



**Contracting in a Network:
Opportunity, Benefits & What
to Expect**

USAging | Answers
on Aging

Tampa

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usagingconference.org

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Speakers



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About the COE

A national Center of Excellence to develop, expand, connect, and support sustainable, high functioning
Community Care Hubs (CCHs) – and their
networks of downstream social care providers

What is a CCH?

A Community Care Hub (CCH) is a community-focused, regional, statewide, or multi-state **umbrella, administrative services organization** for a **network of social care providers ...**

What value does a CCH offer?

A CCH centralizes administrative functions and operational infrastructure to—

- enhance efficiencies
- develop scale
- reduce silos
- ensure compliance
- improve performance and quality
- infuse standards
- negotiate contracts
- enhance procurement
- make data sharing possible

Weighing the benefits

- What benefits does the network/hub offer your agency?
- Does the network/hub provide your agency with the ability to own and manage your agency's own data?
- Does the network/hub support your contracting goals?
- Does the network/hub increase your agency's capacity for contracting in areas that may not be core strengths of your agency (marketing, data systems/exchange, etc

Contracting in a Network: Opportunity, Benefits & What to Expect

USAgging Annual Conference
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independent
living systems

A woman in a light blue uniform is assisting an elderly man with a walker on a beach. The man is wearing a light blue shirt and khaki pants. They are standing on the wet sand, looking out at the ocean. The background shows a clear blue sky and a few palm trees in the distance.

OUR MISSION

We are a compassionate team committed to improving the quality of life for the most vulnerable populations.

Through our diverse partnerships, we ensure person-centered, comprehensive health and social care for those we serve.

You matter. We care.



Parent Company

- Independent Living Systems (ILS) was founded in 2001 to assist health plans in the delivery and management of Long-Term Services and Supports (LTSS).
- ILS supported 7 of 14 health plans participating in the Nursing Home Diversion Pilot Program from 2003-2018.
- ILS launched managed LTSS programs in multiple other states since 2012.



- Independent Living Home Care Services is a collection of Medicaid providers for the following services:
 - Meals and Nutrition Support Services
 - Durable Medical Equipment & Supplies
 - Home Health Services
 - Pharmacy Services



- Florida Community Care (FCC) is a LTC Provider Service Network owned by one or more specified LTC provider types.
- FCC implemented Medicaid health plan operations in December 2018.



- Florida Complete Care (FC2), FCC's sister plan, launched a Medicare Advantage Special Needs Plan (SNP) in 2022.
- FC2 expanded to launch a Fully Integrated Dual Eligible SNP in 2024.

What We've Done

ILS

ILS successfully started Managed Long Term Services and Supports programs in Florida, New York, California*, South Carolina, Virginia, and Illinois.

