NEW YORK STATE | Department of Health

# Social Care Networks (SCNs)

## An Introduction for Health-Related Social Need (HRSN) Service Providers

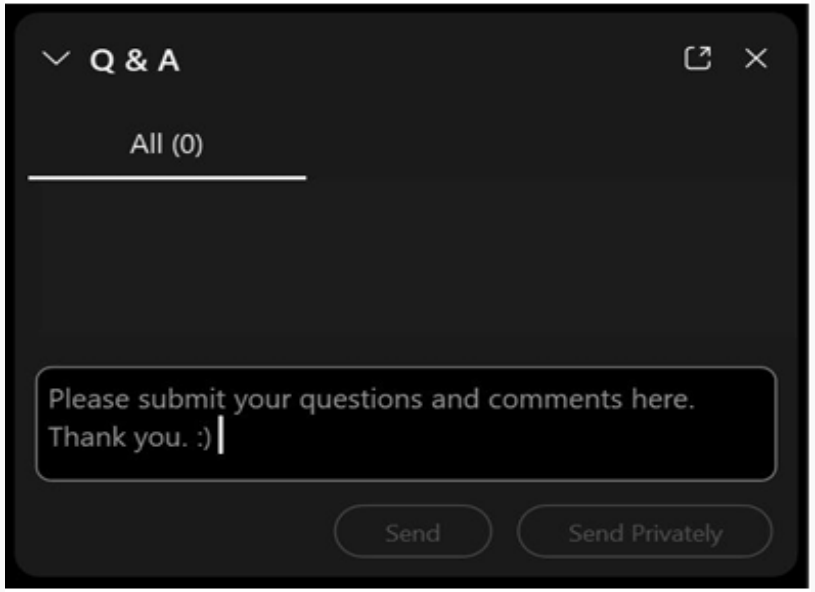
**Emily Engel,** Director, Bureau of Social Care and Community Supports

**Martina Ahadzi,** SDH Unit Manager, Bureau of Social Care and Community Supports

***DECEMBER 19, 2024***

# WEBINAR LOGISTICS

- Questions can be submitted using the Q&A function on Webex
- Webinar will be recorded for those unable to join today




NEW YORK STATE | Department of Health

# AGENDA

**Overview of Social Care Networks**

How the Social Care Network program works

Role of HRSN service providers and how to get involved

Q&A

NEW YORK STATE | Department of Health

# VISION FOR AN EQUITABLE AND INTEGRATED DELIVERY SYSTEM

## CURRENT CHALLENGES

Fragmented systems that inadequately address social drivers of health

Insufficient care workforce

Increasing health disparities for at risk populations

Lack of regional alignment on objectives and accountability for outcomes


## OUR FUTURE

Transform systems to integrate health, behavioral health, and social care

Increase the availability and resiliency of our care workforce

Reduce long-standing racial, disability-related, and socioeconomic health disparities

Increase health equity through measurable improvement of care quality and outcomes

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# NYHER 1115 WAIVER AMENDMENT INITIATIVES

The NYHER Waiver Amendment is comprised of several initiatives working in concert to ***advance high-quality, equitable care*** for New York individuals and families


## Social Care

Social Care Networks (SCNs)

