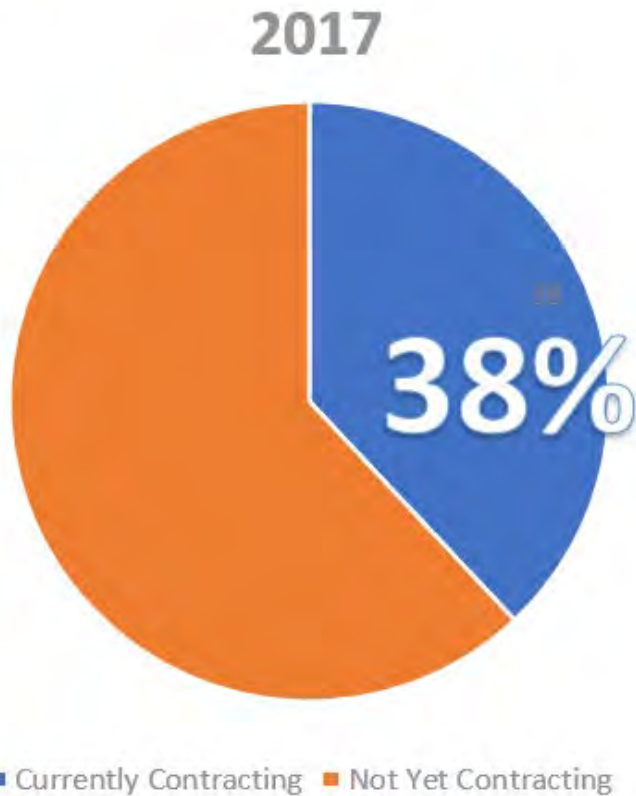
Facilitate Expanded Social Care Billing



Promote Community Care Hubs

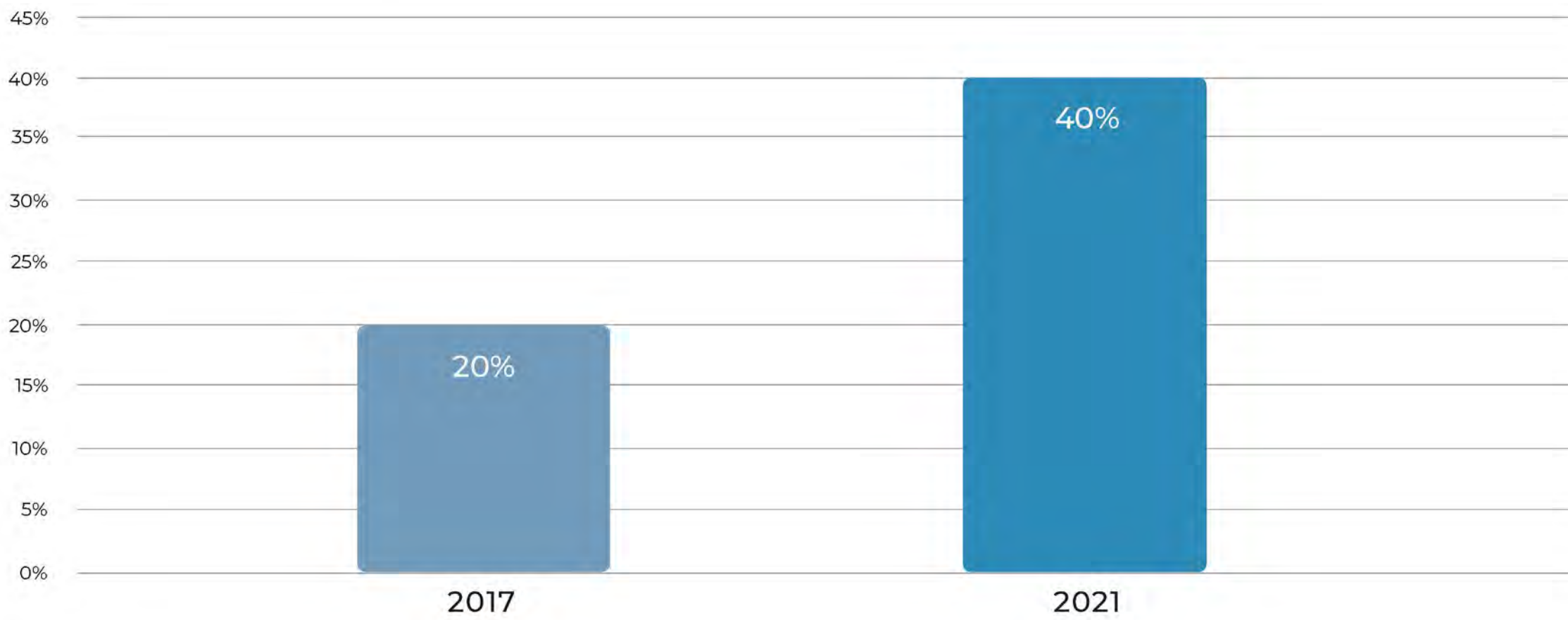
## 2021 RFI Survey

### Overall Contracting Status by Year



In 2021, **90%** of contracting CBOs reported that they have had a current **contract renewed** by their health care partner.

# CBOs Contracting Through Networks by Year



The data used in this graph was collected through a survey conducted by Scripps Gerontology Center at Miami University on behalf of the Aging and Disability Business Institute, led by USAging. For more information, visit <http://ow.ly/842K50lsrYA>

# Resource Guide

## *A Health Plan's Guide to Paying CBOs for Social Care*

### Introduction

Payment is a critical element of any contract. When negotiating the payment aspects of a contract between a health care entity and a community-based organization (CBO) or community care hub (CCH), both the amount of the payment and the payment methodology need to be considered. CBOs should keep in mind that there is no single “best” payment methodology that is appropriate in all situations.



# Resource Guide

## *Partnerships with Community-based Organizations: Opportunities for Health Plans to Create Value*

### Overview

Health care entities are increasingly recognizing the importance of addressing health-related social needs (HRSN) such as housing, food and transportation to improve health outcomes and reduce costs. Most