

*Exploring Core Functions of Community Care Hubs: A Look  
at Contract Administration & Compliance and IT & Security*

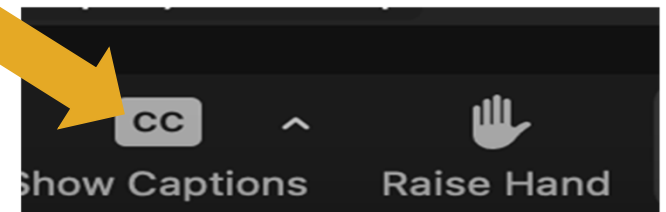
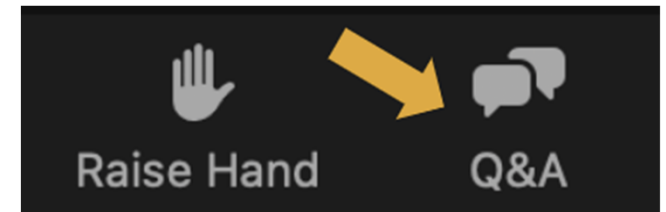
April 27, 2023 | 1.00-2.00 p.m. ET

## Administrative Notes

# Partnership to Align Social Care

A National Learning  
& Action Network

- ✓ This webinar is being recorded. The recording and slides 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

## Today's Agenda

1. Overview of the Community Care Hub Concept and Core Functions
  2. Panelist Discussion Focused on CCH Contract Administration & Compliance and IT & Security
  3. Q&A
- 

## 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

- Group of diverse stakeholders collaborating to co-design partnerships between health care and community-based organizations (CBOs)
  - Includes senior leaders from CBOs, health plans, health systems, national associations, and federal leaders engaged as liaisons
  - Includes **leadership and feedback from community leaders** throughout the process to elevate the voice of the community
  - Incorporates and supports the perspectives, needs, and priorities of historically marginalized communities to promote accountability and **guarantee a focus on health equity**

# Co-Designing a Social Care Delivery System



## Community Care Hub

A community-focused entity that organizes and supports a network of community-based organizations providing services to address health-related social needs. A Community Care Hub centralizes administrative functions and operational infrastructure, including but not limited to, contracting with health care organizations, payment operations, management of referrals, service delivery fidelity and compliance, technology, information security, data collection, and reporting.

A Community Care Hub has trusted relationships with and understands the capacities of local community-based and healthcare organizations and fosters cross-sector collaborations that practice community governance with authentic local voices.

For more on community care hubs, see [Community Care Hubs: Making Social Care Happen](#).

## History of Federal Investments to Support Hub Models

- The Federal Government has been testing various models to support community-clinical linkages to improve health outcomes.
- The evaluation from these models have led to current policy in support of Community Care Hub models.
- There is increased interest in the adoption of Community Care Hub models to leverage economies of scale for implementing sustainable community-level interventions that align with healthcare.

Partnership  
to Align Social Care

A National Learning  
& Action Network

# Hub Model and Non-Clinical Service Delivery Investment Timeline



# CCH: Community Care Hub = Health Equity Solution



Consumer Negatively Impacted by Social Drivers of Health



Care Team Completes Limited SDOH Screen and Refers to CCH



CCH acts as Single Point of Referral for a Network of CBOs – Organized Into a **Social Care Delivery System (SCDS)**



CCH Partner Org. Completes a Comprehensive, Evidence-Based SDOH Screen



CCH + Healthcare Conduct CQI to Document the Impact: Health-Related Social Needs Addressed (Pop Health), ROI, + Measures of Health Equity

CCH Submits Closed-Loop Referral Data: Z-Codes, Social Intervention Codes, and Outcome of Social Care Svcs



CCH Works to Blend & Braid All Available Resources to Address Identified Needs: Public + Private + Healthcare + Philanthropy



CCH Team Develops a Person-Centered Plan to Address Social Drivers of Health

### Background

- Overall effort to better align social care delivery with healthcare delivery and payment
- Health plans and systems are partnering with CBOs, particularly through Community Care Hubs and the Community Care Networks they organize
- CCHs offer administrative economies of scale and broad range of services over a larger geography than provided by a single CBO

### CCH Features

- Developing and maintaining a network of CBOs
- Advancing a collective vision for CBO-health care partnerships, SDOH initiatives and health equity
- Centralizing administrative and operational infrastructure
- Managing financial resources