## Population Health

Medicaid Hospital Global Budgeting Initiative

Primary Care Delivery System Model

Health Equity Regional Organization

Continuous eligibility for children up to age six

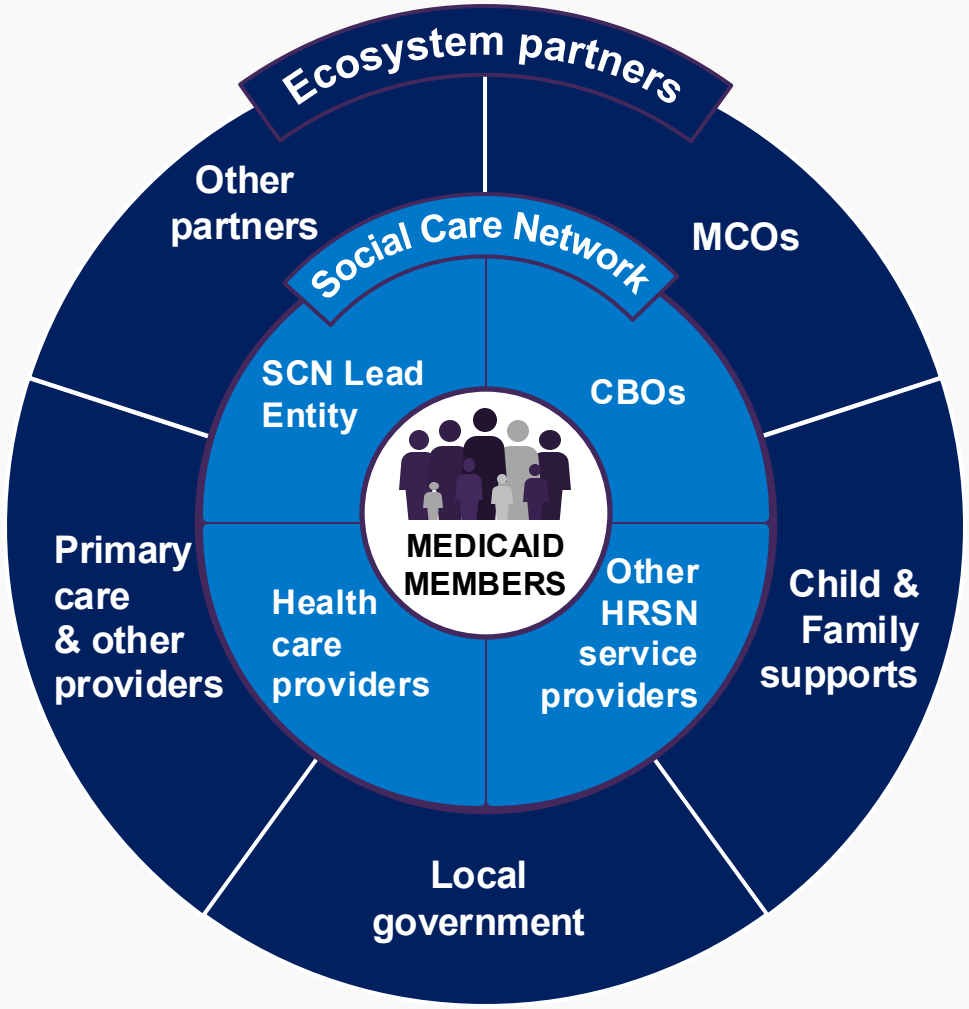
## Strengthening the Workforce

Career Pathways Training Program

Student Loan Repayment

SOURCE: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# OVERVIEW OF NEW YORK'S SOCIAL CARE NETWORKS




Social care networks **connect HRSN service providers (including community-based organizations), providers,** and **other partners** such as insurers and local government to provide **screening, navigation, and delivery of health-related social needs services** to New York Medicaid Members, supported by new **funding, reimbursement, and shared data and technology**

NEW YORK STATE | Department of Health

SOURCE: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# OBJECTIVES OF SOCIAL CARE NETWORKS

Increase **capacity to identify unmet social needs** and **navigate Members to services** like food, housing, and transportation

**Reach broader set of Medicaid populations** with **enhanced services** like medically tailored meals

Integrate **physical, behavioral, and social care systems** through **shared data and technology**

Facilitate sustainable Medicaid **reimbursement** for community-based services that improve health

**Improve outcomes and health equity across New York State** through improved experience, use of preventive care, and reduced avoidable hospitalizations and institutional care

