

**Achieving HCBS Quality & Scale:
Accelerating the Capacity of
Community Care Hubs to Support MLTSS
with “Next Generation” Technology Application**



ALIGNING SOCIAL AND CLINICAL CARE FOR VULNERABLE HOOSIERS

Achieving HCBS Quality & Scale: Accelerating the
Capacity of Community Care Hubs to Support MLTSS with
"Next Generation" Technology Application
August 30, 2023



**COMMUNITY
CARE HUB**
INDIANA

Welcome & Panel Introduction

PANEL INTRODUCTION



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*Chief Strategic Business
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Officer, CCHI*



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President & CEO, AIHS



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President & CEO, CICOA



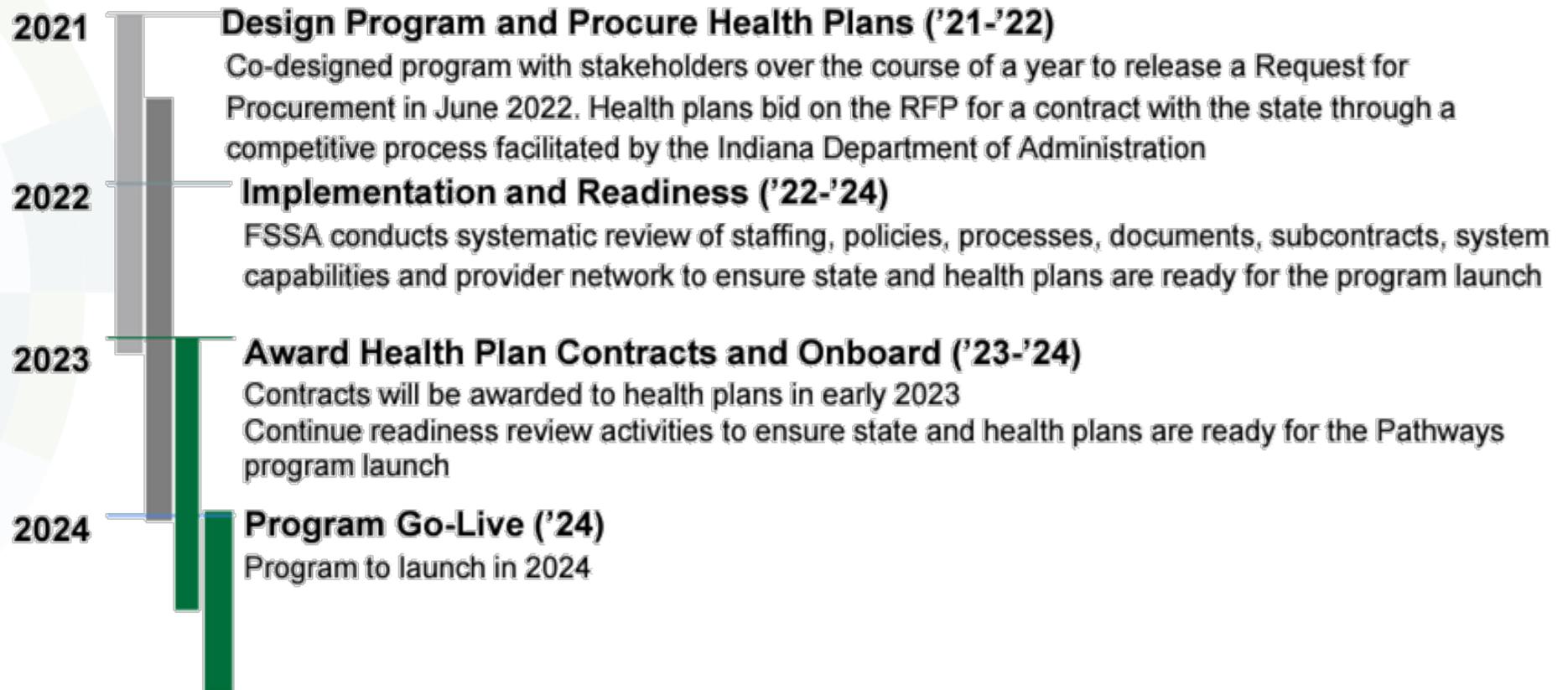
Susan Rawlings Molina

CEO, GroundGame.Health

Our goals for today...

