



HMA

How Community Care Hubs Can Enhance Family Caregiver Support Services

December 3, 2024

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AGENDA

- Defining features of Community Care Hubs (CCH)
- How CCHs contract with health plans
- Western New York Integrated Care Collaborative and AgeSpan's efforts to integrate health and social care to enhance support for family caregivers
- Planning for CCH sustainability

TODAY'S EXPERTS



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THE ADMINISTRATION FOR COMMUNITY LIVING'S ROLE IN SUPPORTING COMMUNITY CARE HUBS

About ACL

The Administration for Community Living was created around the fundamental principle that older adults and people of all ages with disabilities should be able to live **where** they choose, **with the people** they choose, and with the ability to **participate fully** in their communities.

By funding services and supports provided by networks of community-based organizations, and with investments in research, education, and innovation, ACL helps make this principle a reality for millions.

Services Provided Through ACL's Networks

▪ **Caregiver and Family Support**

- Service Coordination, Care Management
- Information and Assistance
- Screening and Assessment
- Streamlined Access to Benefits and Programs
- Person Centered Planning
- Housing Navigation
- Home Modifications
- Transportation, Mobility Management, Travel Training

- Assistive Technology—I&R, demonstration, training, short term loans, assistance acquiring AT
- Health Promotion and Prevention Programs
- Nutrition Services
- Care Transitions
- Personal Care
- Protection and Advocacy
- Protective Services
- Legal Services



Opportunities to Support Family Caregivers through Partnerships with Community-Based Organizations

- Increased attention on social determinants of health (SDOH)/health-related social needs (HRSNs)
 - Medicaid 1115 Waivers supporting state investments to address HRSNs
 - In Lieu of Services guidance to address HRSNs in Medicaid managed care
 - CMS rules: SDOH screening measures for hospitals, physicians, and Special Needs Plans, Advanced Payment Incentives for Medicare ACOs, health equity billing codes in Physician Fee Schedule Final Rule
- Need to ensure capacity exists within communities to effectively partner with health care sector to address HRSNs, respond to increase in referral volume
- Opportunity to braid sources of funding to deliver comprehensive services to meet increasing need



Contracting Between CBOs and Health Care

- Community-based organizations (CBOs) are increasingly contracting with health care organizations to address health-related social needs*
 - Leverages CBO core competencies and services
 - Proportion of CBOs contracting with health care has increased from **38.1% in 2017** to **46.7% in 2023**
 - More than one-third (36%) of contracting CBOs are doing so as **part of a network led by a community care hub**