NEW YORK STATE | Department of Health

SOURCE: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# REGIONAL SCN LEAD ENTITIES

| | Social Care Network Lead Entity |
|---|---|
| North Country | |
| Central NY | Healthy Alliance Foundation Inc. |
| Capital Region | |
| Western NY | Western New York Integrated Care Collaborative Inc. |
| Finger Lakes | Forward Leading IPA, Inc |
| Southern Tier | Care Compass Collaborative |
| Hudson Valley | Hudson Valley Care Coalition, Inc. |
| New York City[1] | Public Health Solutions |
| Bronx | Somos Healthcare Providers, Inc. |
| Staten Island | Staten Island Performing Provider System |
| Long Island | Health Equity Alliance of Long Island |


NEW YORK STATE | Department of Health

1. Includes Brooklyn, Manhattan, and Queens

Source: Governor Hochul Announces $500 Million for New Social Care Networks Program to Deliver Social Services and Improve Health Outcomes for Millions of Low-Income New Yorkers. August 7, 2024. Press Release

# AGENDA

Overview of Social Care Networks

**How the Social Care Network program works**

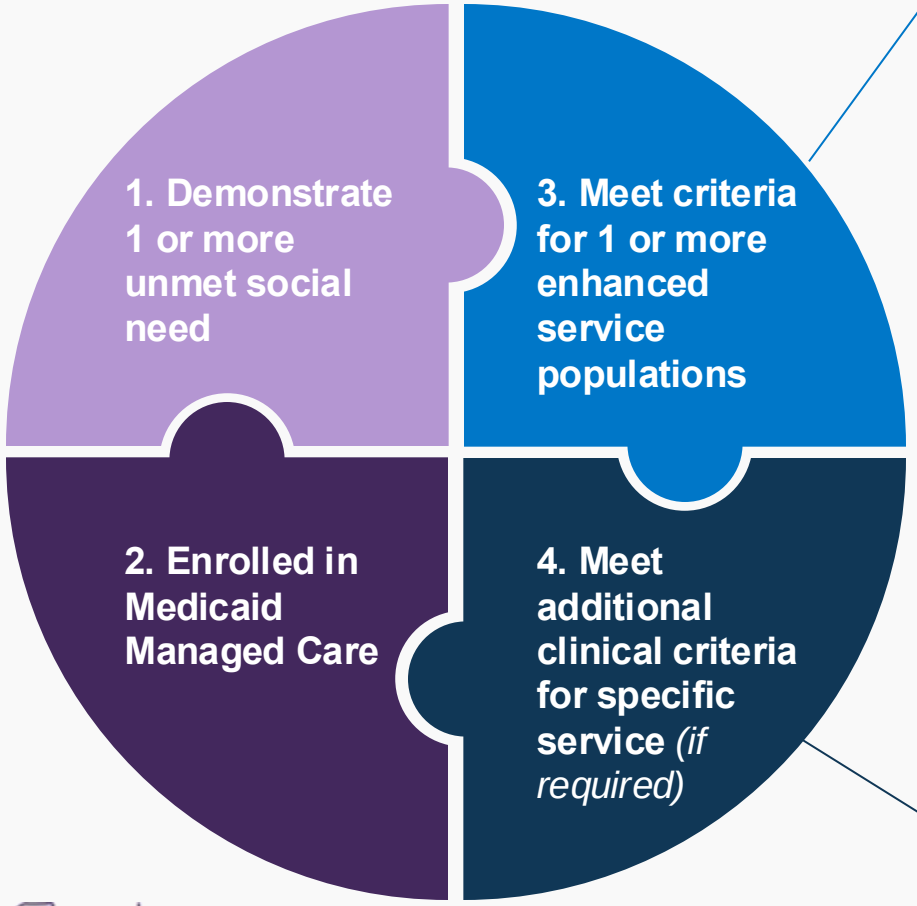
Role of HRSN service providers and how to get involved

Q&A

NEW YORK STATE | Department of Health

# WHO IS ELIGIBLE FOR SERVICES?

## Criteria to receive enhanced services




## Populations of focus

- Members with substance use disorder and/or serious mental illness
- Members with intellectual and developmental disabilities
- Pregnant or postpartum persons
- Members recently released from incarceration and have chronic health condition(s)
- Children under 18 – including youth involved in foster care, juvenile justice, or kinship care – with select chronic health conditions
- Frequent health care users (e.g., emergency room and hospital stays)
- Members enrolled in a Health Home

Certain enhanced HRSN services will require additional clinical criteria be met (e.g., physical disability)

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# WHAT HEALTH-RELATED SOCIAL NEEDS SERVICES ARE AVAILABLE?