- Review key points leading to the development of the Community Care Hub Indiana (CCHI) as a partner with Indiana Pathways mLTSS strategy.
- Discuss how “next generation” technology will facilitate the linkage of the mLTSS ecosystem in Indiana and allow the scaling of referrals.
- Share how the AAA/CBO Network will transition to a standardized Service Coordination intervention with quality and performance goals. (Intervention requirements, projected volume of referrals, etc.)

Indiana Pathways for Aging Milestones





**COMMUNITY
CARE HUB**
INDIANA

National Community Care Hub Movement: Framework to Engage CBOs in MLTSS Success (Indiana & Beyond)

- A **nationally sanctioned movement** to promote community-integrated health care.
- A community-focused entity that **organizes and supports a network of community-based organizations** providing services to address health-related social needs.
- A **Management Services Organization** that 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.



Uniquely qualified to support MCEs as Pathways Indiana partner



**Substantial business
experience working
with major MCEs.**



**Experience recruiting &
managing Statewide
Community Provider
Networks**



**HiTRUST Certified
Health IT Platform**

- Seven-year track record of successful experience with major MCE provider network in 26 states
- Contract experience with all lines of business: Commercial, Medicaid, and Med Advantage
- Pricing model utilizing claims for service reimbursement
- Model designed to handle referrals at scale; experience managing over 30,000 referrals/month
- Standardized interventions with performance monitoring and quality assurance
- Robust compliance and process improvement division
- HiTrust Certified Health IT Platform for secure health information transfer
- Experience with technology system alignment and systems configuration



CCHI Model to Support Indiana Pathways:

Building our Partnership Model with State, MCE's, and CBO Network for Service Coordination



November 2022 -- Aging & In-Home Services (AIHS) designated as Community Care Hub for the State of Indiana by the U.S. Health & Human Services / Administration for Community Living (ACL) in partnership with the CDC.

March 2023 CICOA Aging Solutions (CICOA) joins with AIHS to create new nonprofit corporation/joint venture Community Care Hub Indiana.

April 2023 Indiana Association of Area Agencies on Aging (IAA) Board of Directors votes to utilize CCHI as contracting entity for Pathways Indiana (mLTSS); 5 additional AAAs step forward as Strategic Partners

May 2023 All 15 Indiana AAAs submit *Letters of Intent* to join CCHI provider network and contract with CCHI for statewide services under Indiana Pathways (mLTSS)

June 2023 Steering Committee and Workgroups initiated

July/August 2023 Regular briefing meetings with Indiana Pathways MCEs occur

September 2023 Contracting meetings with individual Indiana Pathways MCEs scheduled

Indiana Pathways MCEs



Administrative Functions & Operational Infrastructure:

- Contract Negotiations & Management
- Comprehensive Health IT Platform
- Network Training, TA & Quality Assurance

CCHI Health Related Social Care

- Service Coordination

Value Added Member Support Products Available

- Family Caregiver
- Care Transitions
- Chronic Disease Self-Management
- Social Engagement
- Advance Care Planning



**Better Outcomes
for Hoosiers**



Linking the MLTSS Ecosystem: Utilizing IMPLIFY Technology Platform to Achieve Scale

HITRUST
CSF Certified

Configuration and Personalization

Service, flow, funding and other configurators
Activity Plan personalization by cohort and individual

Payment for Services

All payments to all entities delivering Home and Community Based Services on the Implify platform

Intake of Service Requests

Intake mechanisms to ingest service requests at a population level or an activity level