Partnership  
to Align Social Care  
A National Learning  
& Action Network

# Functions of an Advanced Community Care Hub

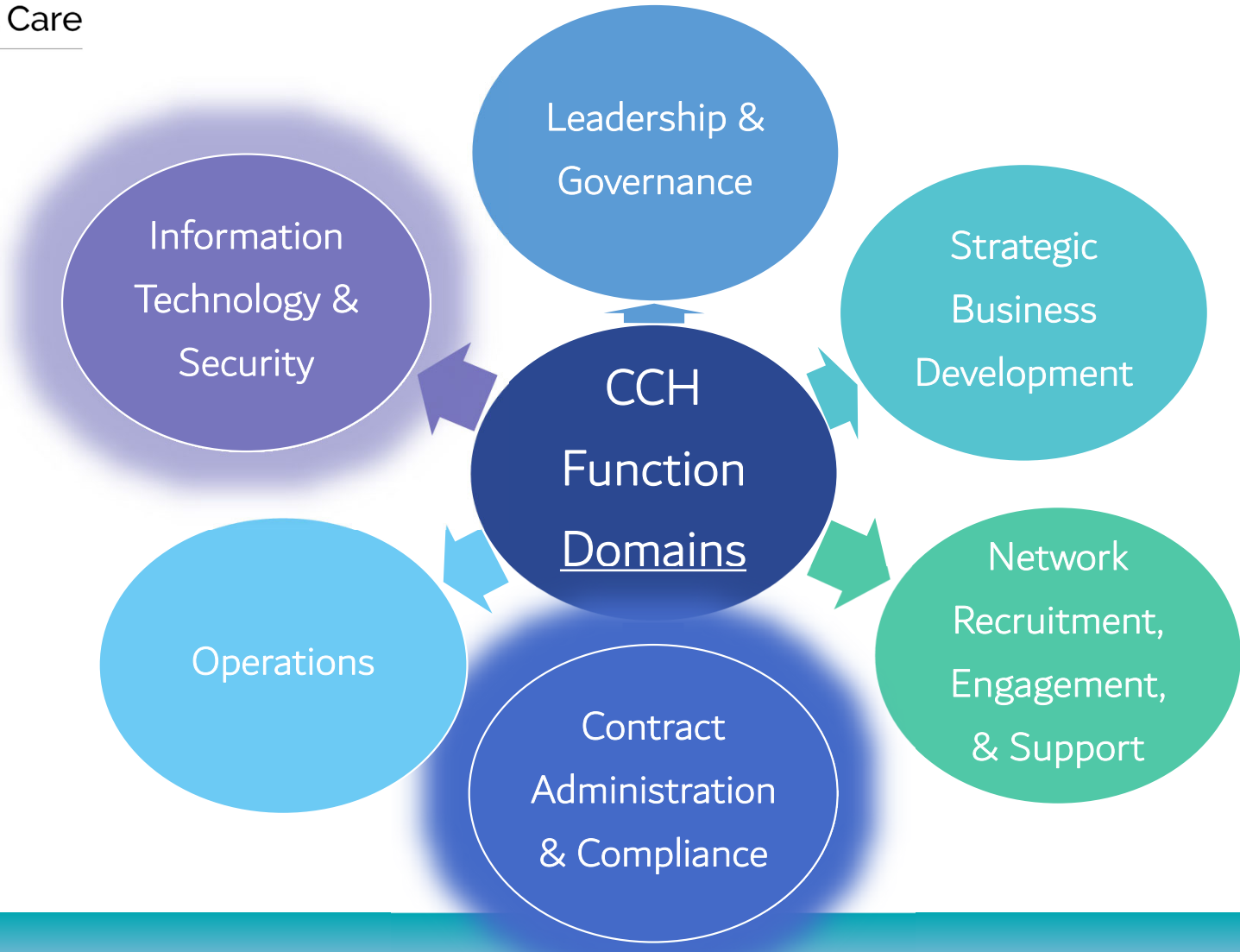
*This document reflects the collaborative work of the Partnership to Align  
Social Care Community Care Hub Workgroup.*

## Upcoming Report

- Reflective of cross-sector, inclusive, **extensive process to identify CCH capacities** across the country
- Demonstrates the **evolution of CCH functions and capacities**
- Intended as a **roadmap** toward CCH Model
- **Inform self-assessment** of strengths, gaps, and opportunities for growth
- **Outlines functions** that CCH is responsible for ensuring happen by CCH *or* Community Care Network Members

# Partnership to Align Social Care

A National Learning  
& Action Network



# Functions of an Advanced Community Care Hub



## Leadership & Governance

- ✓ Structure, culture, and practices embrace serving a network of CBOs and doing business with healthcare entities
- ✓ Governance structure provides routine opportunities for key stakeholders to influence strategy and planning