### Screening

- Medicaid Members can choose to be screened for HRSNs using the Accountable Health Communities HRSN screening tool

### Navigation

- Medicaid Managed Care Members are eligible for navigation to existing or enhanced HRSN services
- Medicaid Fee-For-Service (FFS) Members are eligible for navigation to existing local, state, or federal services (e.g., SNAP)

***Enhanced HRSN services***

### Nutrition

- Nutritional counseling and classes
- Medically tailored home-delivered meals
- Food prescriptions
- Pantry stocking
- Cooking supplies (pots, pans, etc.)

### Housing

- Medically necessary home modifications and remediation, incl. asthma remediation
- Medical respite
- Rent / temporary housing
- Utility set-up / assistance
- Housing Navigation
- Pre-tenancy services
- Community transitional services
- Tenancy sustaining services

### Social care management

- Navigation to social care services (including other enhanced HRSN services and existing services such as education, childcare, interpersonal violence resources, etc.)

### Transportation

- Reimbursement for public and private transportation to connect to HRSN services and HRSN care management activities (e.g., get to an appointment with housing navigator)

*Services will be reimbursed based on a regionally-based fee schedule*
*Duration of each service varies depending on service type and Member need*

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# EXAMPLES OF ENHANCED FOOD AND NUTRITION SERVICES

| Nutrition counseling & education | Medically tailored meals | Food prescriptions | Pantry stocking | Cooking supplies |
|---|---|---|---|---|
| Meal prep education<br>Food/diet related planning related to conditions such as diabetes, obesity, etc. | Home delivered, medically tailored or clinically appropriate meals | Medically tailored or clinically appropriate food boxes or nutrition vouchers | Fresh produce and non-perishable groceries (may include delivery) | Provision of materials necessary for meal preparation (e.g., pots, pans, plates, bowls, cups, silverware) |

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# EXAMPLES OF ENHANCED HOUSING SERVICES

## Medically necessary home accessibility / safety modifications

- Ramps
- Handrails
- Electric door openers
- Widening of doorways
- Non-skid surfaces

## Medically necessary home remediation

- Mold / pest
- Ventilation, AC, heater, etc. repair
- Refrigeration for medical treatment
- Home environment assessment

## Asthma remediation

- Home remediation / equipment provisioning tailored to individuals with asthma
- Home environment assessment

## Medical respite

- Recuperative care: pre-procedure and post-hospitalization
- Care coordination and connection to supportive housing

## Rent / temporary housing

- Rent / temporary housing support (up to six months)
- Utility assistance

## Utility set-up / assistance

- Activation expenses and back payments to secure / keep utilities (e.g., electric)

## Pre-tenancy services

- Tenant rights education
- Housing interviews
- Application assistance

## Community transitional services

- Security deposits
- First month's rent
- Utility activation fees

## Tenancy sustaining services

- Eviction prevention
- Fiscal planning
- Emergency planning
- Independent community living skills

## Housing transition and navigation

- Assistance with housing search

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# EXAMPLES OF ENHANCED TRANSPORTATION SERVICES

## Transportation services

Public or private transportation (e.g., taxi/livery, rideshare/transportation network company (TNC), public transportation) to **utilize enhanced HRSN services and/or social care management activities** for which a Member has been referred including:

- Housing appointments
- Nutrition class
- Pick up of food prescription box

*These enhanced transportation services are a separate but complementary benefit to NEMT and meant to be used to access enhanced social care services (not clinical care)*

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# WHAT IS THE MEMBER JOURNEY?

## Screening

**Screenings will be conducted using the standardized AHC tool**

**There are a range of individuals and channels that may conduct screening** including SCN Navigators, HRSN service providers, Health Homes, FQHCs, providers, behavioral health providers, hospitals, etc.