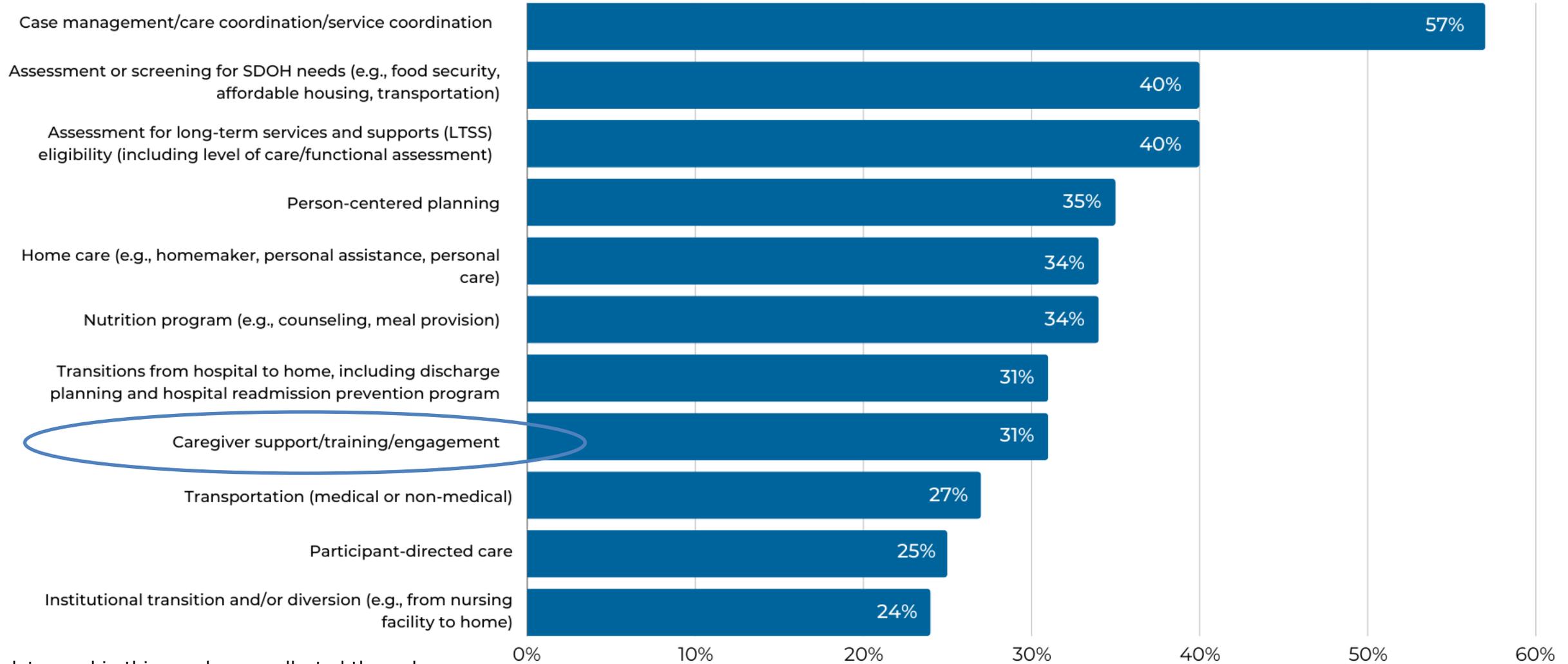
*Source: Aging and Disability Business Institute
2023 CBO Health Care Contracting Survey



Community Care Hub

- Effective, sustainable partnerships between CBOs and health care can be facilitated through a community care hub (CCH)
- Community-focused entity that organizes and supports a network of community-based organizations providing services to address health-related social needs
- CCH 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