government health care programs now require health plans and providers to identify and address members' HRSNs as part of a holistic approach to health. Health plans also understand that unmet HRSNs play a large role in health disparities and preventable health care costs.



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Partnerships with Community-based Organizations: Opportunities for Health Plans to Create Value

### Special Payment Considerations for CBOs:

*Addresses areas that CBOs/CCHs may differ  
from the healthcare sector*

- ✓ Differences in **billing/coding standards**
- ✓ Inclusion in **Medical Loss** can increase administrative burden
- ✓ Adaptation of non-traditional **contract payment structure**
- ✓ Potentially limited **risk tolerance**
- ✓ Allowing for **evolution in payment methodology** over time

### Payment Models, Use Cases, and Examples:

*Outlines the types, use cases, and  
real-world examples*

- ✓ **Four Major Payment Models**
  1. Fixed Price Contract
  2. Fee-for-Service
  3. Bundled Payment
  4. Capitation
- ✓ **Pay for Performance**
  1. Shared Savings
  2. Shared Losses
  3. Outcome Based Payment
  4. Performance Bonuses

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## Developing the Scope of Work & SOW Checklist

### Developing the SOW

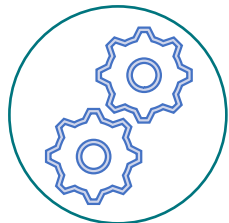
Outlines recommendations for successfully negotiating core activities covered in contracts between healthcare-CBO/CCH contracts