Members may also self-screen on the SCN website

## Social care navigation[1]

**Social Care Navigators conduct eligibility assessment, gathering information through the following channels:**

1. Member information from MCO (e.g., claims data)
2. Additional information gathered by the Social Care Navigator (e.g., discussion with Member, requesting provider attestation)

Social Care Navigators may be employees of the SCN lead entity or contracted in the SCN

## HRSN services

**Enhanced HRSN services**

Eligible Members are referred to HRSN service providers in the Network for enhanced HRSN services

**Existing services**

Any Member can receive navigation to existing federal, state, and local services

**Enhanced HRSN services to existing services**

The Navigator ensures that the Member has their needs met related to the service

NEW YORK STATE | Department of Health

1. Members can be navigated to enhanced services by SCN Social Care Navigators or providers.

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# HOW DO SHARED DATA / IT SUPPORT SERVICE DELIVERY?

## Regional SCN IT platform features

Screening via AHC tool

Eligibility Assessment

Navigation and closed loop referrals

Regional network of social care service providers

Fiscal management & invoicing

Training and technical assistance

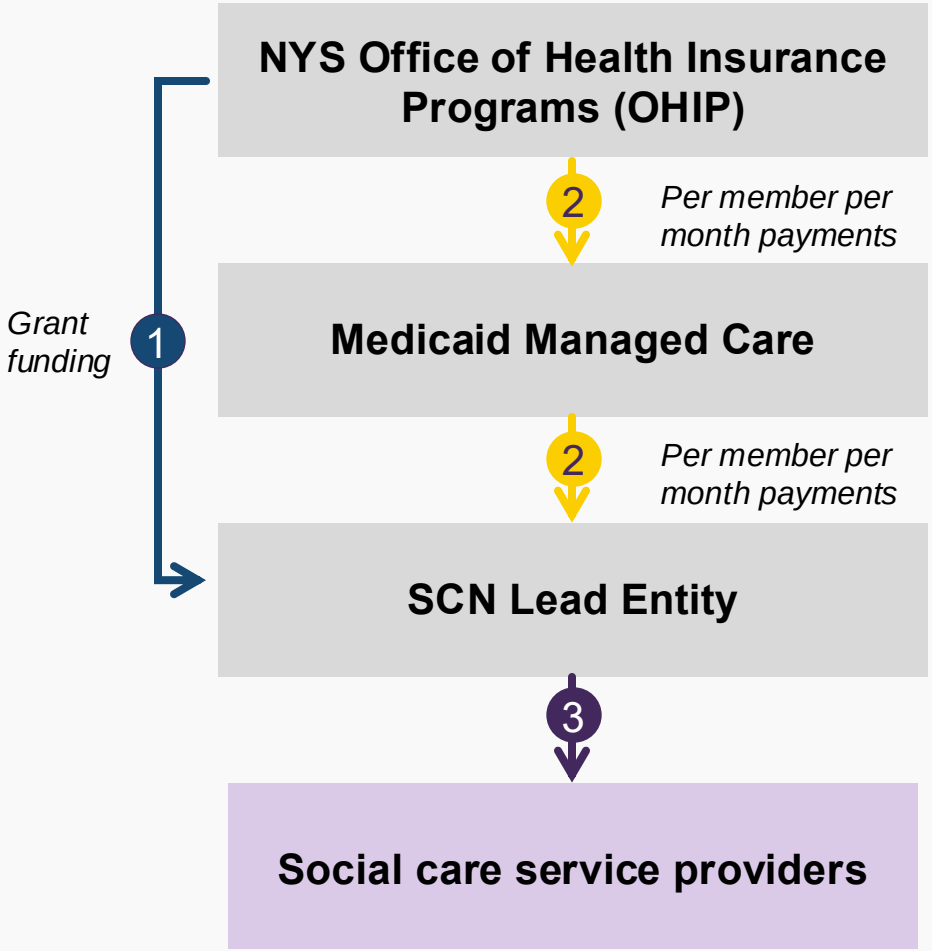
## Examples of SCN IT platforms

- Channels360
- Findhelp
- TogetherNow
- Unite Us

NEW YORK STATE | Department of Health

Source: Social Care Networks program information and Operations Manual

# HOW ARE PAYMENTS MADE TO SERVICE PROVIDERS?




**Funding through Social Care Networks for HRSN service providers**

A. **Reimbursement for social care services delivered:** SCN Lead Entities may pay organizations in the network for screening, navigation, and delivery of enhanced social care services according to a set, regionally-based fee schedule