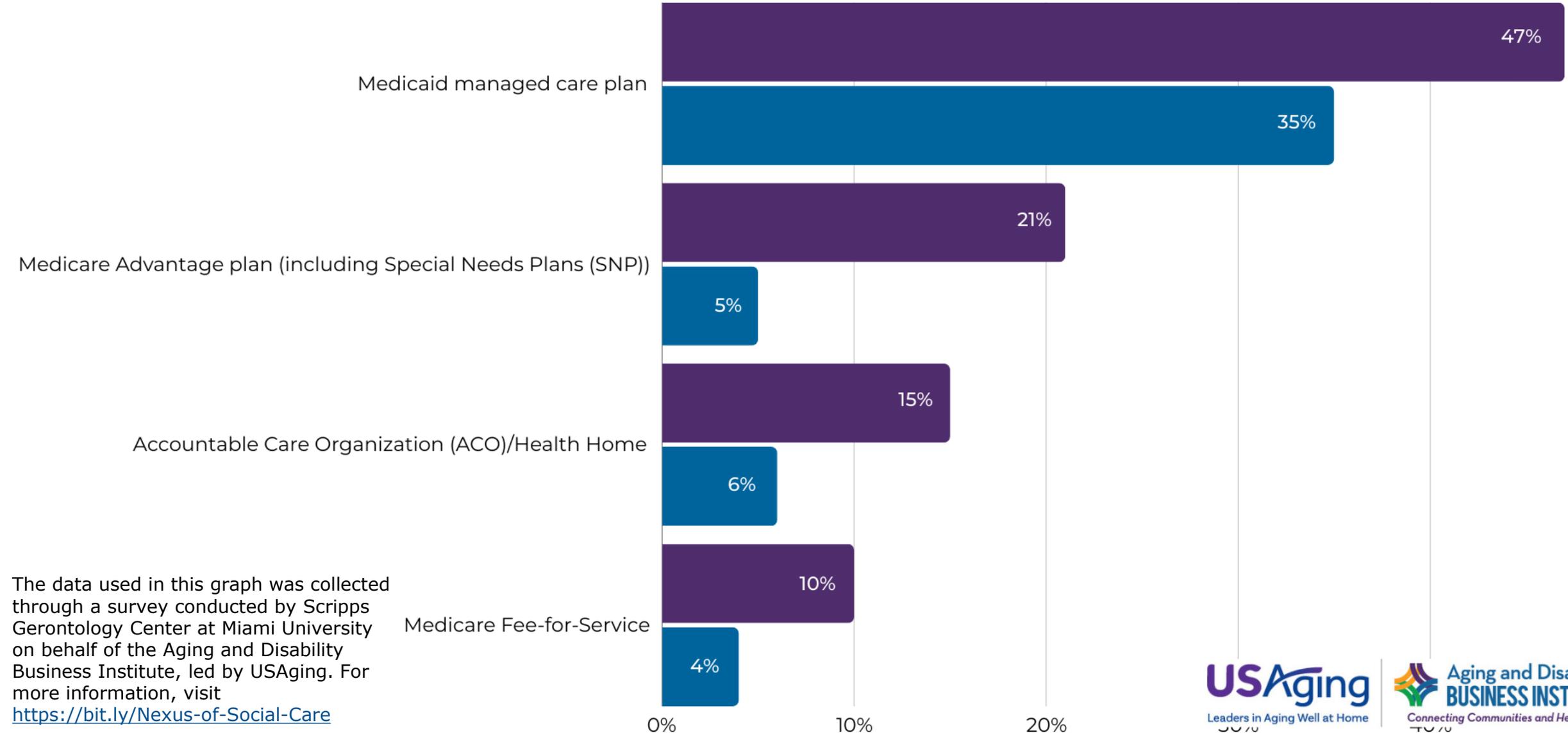
Most Common Services Provided Through Contracts



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 <https://bit.ly/Nexus-of-Social-Care>

