

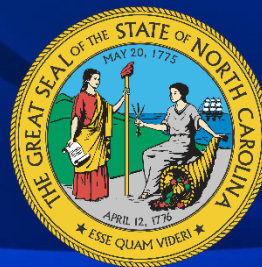
Community Health Center, Inc.

The Digital Transformation of Social Determinants of Health:

Moving from Screening
to Solving for Social Needs

Mandy Cohen, MD, MPH
Secretary

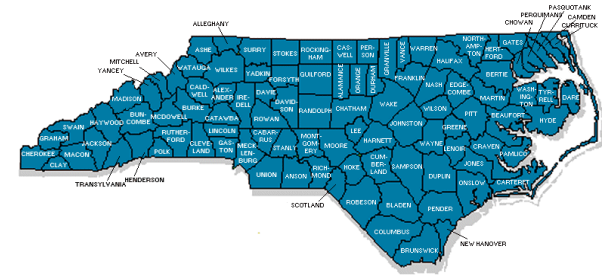
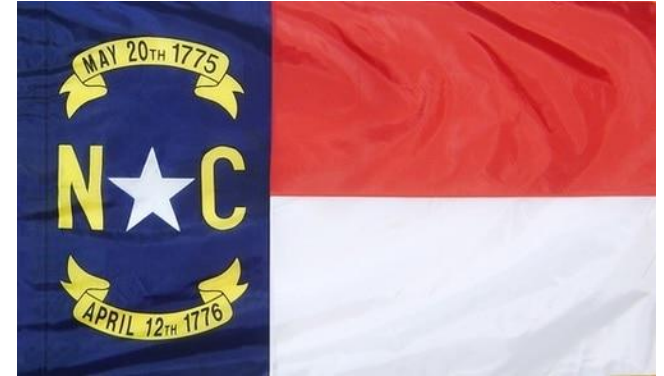
December 10, 2020



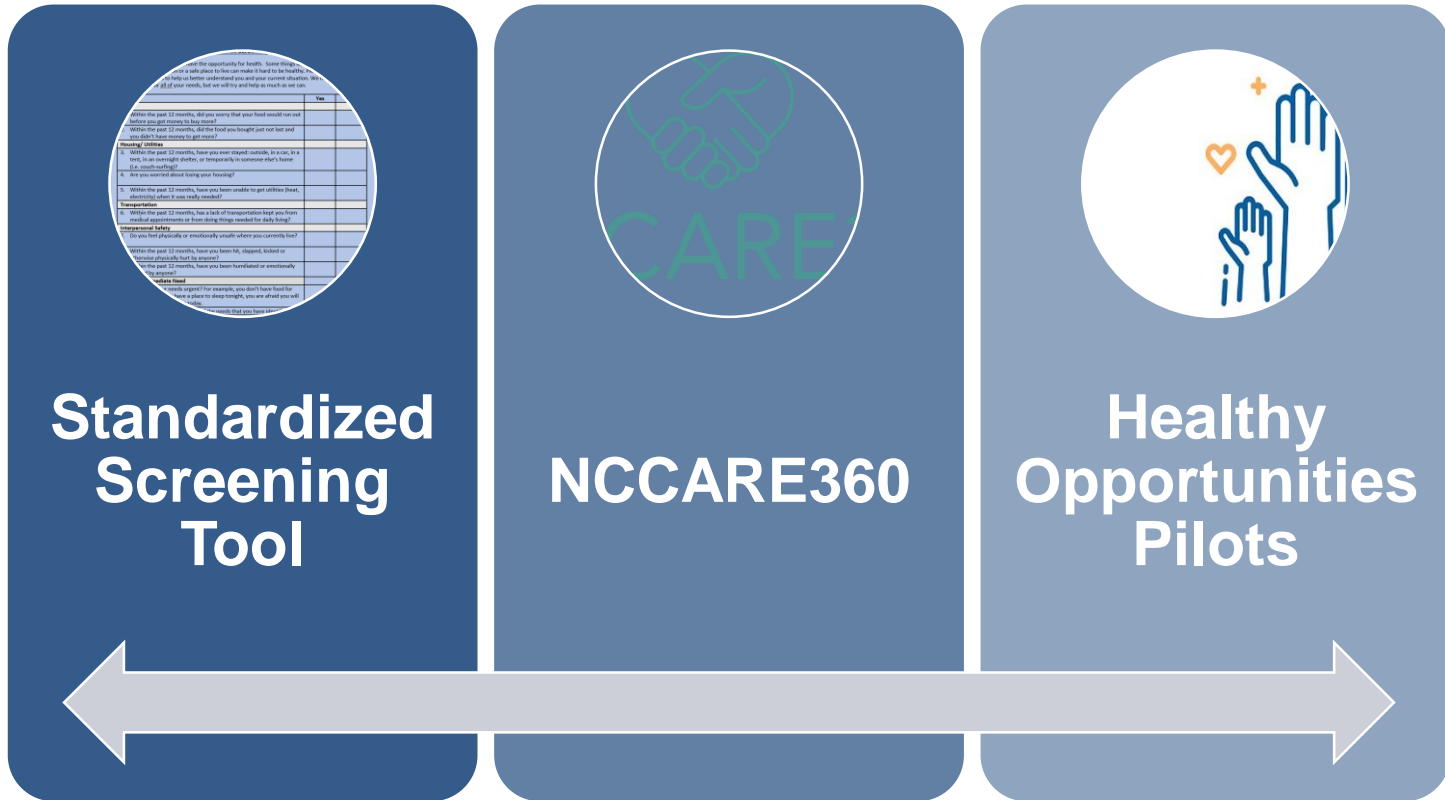
NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