B. **Capacity-building funding:** Select organizations may qualify for additional funding from the SCN Lead Entity that can be allocated to hire staff members, provide training for staff, purchase equipment, or conduct other activities to build capabilities

NEW YORK STATE | Department of Health

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# AGENDA

- Overview of Social Care Networks
- How the Social Care Network program works
- **Role of HRSN service providers and how to get involved**
- Q&A

NEW YORK STATE | Department of Health

# ROLE OF HRSN SERVICE PROVIDERS

In partnership with SCN Lead Entities and other partners, networks of **HRSN service providers will support access to HRSN services that meet individuals where they are and advance collective health equity goals**

**Roles of HRSN service providers span the Member journey:**

**Screening Members for unmet HRSNs**

**Navigating Members to services**

**Delivering HRSN services (e.g., food, housing, transportation)**

NEW YORK STATE | Department of Health

# APPROACH TO HRSN SCREENING

Members will be screened using twelve questions from the **Accountable Health Communities (AHC) HRSN Screening tool**[1]

State's goal is for Medicaid Members to receive a screening **annually or after a major live event** (e.g., change to family, hospitalization, new diagnosis, etc.)

Reimbursement for screening requires **contracting with SCN** and **sharing screening data with** the SCN IT Platform

NEW YORK STATE | Department of Health

11. The AHC HRSN Screening tool consists for 12 questions spanning six HRSN domains: housing and utilities, food security, transportation, employment, education, and interpersonal safety.

Source: Medicaid Section 1115(a) Waiver - New York State Medicaid Redesign NYHER Amendment. January 9, 2024

# APPROACH TO NAVIGATION

## Role of the Social Care Navigator

Social Care Navigators connect Members with HRSNs to services fit to address those needs

**Key activities:**

- Assess Member eligibility for enhanced HRSN services
- Connect Members to existing federal, state, or local resources, and refer eligible Members to enhanced HRSN services through the SCN
- Follow-up on referrals to ensure the delivery of services

## Who can serve as a Social Care Navigator

Social Care Navigators may be employed by the SCN Lead Entity, HRSN service provider, or another entity contracted with the SCN

**Examples:**

- Community health workers
- Care managers
- Resource coordinators
- Social workers

## Funding for navigation

Social Care Navigation may be reimbursed by the SCN Lead Entity based on a set fee schedule, included in contract with the SCN

There may also be funding available from an SCN Lead Entity to support hiring / training of Social Care Navigators (as part of capacity-building funding)

NEW YORK STATE | Department of Health

# REIMBURSEMENT AND FUNDING

## To receive reimbursement, HRSN service providers must:

- ☑ Do ***at least one*** of the following:
  - Screen Members using the AHC HRSN Screening tool[1]
  - Navigate Members to services
  - Provide enhanced HRSN service(s)

- ☑ Follow agreed upon **terms as outlined in contract** with SCN Lead Entity

- ☑ Complete **training and onboarding** to the SCN IT platform, including meet data and reporting requirements

## Opportunities of joining an SCN

While providers **cannot receive duplicative payment** for the same service (i.e., if the service is already covered by local, state, or federal funding), they **may braid funding for greater community impact**

SCN funding may be used to:

- Staff a navigator or care manager
- Expand the reach of services your organization currently offers
- Pilot the delivery of new services