Contracting Has Increased with Some Partners Over Time

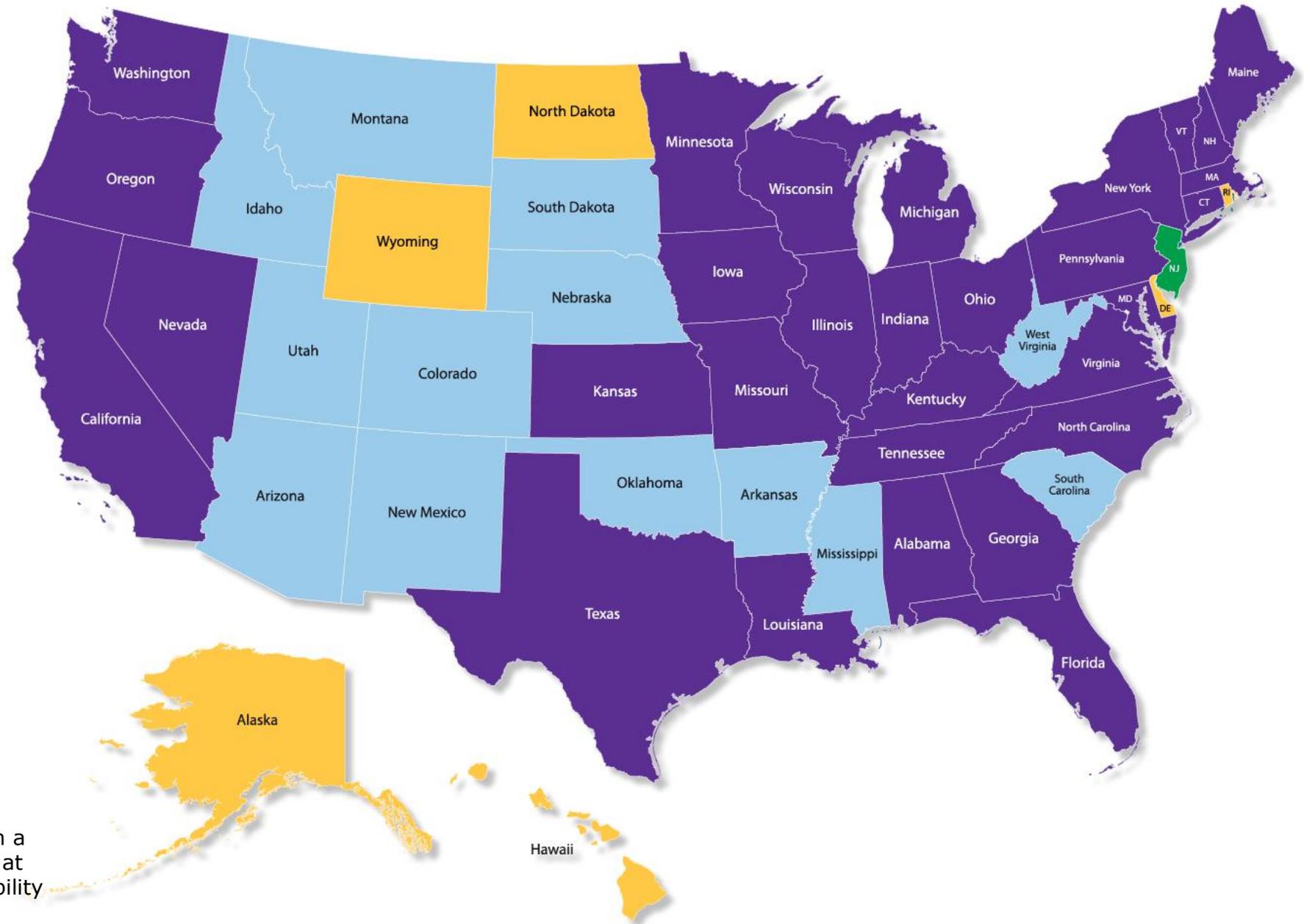
2023 2017



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2023 RFI Survey Contracting Map

- No known activity
- Contracting and network
- Contracting
- Not contracting, but pursuing



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Learning Opportunity for CCHs

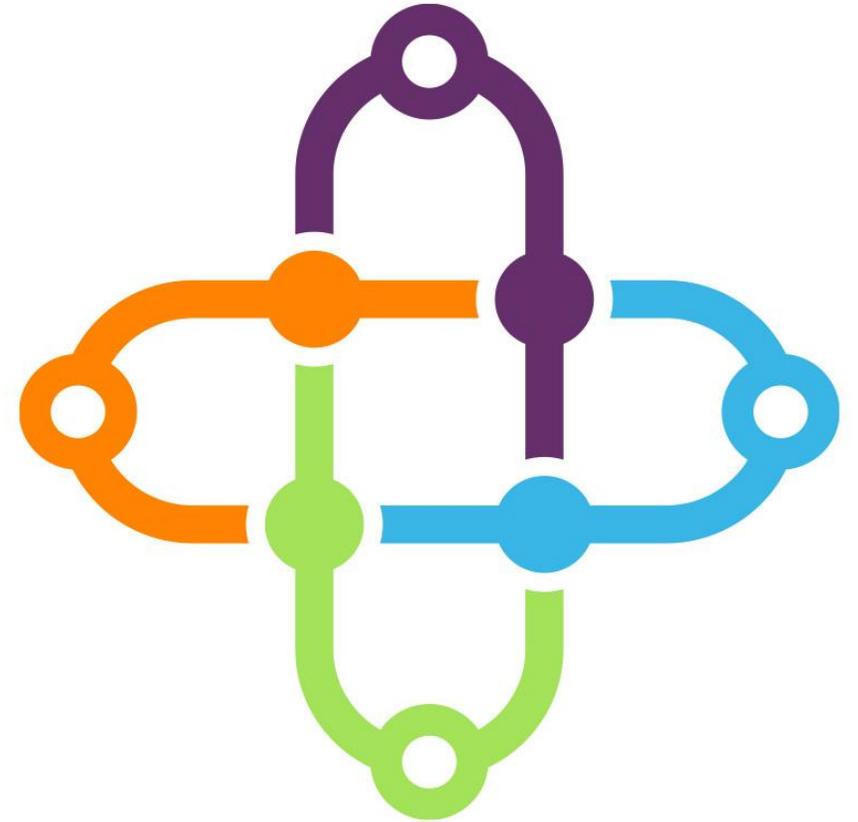
- The Center of Excellence to Align Health and Social Care at USAging is convening a **National Learning Community (NLC) for Community Care Hubs (CCHs)** from January thru August 2025
- GOAL: Provide access to **expert training and technical assistance** to build and strengthen the knowledge, skills, and preparedness of participating CCHs to **address non-medical drivers of health through contractual relationships with health care organizations**
- FOCUS AREAS: **Developing service packages** and **operational readiness** for health care contracting
- Applications are due **Dec. 10**. Learn more at coe.aginganddisabilitybusinessinstitute.org