North Carolina Landscape

- 9th largest state
- “Purple”
- Rural/Urban
- Racially Diverse
- 2.2 Million (21%) in Medicaid
 - No expansion
- Payer Alignment → Move to Value
- Transition to Medicaid Managed Care
- Opioid Crisis



Building the Infrastructure to “Buy Health”



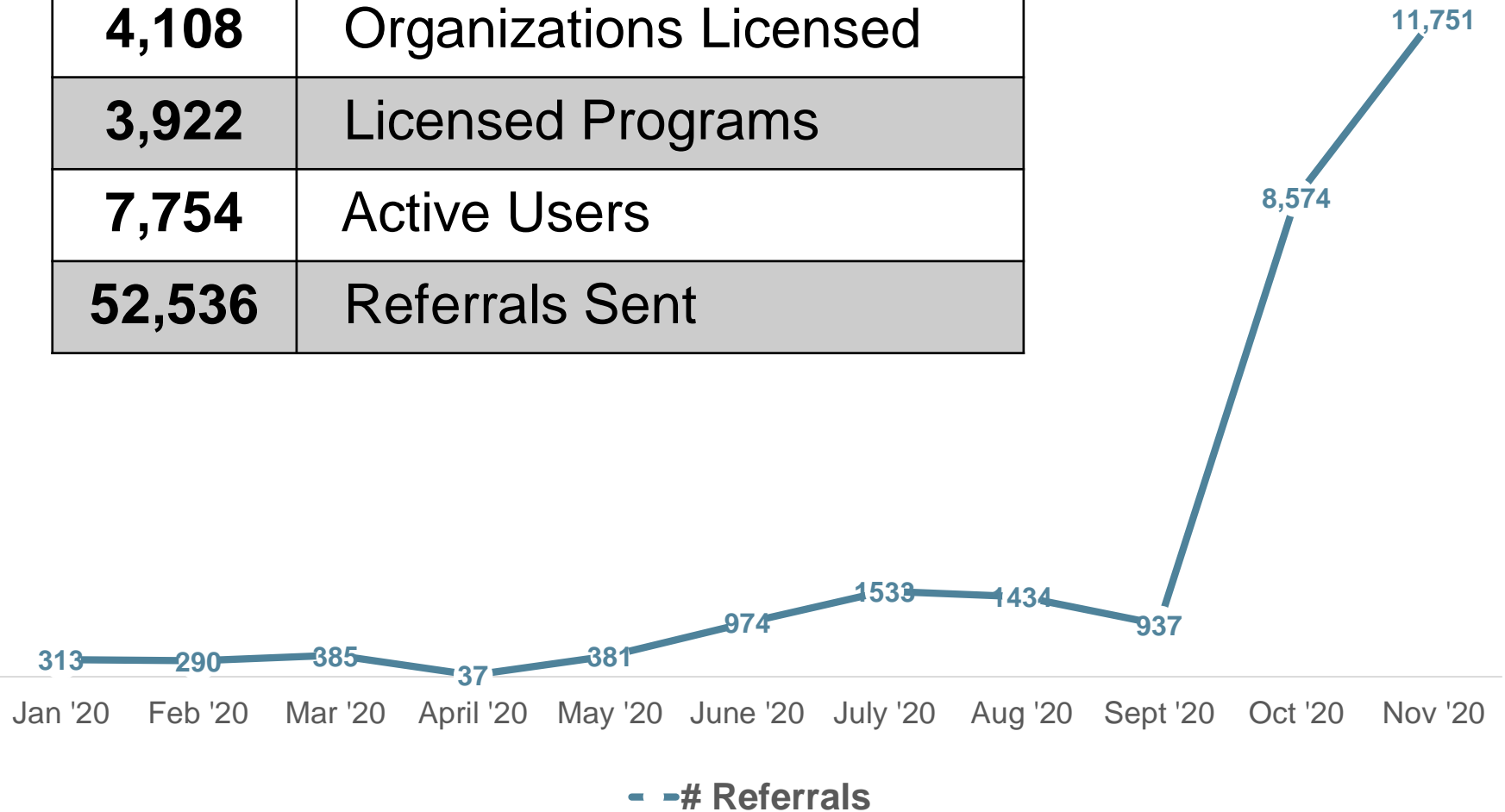
NCCARE360

NCCARE360 is the 1st statewide coordinated network that unites health