NEW YORK STATE | Department of Health

1. In order to be reimbursed for screening via the SCN Program, screenings must: use the standardized tool, be complete, be entered into the SCN IT Platform or a Platform that can share data with the SCN IT Platform, be the Member's annual screen or a verified rescreen, and involve a Member 1:1 interaction. Please see details in the SCN Operations Manual, section Reimbursement for Screening

Source: Social Care Networks (SCN): Introduction for Health Care Providers, November 2024

# ILLUSTRATIVE EXAMPLE OF BRAIDED FUNDING

***Community-based housing provider has pre-existing grant from the state...***

| Funding stream | Funding uses – illustrative and not exhaustive |
|---|---|
| **State grant for supportive housing** | Provider currently reimbursed for:<br>• Rental subsidies to eligible populations as part of state grant<br>• Housing case management<br>• Outreach to identify individuals in need of services<br>• Tenancy supports |
| **SCN program payments** | Provider could be newly reimbursed for:<br>• HRSN screening via AHC tool<br>• Eligibility assessments and navigation to other HRSN services<br>• Housing navigation<br>• Community Transitional Supports |

**Example considerations for braided funding:**

- What services and populations are eligible through each funding source?
- How will your organization track how funding sources are being used?
- What are the reporting requirements for each funding source?

NEW YORK STATE | Department of Health

Sources: Association of State and Territorial Health Officials, Braiding and Layering Funding to Address the Social Determinants of Health; Center for Health Care Strategies, Braiding Medicaid Funds to Support Person Centered Care: Lessons from Medi-Cal, August 2024

# TRAINING AND TECHNICAL ASSISTANCE

SCN Lead Entities may support contracted social care service providers with technical assistance and training as needed, on topics such as:

- Onboarding to and using the SCN IT platform
- End-to-end care delivery approach, from screening to service delivery
- Workflows for certain HRSN services and eligibility scenarios
- Billing for screening and HRSN services
- Cultural and linguistic responsiveness

NEW YORK STATE | Department of Health

Source: Social Care Networks (SCN): Introduction for Health Care Providers, November 2024

# NEXT STEPS AND RESOURCES FOR SERVICE PROVIDERS

- **Reach out to your regional SCN Lead Entity** for information on how to join – there is no deadline to join a social care network
- **Share information with colleagues and partners** who may be interested in learning more or participating in an SCN
- **Share information with Medicaid Members** on services that may be available to them and direct them to the regional SCN **beginning in 2025**
- **Share input and feedback** with SCN Lead Entities and OHIP, to support overall program success during and beyond the demonstration period

**New York Social Care Networks Website**

**Social Care Networks: Introduction for HRSN Service Providers**

**Subscribe to MRT Listserv**

**New York 1115 Waiver Website**

**For questions on NYHER Amendment programs, email NYHER@health.ny.gov**

***SCN Lead Entities will provide additional resources to partners in their region, including trainings and Member-facing marketing materials***

NEW YORK STATE | Department of Health

# REMINDER OF REGIONAL LEAD ENTITIES AND WEBSITES

**Reach out to your regional SCN Lead Entity** for information on how to participate, including how to join one or more Networks

| Coverage area | SCN Lead Entity |
|---|---|
| North Country | Healthy Alliance Foundation Inc. |
| Central NY | Healthy Alliance Foundation Inc. |
| Capital Region | Healthy Alliance Foundation Inc |
| Western NY | Western New York Integrated Care Collaborative Inc. |
| Finger Lakes | Forward Leading IPA, Inc |
| Southern Tier | Care Compass Collaborative |
| Hudson Valley | Hudson Valley Care Coalition, Inc. |
| New York City[1] | Public Health Solutions |
| Bronx | Somos Healthcare Providers, Inc. |
| Staten Island | Staten Island Performing Provider System |
| Long Island | Health Equity Alliance of Long Island |

NEW YORK STATE | Department of Health

1. Includes Brooklyn, Manhattan, and Queens

# AGENDA

- Overview of Social Care Networks
- How the Social Care Network program works
- Role of HRSN service providers and how to get involved
- **Q&A**

NEW YORK STATE | Department of Health