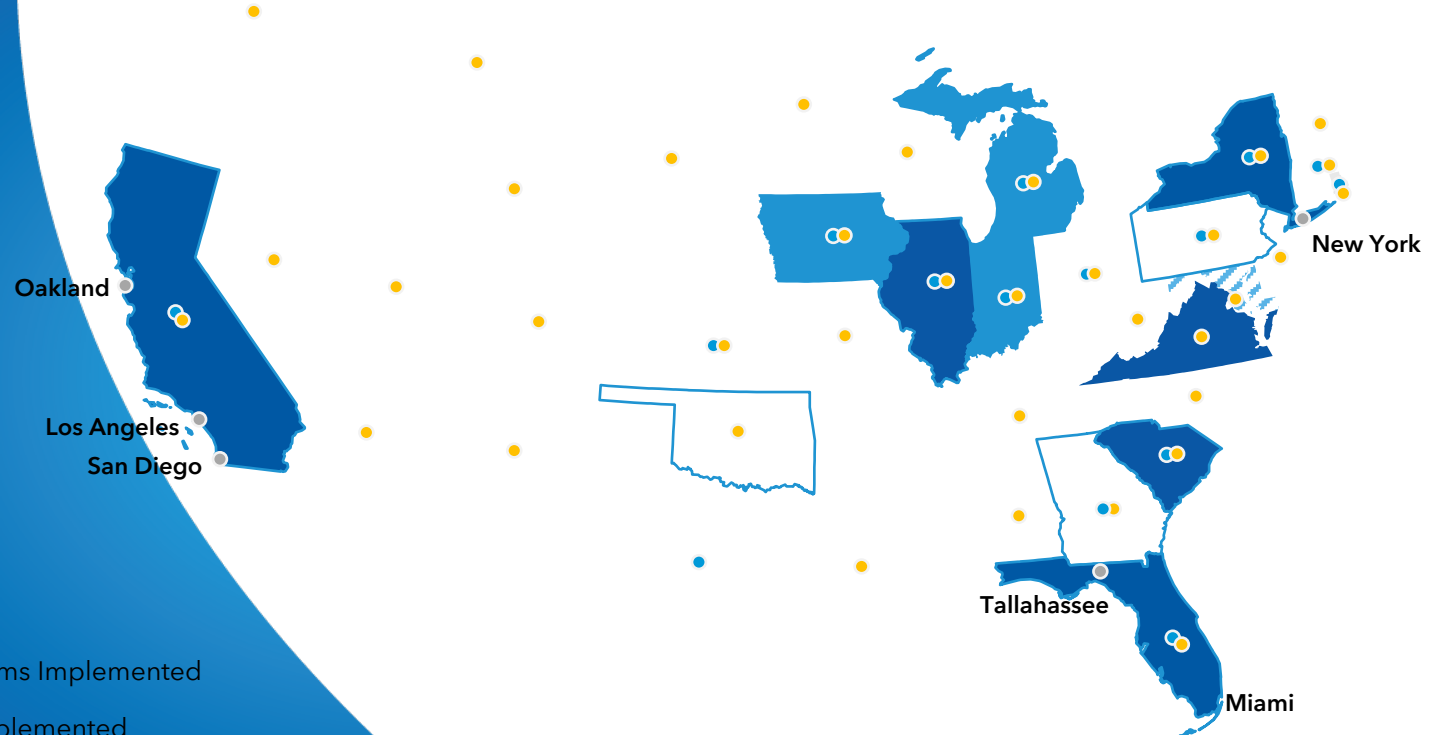
*in 2023, ILS expanded operations as a Network Lead Entity under the CalAIM program

● TPA/UR Licenses

● Licensed HCBS Provider

■ Programs Implemented

■ Not Implemented



CONTRACTING IN A NETWORK: CONSIDERATIONS

<u>Opportunity</u>	<u>Expectations</u>	<u>Benefits</u>
Negotiating Power	Administrative Efficiency	Value-Based Financing
Collective Capabilities	Consistency in Operations	Value-Added Programs & Services
Connections with Community AND MEMBERS	Compliance, Compliance, Compliance	Valued Partnerships for Mutual Growth

About GroundGame.Health

GroundGame.Health is a social impact company that works with health plans and Community Based Organizations (“CBOs”) to identify and close health related social needs for individuals and families, so they can focus on their health and wellbeing.

GroundGame.Health closes the loop and ensures that social needs are met. We work with a deep network of CBOs across the country to create action plans for people, enroll them in eligible assistance programs, educate them on ways to get help, and solve their social needs. We integrate and share that information back with our partners to confirm the loop has been closed.



Challenges around identifying social and economic needs

- Siloed nature of healthcare and social services.
- Healthcare and social drivers are interconnected. You cannot address one without the other.
- Social care cannot be medicalized.
- Community-based organizations (CBOs) are key to the success of identifying and addressing patients' social and economic needs in the context of clinical care to improve health and reduce disparities.
- CBOs have great opportunities to impact their communities because they are trusted. They also face funding and operational challenges that must be overcome for them to be successful.
- When seeking HRSN-related support, consumers said they primarily go to family or friends (23%), followed by community organizations and government agencies (17%). Consumers want more support from the healthcare system, insurers, or employers.¹



Our model: A last-mile solution for fulfilling social needs



Surface needs

Identify

- Segment population (social, clinical, etc.)
- Identify opportunities
- Discovery process (member self-reported data)

Engage

- Build trust with members
- Influence, empower members
- Culturally tailored, multilingual, multimodal outreach

Assess

- Health assessments via in-person visits, live-agent calls, digital screeners
- Surface social, behavioral, financial, health, and other risks



Address needs

Plan

- Construct a detailed action plan for each member
- Addresses social, behavioral, and financial needs
- Individualized health education and access to benefits, resources

Activate

- Facilitate access to programs, service providers, resources
- Provide more proactive support where needed