Distribution and tracking of activities and outcomes

Distribution and tracking, load balancing, fulfillment and validation

Funding for Services

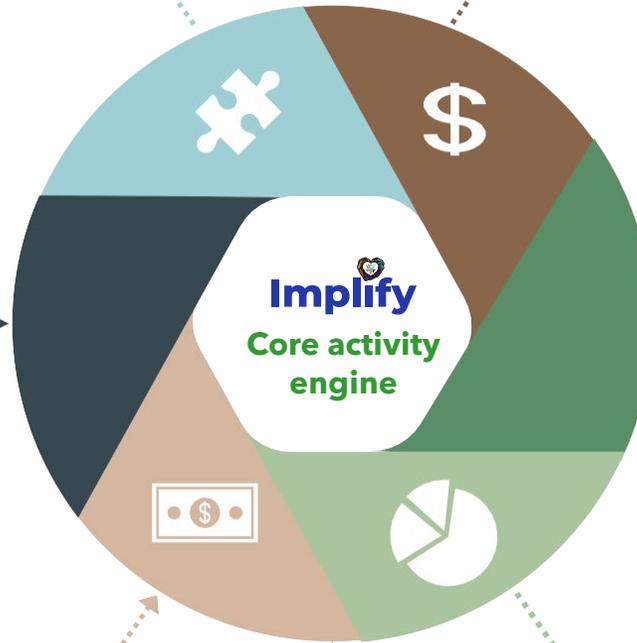
Includes billing payers, providers, employers and government and distribution of grants and donations

Analytics, Performance and ROI

Operational metrics, financial, outcome and operational performance, compliance reporting and ROI for all funding entities

Interoperability

Findhelp.org, HIEs, MCOs, Provider Systems (EPIC, Cerner, etc.), and Communities



Last Mile Solution for Social Needs



Identify

- Referrals**
- Algorithmic
 - Case Management
 - Physician Referred
- Cohorts**
- Populations**



Engage

- Text / Textbots
Chat
Email
Phone Calls
In person visits



Assess

- Modular Assessments**
- Screeners
 - Social Needs
 - Behavioral
 - Financial
 - PCP Gaps
 - Medication Adherence
- Prior Authorization**



Direct

- Government Programs (WIC, SNAP, EBT)
Payer/Employer Programs
Connection to Service Providers
DME & special needs



Fulfill

- Enrollment & Advocacy
Service Fulfillment
Electronic Verification & Validation



Bill

- Claims with CPT Codes and Z Codes
Invoices for Payers (Admin), Providers and Employers