care and human services organizations with a shared technology platform allowing for a coordinated, community-oriented, person-centered approach to delivering care in NC.



NCCARE360 to Date

100	Counties Launched
4,108	Organizations Licensed
3,922	Licensed Programs
7,754	Active Users
52,536	Referrals Sent

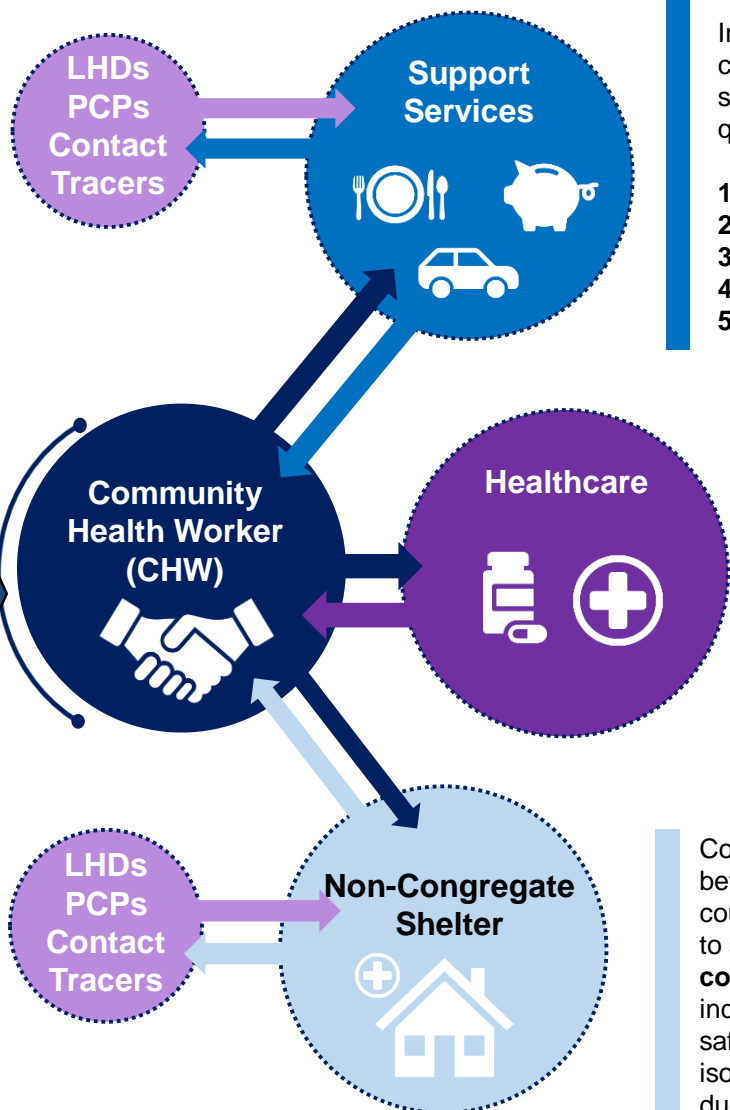
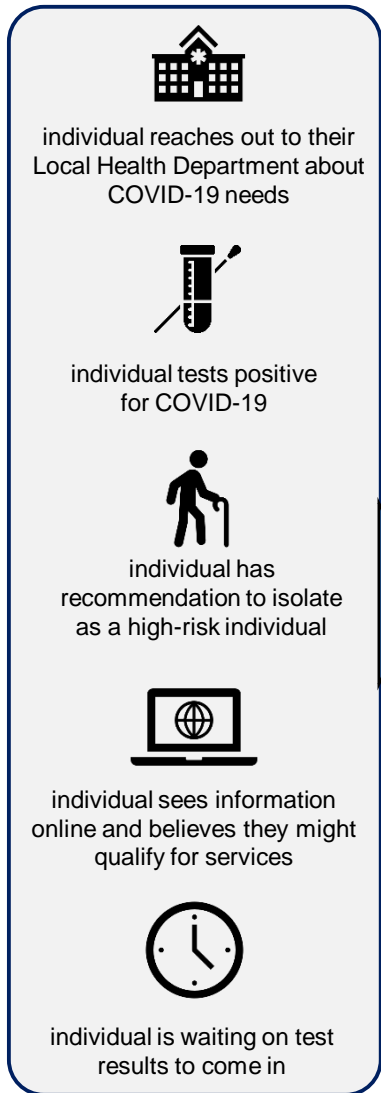