**WHO:** population definition and project staffing



**WHAT:** service definition, timeline and workflows, prelaunch and evaluation



**HOW:** coordination and collaboration, data sharing and documentation, flexibility

### SOW Checklist

Identifies core activities to be negotiated between healthcare-CBO/CCH contracts

<b>WHO – Population definition</b>	Contract provision	Present	Comments	
	Explicit population			
	Plan/mission/strat. if applicable			
<b>WHO – Staffing, licensure, training, and accountability</b>	Contract provision	Present	Due Date	Comments
	Staff resources, if applicable			
	Open/closing procedure for staff			
	Staff training			
	Organizational structure			
<b>WHAT – Defining the service provided</b>	Contract provision	Present	Comments	
	Service activities			
	Service duration			
<b>WHAT – Workflows for contracted services</b>	Contract provision	Present	Comments	
	Workflows for master program			
	Exclusive process			
<b>WHAT – Pre-launch activities and evaluation</b>	Contract provision	Present	Comments	
	Implementation process			
	Staff training			
	Data security review			
	Onsite technical setup			
<b>HOW – Data sharing and documentation</b>	Contract provision	Present	Comments	
	IT systems to be used/avail. online			
	Data reporting requirements			
	What/when/how			
	Data shared with CBO/CCH - what, how, when			
<i>Should there be a HOIV - Payment section?</i>				
<b>HOW – Flexibility</b>	Contract provision	Present	Due Date	Comments
	Review contract terms re: contract			

## Operationalizing Contracts: How Payers Can Improve Collaboration with Community-Based Organizations

*Provides healthcare partners and payers methods for  
optimizing their relationship in five contracting areas*

Establishing a  
shared vision

Scoping

Pre-launch  
activities

Implementation  
and continuous  
improvement

Contract renewal

# Panelists



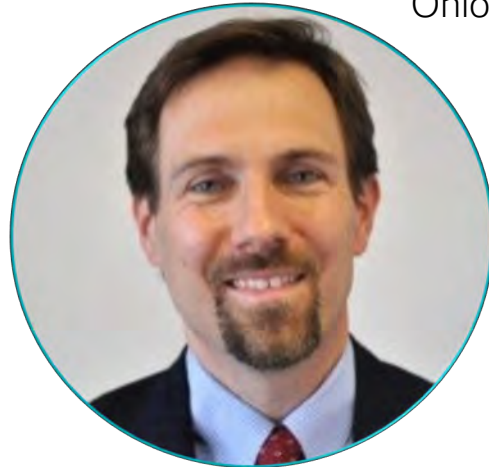
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# Direction Home Akron/Canton Area Agency on Aging & Disabilities

1 of 12 AAAs covering 4 counties in Ohio

240 staff members

Annual Revenue: \$60M

NCQA Accredited CM-LTSS

HITRUST Certified

7,500 Individuals supported ongoing

## Waiver Service Coordination

- Medicare/Medicaid Plan
- Standard Scope of Work
- PMPM



## Care Management

- Medicare/Medicaid Plan
- Negotiated Scope of Work
- PMPM + Pay for Performance



## Acute Care Transitions +

- Medicare Advantage, Commercial, Self Funded
- Fee for Service, Pay for Performance
- Community Care Hub with Statewide Coverage



# Contracting to Align Health and Social Care Ecosystems: A webinar series sharing leading practices

Learn more at [www.partnership2asc.org/contractingwebinarseries2023](http://www.partnership2asc.org/contractingwebinarseries2023)

Oct. 10, 2023  
2-3 pm ET

Designing the payment structure: A health plan's guide to paying CBOs & CCHs for social care

Nov. 14 2023  
12-1 pm ET

Defining core activities: Developing an effective scope of work for contracted partners

Dec. 12, 2023  
12-1 pm ET

Operationalizing contracts: Improving contracting implementation and collaboration



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## How to Get Involved in the Partnership...

- Sign up for our email list: <https://www.partnership2asc.org/sign-up/>
- Follow the Partnership on social media:
  -   
[www.linkedin.com/company/partnership-to-align-social-care](https://www.linkedin.com/company/partnership-to-align-social-care)
  -   
[@partnership2asc](https://twitter.com/partnership2asc)
- Reach out directly to:
  - ✓ *Support the Partnership*
  - ✓ *Ask about getting involved in leadership/workgroup activities*
  - ✓ *Share your expertise/experiences*

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