Pay

- To individual CHWs
To CBOs
To all service providers

Medicaid

Medicare Advantage

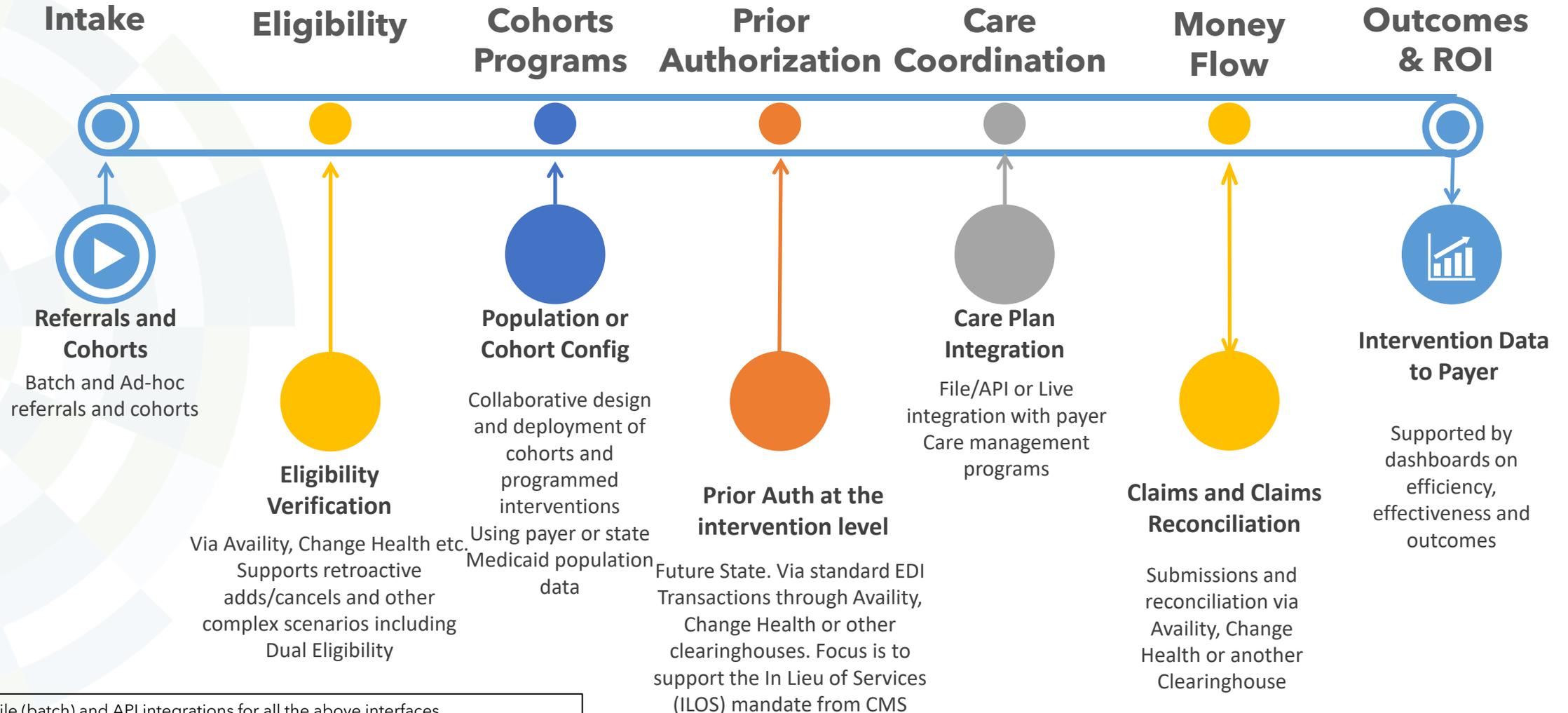
ACA

LTSS / MLTSS

D-SNPs, C-SNPs

Commercial

Basic Integrations with Payers



We support File (batch) and API integrations for all the above interfaces
Configuration of cohorts, programs, service fulfillment vendors are done collaboratively