TWO CCHS' EFFORTS TO ENHANCE FAMILY CAREGIVER SUPPORT SERVICES

WNY INTEGRATED CARE COLLABORATIVE

Community Care Hub
Caregiver Support Program

December 03, 2024
Nikki Kmicinski, CEO



Better health, Better life with **Integrated Care.**

Community Care Hub

Award-Winning Business Model

<https://wnyicc.org>



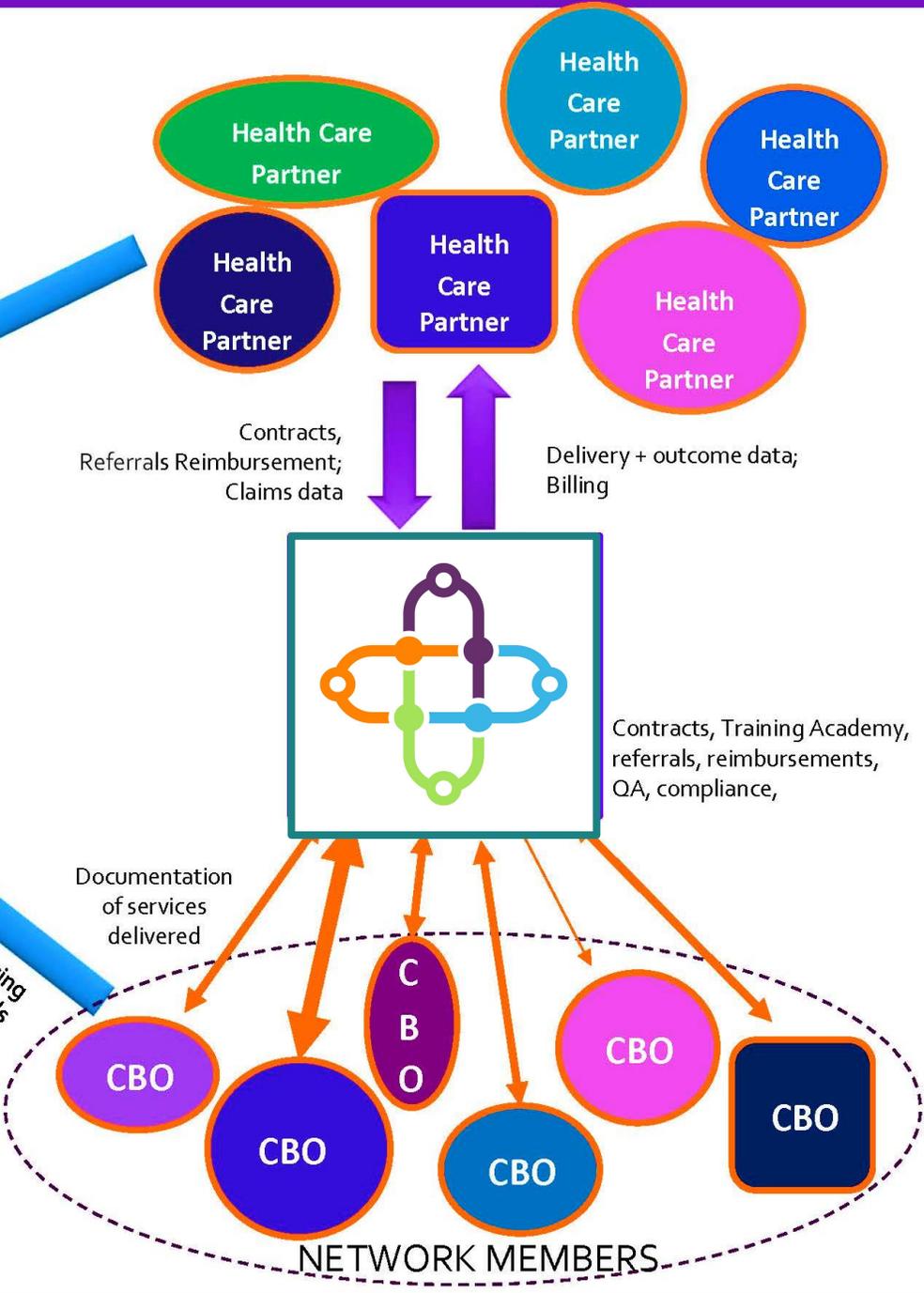
Patients / Community Members

- ❖ Better Quality of Life
- ❖ Improved Outcomes
- ❖ Reduced Healthcare Costs

- Food /Meals
- Case Management
- Community Health Coaching
- Falls Prevention
- Chronic Disease Self-Management Programs
- Caregiver Support, Training, & Respite
- Health / SDoH Screening
- Diabetes Prevention Program (DPP)
- Transportation
- Housing Supports
- Nutrition Counseling
- Care Transitions
- Social Isolation Supports
- Care Coordination
- Community Health Integration services
- Child and Family services
- Legal services
- Benefit Navigation and more

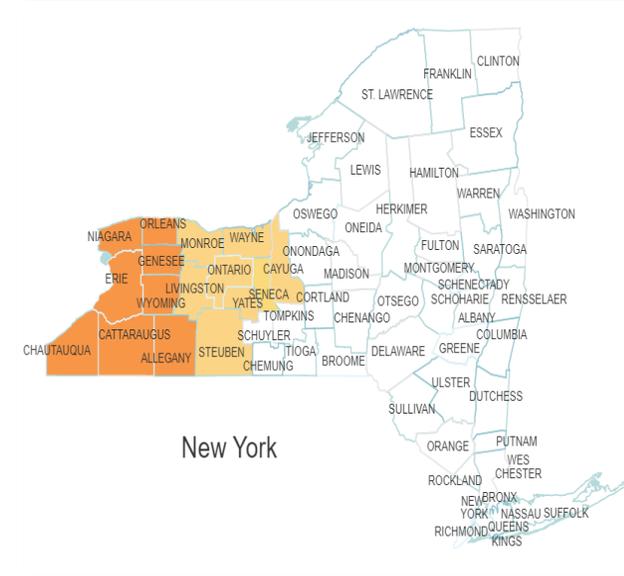
Clinical Care Delivery

Delivery of Services Addressing Health-Related Social Needs



120+ Network Members

- County-Based AAAs
- Independent Living Centers
- County-Based Health Departments
- 100+ non-profit Community Based organizations (CBOs)