Fulfill

- Drives identified outcomes
- Enrollment and advocacy
- Service fulfillment
- Bidirectional feedback and collaboration with CBOs to validation action



Confirm actions

Validate (close the loop)

- Report and confirm actions taken
- Verification and validation
- Member experience ratings and feedback
- Engagement metrics and dashboards

Bill

- Technology platform for managing billing and supporting CBO workflows
- Ensure services attributed to MLR (claims with CPT and Z codes; invoices)

Pay

- Reimbursement of local resources to drive sustainability
- Community health works
- CBOs
- All other service providers



Contracting with Payers for New Sustainable Revenue

Presence in States

85+ installations

25 states with
Community Care Coordination

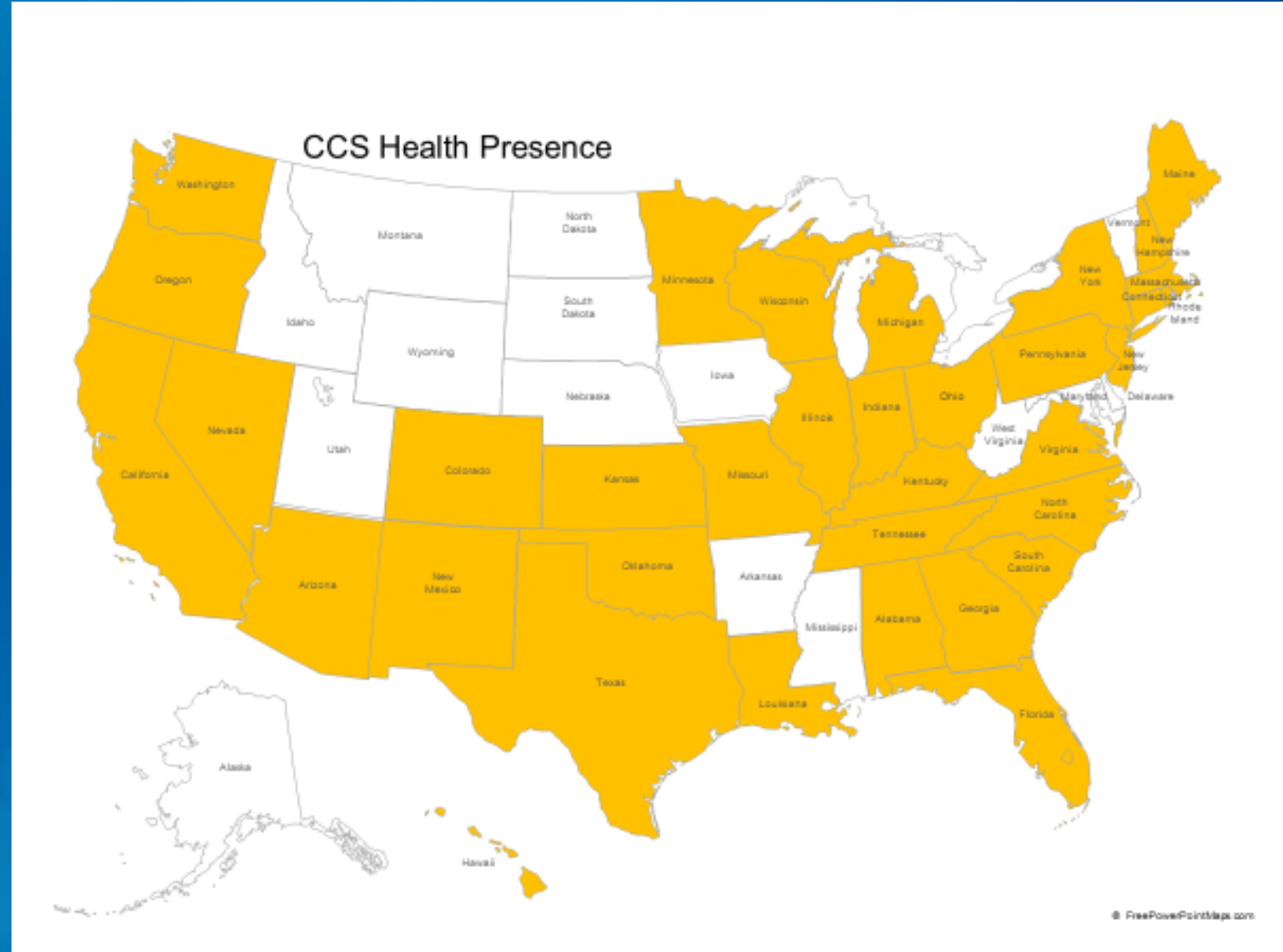
38 states with Care Transitions
Intervention® partners and coaches

Growth states

California, Texas, Florida,

New states

Nevada, Hawaii, New Jersey



Over \$50 million in value-based payments received by community organizations through CCS Health systems.