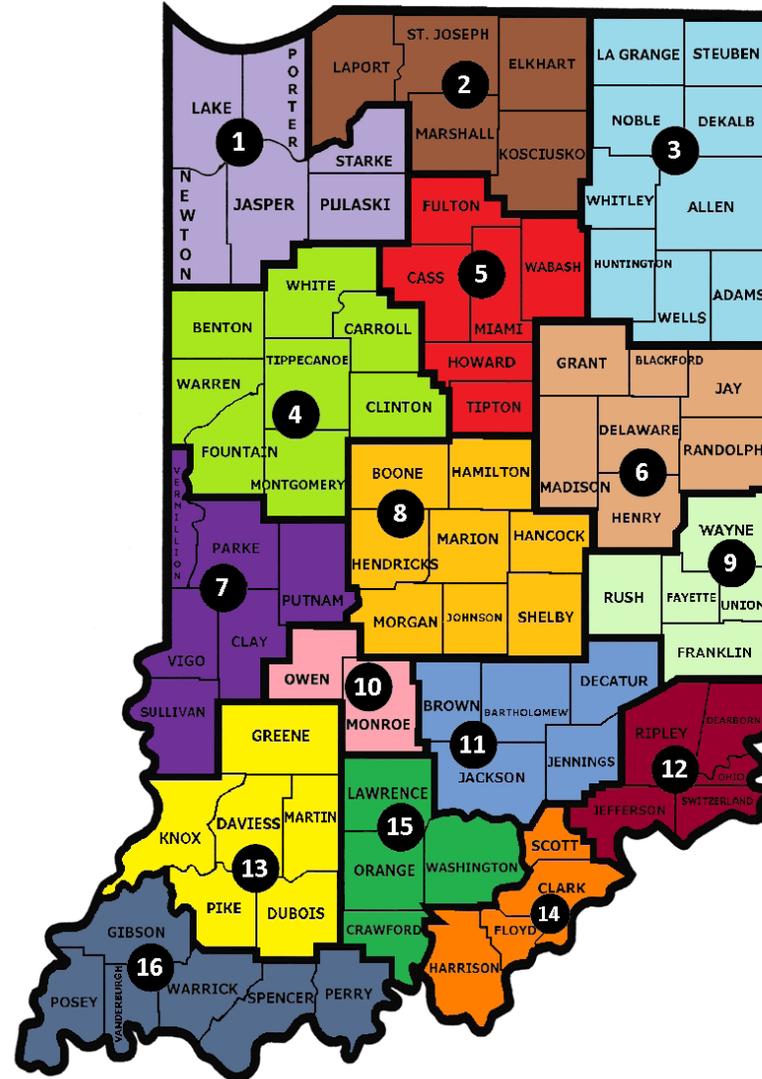


CCHI CBO Network

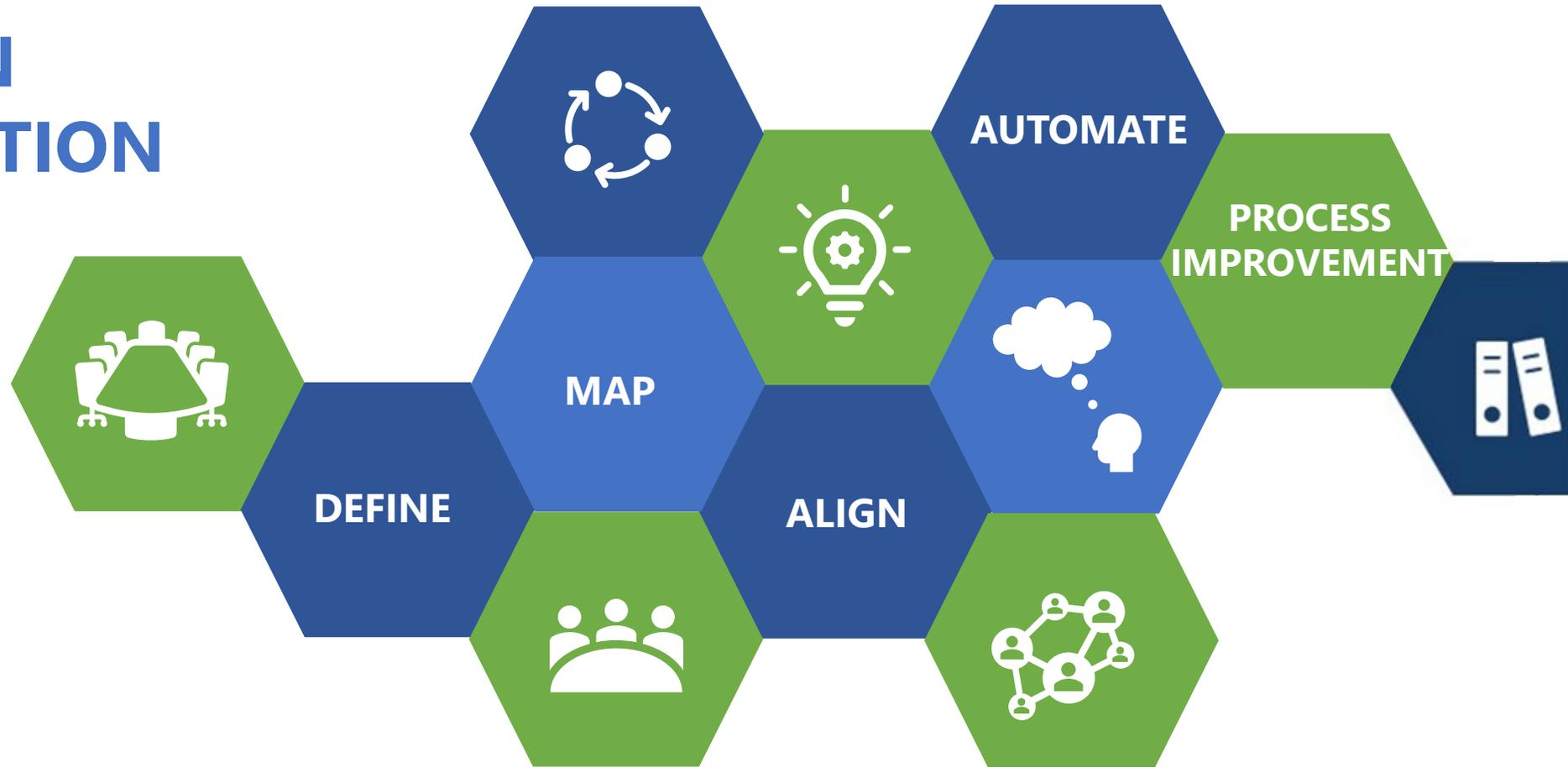
Development:

Standardization, Training, Quality Management, & MCE Communication

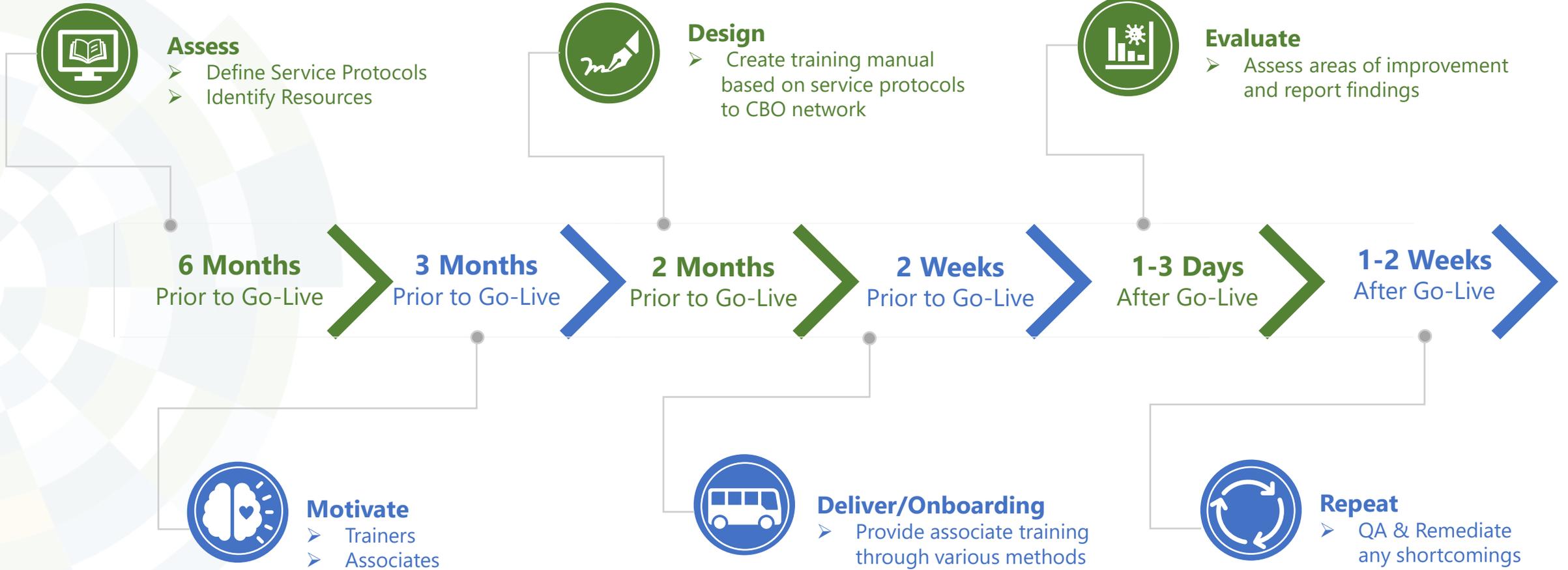
INDIANA AAA GEOGRAPHIC FOOTPRINT



INTERVENTION STANDARDIZATION