NC Medicaid Healthy Opportunity Pilots

- NC DHHS 1115 Demonstration Waiver
- Flexibility to spend up to \$650M to deliver a select set of interventions that address housing, food, transportation, interpersonal violence and toxic stress.
- Unique opportunity for data and evidence generation
- Embedded in the new managed care structure
- Utilizes community based “umbrella” entities to build a network of human service providers
- Detailed service definitions and pricing model – mapped to targeted needs of Medicaid beneficiaries

medicaid.ncdhhs.gov/transformation

Pilots in COVID-19 Response



Innovative new program to assist individuals in targeted counties who need access to primary medical care and supports such as food or a relief payment to successfully quarantine or isolate due to COVID-19:

1. Nutrition assistance
2. A one-time COVID-19 relief payment
3. Private transportation Medication delivery
4. COVID-related over-the-counter supplies,
5. Access to primary medical care

By mid-2021, we project up to an **\$80 million total investment** in quarantine and isolation supports across multiple programs.

Collaborative effort between the State, counties and local partners to secure **non-congregate shelter** for individuals with no other safe place to quarantine, isolate, or social distance due to COVID-19.

Examples of Services Covered

Housing Services

Service Name	Fee Schedule Rate
Inspection for Housing Safety & Quality	\$250 per inspection*
Essential Utility Set-Up	\$500 for utility deposits, arrears or reinstatement*
Home Remediation Services	\$5,000/year*
Home Accessibility & Safety Modifications	\$10,000 per lifetime of waiver demonstration*
Healthy Home Goods	\$2,500/year*

Food Services

Service Name	Fee Schedule Rate
Evidence-Based Group Nutrition Class	One class: \$21.60
Diabetes Prevention Program	Phase 1: \$264.12 Phase 2: \$99.04 (16 classes/Phase)
Fruit/Vegetable Rx	\$200/month*
Healthy Meal (Pick-Up)	\$4.14/meal
Healthy Meal (Delivered)	\$4.87/meal

Transportation Services

Service Name	Fee Schedule Rate
Reimbursement for Health-Related Public Transportation	\$102/month*
Reimbursement for Health-Related Private Transportation	\$204/month*

Interpersonal Violence Services

Service Name	Fee Schedule Rate
Violence Intervention	\$152.44 PMPM
Evidence-Based Parenting Curriculum	One class: \$21.50
Dyadic Therapy	\$68.18 per occurrence

* Indicates cost-based reimbursement up to fee schedule cap

Challenges Ahead

- **Change management across many organizations**
 - Data infrastructure modernization
 - Work flow redesign
 - Workforce challenges
- **Political uncertainty**
- **Culture change takes commitment, time and trust**