1 Community HUB in 2023 with 45 CHWs:

\$550,000+ Assessments

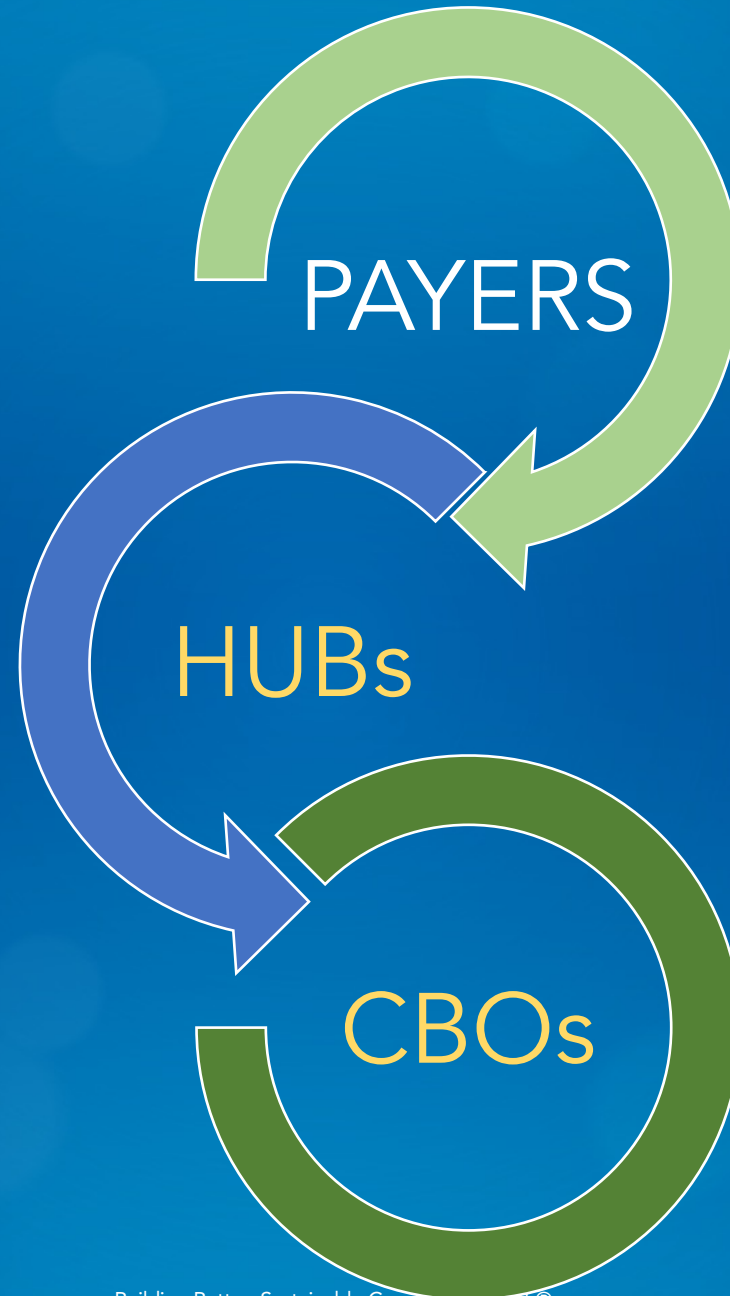
\$400,000+ Successful Care Plans

\$200,000+ Screens and Measures

Total \$1,200,000

The Same Community HUB in 2023
with 6 Care Transitions Coaches:

Total \$2,400,000



Community HUBs invoice Payers for Community Care Coordination Services

Community HUBs receive the Payers payments

Community HUBs pay the CBOs for the services they performed

Contracting for New Non-OAA Revenue

1. Focus on the Payer's Needs and ROI
2. Develop the Client Referral Network
3. Engage and Train your Service Delivery Partners

Thank you to our sponsor!

