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The Role of Social Service Referral Networks in Addressing Health Inequities

August, 2021

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Agenda

- Introductions

- Learning Objectives

- What are Social Service Referral Networks?

- Implications of Networks

- What's to Come

- Wrap up, Q&A

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Responsible for community organization outreach, contracting, and ongoing engagement / support for the Ohio social services network

Learning Objectives

- Define the social determinants of health in the context of value-based care

- Analyze the role of technology in sharing information and coordinating care amongst social and health care providers

- Identify the opportunities and challenges of social service referral networks for rural Ohio

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What is the role of social service referral networks?

- Integrate health care and social care

- Care coordination and information sharing through common referral platform

- Long-term objectives: improve health outcomes and reduce disparities

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Who can participate in the networks?

- Community organizations

- Conveners

- Clinical providers/health systems

- Health plans

- National Service Providers

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Why are referral networks gaining momentum?

- Preventive, value-based healthcare

- Public policy changes

- Value in addressing social needs

Role of technology in care coordination

- Common platform enables secure sharing of client information

- Closed-loop functionality

- SDoH screening tools and referrals

Opportunities within social service referral networks

- Increase visibility of rural health & social service providers among health plans

- Coordinate and track internal referrals

- Maximize care coordination between local and regional providers

- Reach vulnerable populations through partnerships with health plans

- Increase accessibility to social services

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Challenges facing rural Ohio

- Fewer social services providers in rural settings
- Buy-in from community stakeholders
- Access to transportation
- Digital divide
- Privacy requirements

Technology by itself is not the solution.

While technology is essential to sharing information and measuring impact, a successful social services network requires **cross-sector collaboration**, **alignment of values and objectives**, and **increased investment in critical social services** in order to truly address health inequities.
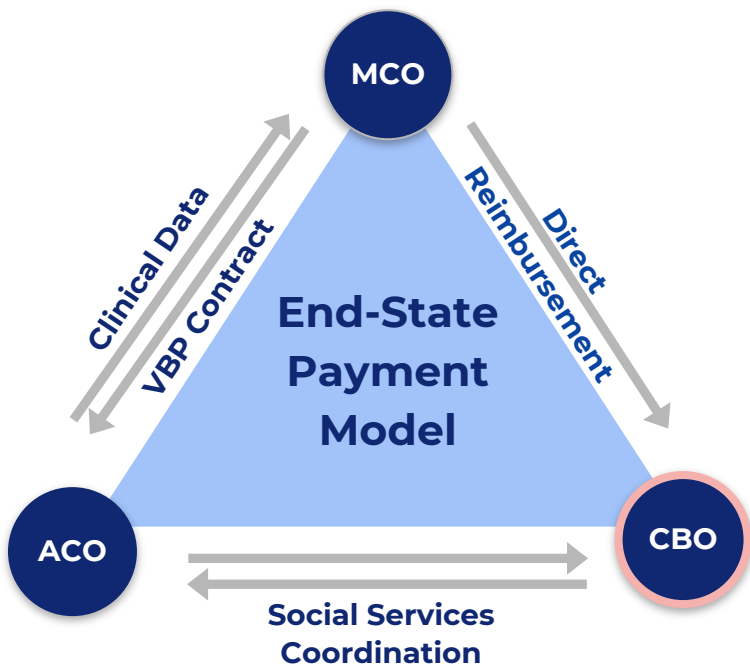
What's to come

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- Track referral and service data to determine impact on health outcomes and ROI
- Inform reimbursement models

Reimbursement models to fit the CBO and service type

Example reimbursement models:

- **Participation Grants**: most common early stage reimbursement

- **Fee for service:** can be appropriate for transactional services (e.g., food bags)

- **Case Rate:** can be appropriate for programmatic services (e.g., care coordination with wraparound services)

- **P4P/P4O:** only appropriate for the most sophisticated programs (e.g., FQHCs)

What's to come

Public Policy changes to better address SDOH

- Medicaid 1115 waivers
- Expanded ICD-10 codes
- Quality withhold

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Want to learn more about Healthify and our Ohio Community Network?

- Contact us!
  - akoerner@healthify.us
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- Visit www.healthify.us/join-network
- Sign up for blog posts and white papers at www.healthify.us/healthify-insights
- Slides available upon request

The Ohio Community Network

The Ohio Community Network is a group of payers and community-based organizations who've come together to spark unprecedented collaboration to meet the social needs of residents of Ohio. **CareSource and CBOs throughout the state** are connecting to provide whole-person care to the most vulnerable members of the community.

Join Us

Talbert House · People Working Cooperatively · FREESTORE FOODBANK · MEALS ON WHEELS SOUTHWEST OH & NORTHERN KY

Goodwill · COA Council on Aging · eckerd connects · Shared Harvest FOODBANK · NATIONAL YOUTH ADVOCATE PROGRAM

SourcePoint · JOSEPH'S HOME · LIGHTHOUSE YOUTH & FAMILY SERVICES · childguidance & familysolutions · BENJAMIN ROSE INSTITUTE ON AGING

SENIOR TRANSPORTATION CONNECTION · Area Agency on Aging Answers on Aging for West Central Ohio · goodwill SERVING · Apprisen · LUTHERAN SOCIAL SERVICES

VISTALYNK · The Foodbank · Goodwill · Providence House · UpSpring

Why Join the Ohio Community Network?

By working together, we can streamline the referral process, foster collaboration across the network, and

Healthify Network Participation Requirements for Community Based Organizations

To be eligible to participate, CBOs must:

- ❏ Provide direct services in some capacity

- ❏ Accept external referrals to at least one program or service

CBO partners agree to...

- ❏ Acknowledge every referral received from the network in a timely manner

- ❏ Resolve every referral received from the network - even if it means cancelling the referral.

  - *Service provision is not required if partner does not have capacity*

Thank you for attending!

Special thanks to:

Questions?