# Functions of an Advanced Community Care Hub



## Strategic Business Development

- ✓ Conducts **strategic planning** with input from network providers, healthcare partners, and consumers of services
- ✓ Executes **strategic plan**
- ✓ Systematically and **continuously assesses the market to identify opportunities** to expand services, business, and partnership opportunities
- ✓ Positions services in the market and **develops new and expanded contractual relationships** to increase services offered and populations served
- ✓ Has a **multi-year finance strategy** designed for **sustainability**

# Functions of an Advanced Community Care Hub



Network

Recruitment,  
Engagement, &  
Support

- ✓ Engages, recruits, and organizes a contracted network of CBOs
- ✓ Ensures CBO network reflects local priorities and community with an emphasis on access and equity
- ✓ Has a standard process to select/onboard CBOs
- ✓ Conducts quality control and improvement activities through data collection and auditing, capacity building, and retention efforts
- ✓ Conducts quality assessment and improvement of the entire CBO network by assessing, identifying, and monitoring CBO service provider and target population(s) needs

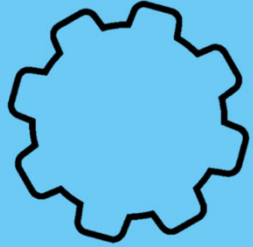
# Functions of an Advanced Community Care Hub



## Contract Administration & Compliance

- ✓ Access to risk management, legal, and business **experience** to evaluate, develop, modify, and execute contracts
- ✓ **Meets** healthcare sector **compliance** requirements
- ✓ Performs account and **relationship** management with contractual **healthcare** partners

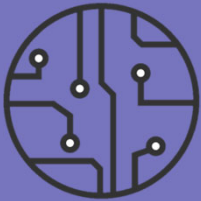
# Functions of an Advanced Community Care Hub



## Operations

- ✓ Co-designs and maintains **standard workflows** for service delivery
- ✓ Demonstrated capacity for **fiscal management and accountability**
- ✓ Routinely **evaluates performance** of programs
- ✓ Adopts a learning and development **strategy** for workforce

# Functions of an Advanced Community Care Hub



Information  
Technology &  
Data Security

- ✓ Maintain policies, practices, procedures, IT capabilities to ensure data security and relevant regulatory compliance
- ✓ Maintain a functional set of IT tools to successfully deliver services in partnership with healthcare entities

# Panelists

## Partnership to Align Social Care

A National Learning  
& Action Network

### LEVERAGING THE COMMUNITY CARE HUB MODEL TO FOSTER HEALTH AND SOCIAL CARE ALIGNMENT

Exploring Core Functions of  
Community Care Hubs: A Look at  
Contract Administration &  
Compliance and IT & Security

**27 APRIL 2023**  
**1 PM - 2 PM EST**



**Jim Vandagriff**

Chief Innovation Officer  
Aging and In-Home Services of  
Northeast IN, Inc.



**Connie Benton Wolfe**

President & CEO  
Aging and In-Home Services  
of Northeast IN, Inc.



**Chris Swigon**

Director Strategic  
Initiatives, Health Outcomes  
Elevance Health



**Ronald Taylor**

President & CEO  
Detroit AAA



**Gerard Queally**

President & CEO  
Healthy Living for ME



# Stepping Stone vs Stumbling Blocks in Contracting

- ▶ **The business case** - what is the value to the Member, Plan, CBO --Good work can't be great unless it is scalable.
  - ▶ Staffing for scale creates a challenge for the CCH & Provider Network
- ▶ **Identify the Plan Sponsor/Champion** -- There are multiple competing initiatives
- ▶ **IT Security HiTrust** - Includes the IT platform where data is stored but also includes Desktop, email, encryption data in transit and at rest, disaster recovery., Office 365 and Google - Paubox vs Barracuda, IT uptime requirements and reporting.
- ▶ **Quality Standards/measures** - i.e NCQA Accreditation
- ▶ **Procurement** - Contracting, vendor requirements, licensing, Billing, payment, credentialing, performance, NPI, Medicaid ID, Medicare ID, insurance requirements
- ▶ **Workflows** - how data goes between payer and providers, what is captured, standardized workflows, evidence of all, outcome measures. SLA's
- ▶ **Training** of staff and supervisors, data analyst, roles and evidence of completion
- ▶ **Vendor contracts should match the MSA with the Plan**, everyone held to a common standard

## Community Care Hub Resources

- Health Affairs Blog: [Improving Health and Well-Being Through Community Care Hubs](#)
- Community Care Hub Primer: [Background, Evolution, and Value Proposition of Working with a Local CBO Network Led by a Community Care Hub](#)
- Working with Community Care Hubs to Address Social Drivers of Health: [A Playbook for State Medicaid Agencies](#)
- *Coming Soon:* Functions of an Advanced Community Care Hub
- *Coming Soon:* Talking about equitable health and social ecosystems: A guide for clear and effective language

## 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*