INTEGRATED CARE'S HEALTH PLAN CONTRACTS



Program	Funding Mechanism
Post-Discharge Meal Delivery Program	MA Plan Supplemental Benefit
Community Health Coaching	MA Plan Program, extension of case management
Healthy IDEAS	MA Plan Program, extension of BH case management
Falls Prevention	MA Plan Supplemental Benefit
Caregiver Support	MA Plan Program, extension of case management
Diabetes Prevention Program	Medicare Part B Benefit
Diabetes Self-Management Training	Medicare Part B Benefit
Medical Nutrition Therapy	Medicare Part B Benefit (i.e. DM/CKD) & added MA Plan Supplemental Benefit for any other diagnosis
Housing Supports and Navigation	NY Medicaid 1115 Waiver program
Nutrition & Food Supports	NY Medicaid 1115 Waiver program
Transportation to HRSN Services	NY Medicaid 1115 Waiver program
Navigation and Enhanced Social Care Management	NY Medicaid 1115 Waiver program

Integrated Care was designated as 1 of 9 Social Care Network Lead Entities for NY's Medicaid 1115 Waiver



INTEGRATED CARE - CAREGIVER SUPPORT PROGRAM

- Contract with Independent Health Medicare Advantage Plan
- Program, extension of health plan care management
- 8 Delivery Partners



Referrals From:

- Health plan
- Providers
- Caregivers
- Delivery Partners



Integrated Care:

- Eligibility verification
- Reviews Referral for accuracy/completion
- Assigns to Delivery Partner



Delivery Partner:

- Accepts Referral
- Assigns to Health Coach
- Obtains consent/authorization

INTEGRATED CARE CAREGIVER SUPPORT PROGRAM

Exhale: The Family Caregiver Initiative: Caregiver Respite programs incubated in W. New York and SE Michigan through Ralph C. Wilson Jr. Foundation and Health Foundation of Western and Central NY



Evidence-Based In Home Assessments:

- Member SDOH Assessment
- Caregiver Assessment



Monthly Coaching:

- Set Goals
- Connect to Resources
- Follow up



Exhale Program:

- Review Options
- Enroll
- Follow up



HOW COMMUNITY CARE HUBS CAN ENHANCE FAMILY CAREGIVER SUPPORT SERVICES

December 3, 2024



COMMUNITY CARE HUB - MASSACHUSETTS



- 10+ years experience providing Hub services and supports to community-based organizations contracting with health care, including ACOs, managed care plans, and others
- Origins as a statewide CCH providing EBPs since 2013
- Evolving with enhanced delivery of HRSN services across the lifespan
- USAging funded Community Care Hub
- Community-led and community-centered

CAREGIVER SUPPORT SERVICES

Empowering caregivers through evidence-based programs (EBPs): caregiver support, chronic disease, physical activity, falls, behavioral health, nutrition, etc.

Information on and referrals to community-based resources, including housing, long-term care options, advanced care planning, etc.

Scholarships to provide caregivers with respite;

Reducing caregiver burden by supplementing in-home to address activities of daily living;

Offering nursing education and coaching around medication changes, diagnoses, fall reduction strategies, etc.

SOCIAL AND HEALTH CARE INTEGRATION THROUGH CONTRACTING

Senior Care Options
(SCO) contracting:
Medicare-Medicaid
Duals

One Care: Medicaid
plus Medicare (age
21-64)

Medicaid
Accountable Care
Organizations
(ACOs under 1115)