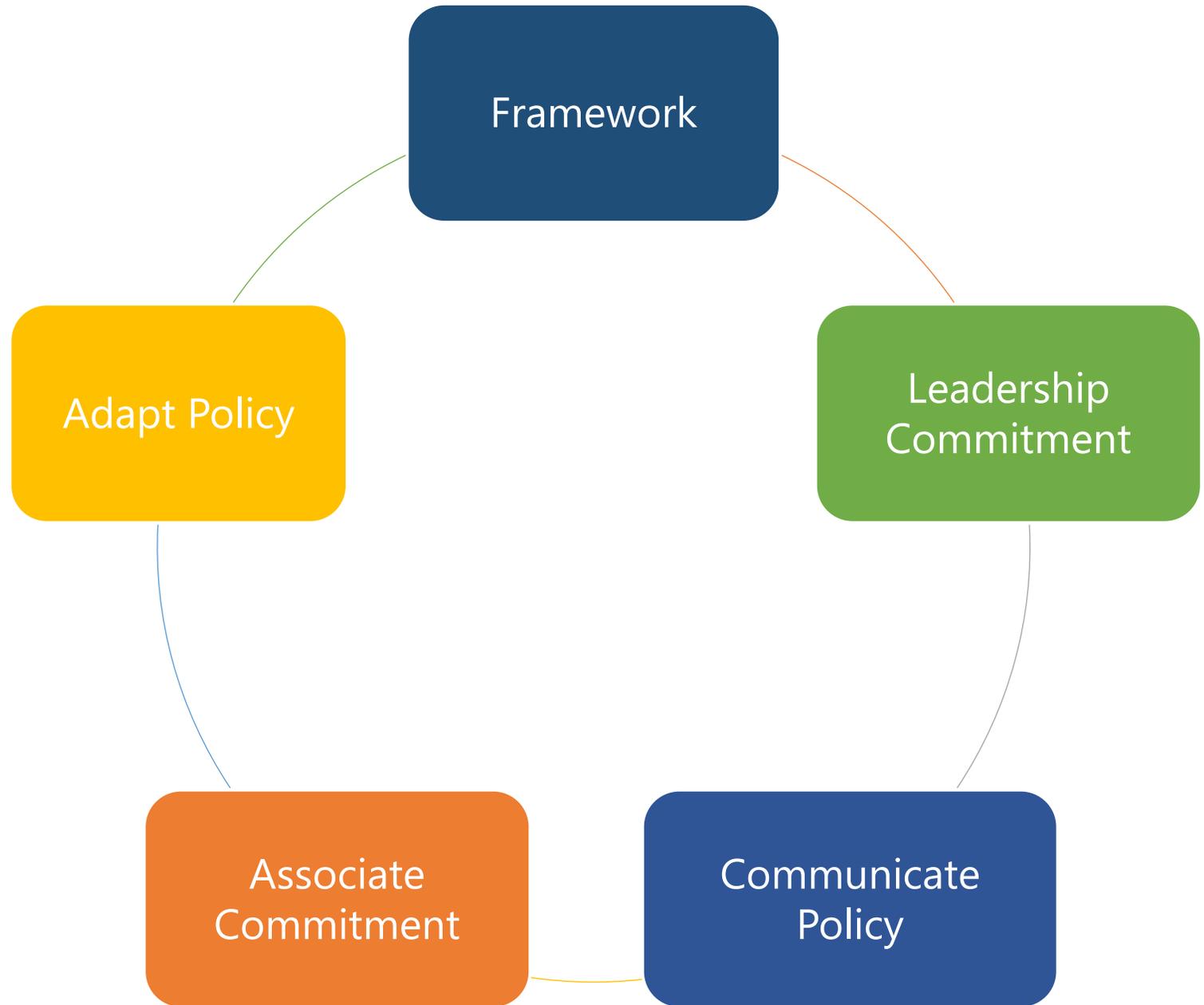


TRAINING TIMELINE + PLANNING





**QUALITY
STANDARDS**





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Thank you!