Hospital to Home

EVIDENCE-BASED PROGRAMS FOR CAREGIVERS: FEE FOR SERVICE MODEL



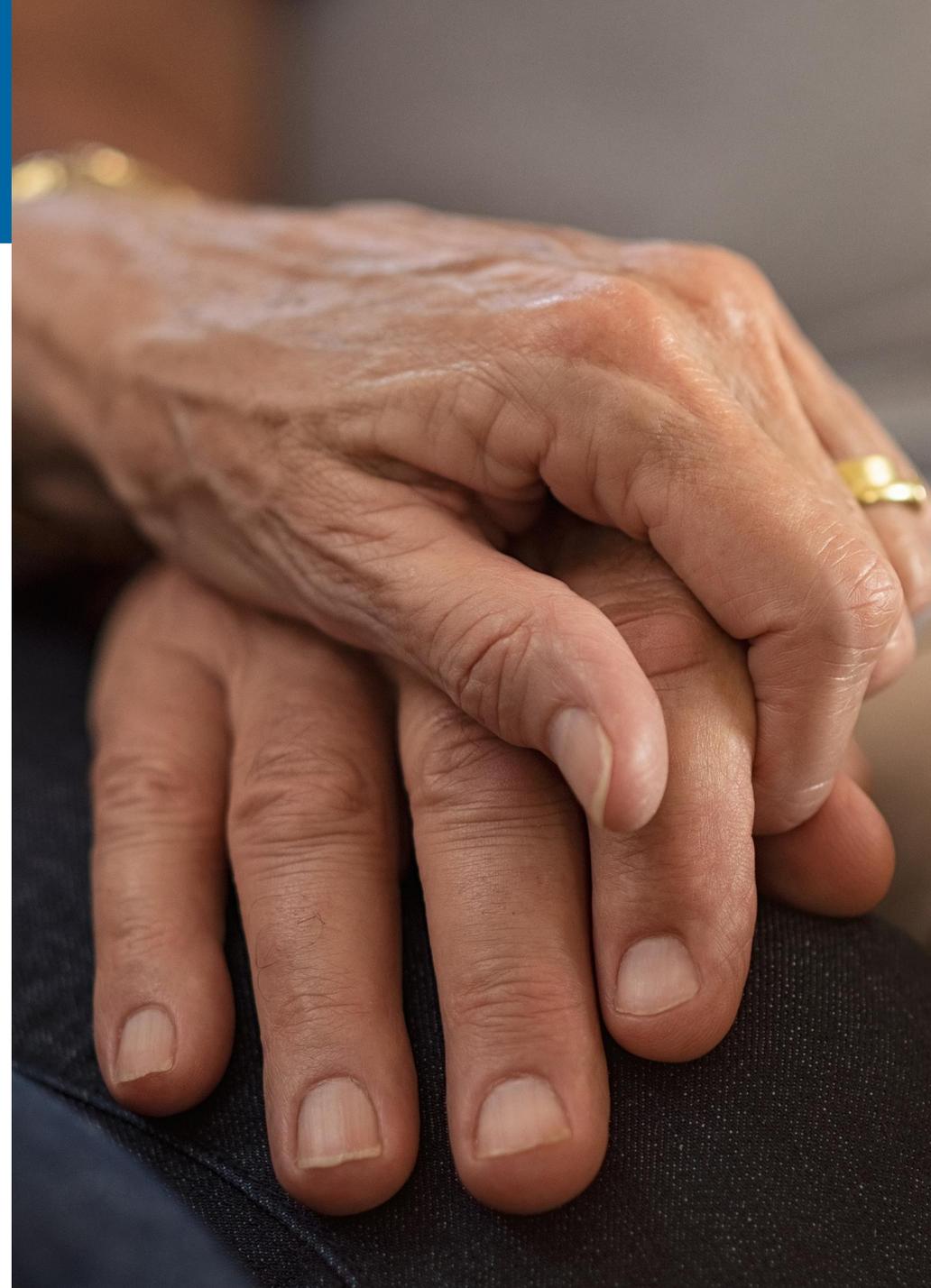
Four-pronged referral approach

- Registry of high-risk members identified through internal analytics
- GSSC (Geriatric Support Services Coordinator) referrals
- Referrals from case/care managers and other providers
- Self-Referral

HRSN/SDOH screening

Health care payor approves plan

Reimbursement tied to participation and completion





HYBRID PAYMENT MODELS



Bundled payment/case rate

- Screening/assessment
- Nutrition Counseling

Fee for Services

- Medically Tailored Meals
- Cultural Meals
- Medically tailored food boxes
- Grocery vouchers and gift cards
- Kitchen Supplies
- Evidence-based programs

Contracted to serve a Medicaid (Mass Health) Population

KEY TAKEAWAYS



CCHs are a growing means for CBOs to contract with health plans and integrate health and social care



CCHs can play a key role in enhancing family caregiver support services



Seamlessly integrating CBO and health plan care coordination requires ongoing communication

QUESTION & ANSWER SESSION