HMA

Sustaining Your CBO Mission:

Strategies to Leverage HRSN Services in NY

TODAY'S FEATURED SPEAKERS

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Arthur Ashe Institute

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Program Officer
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LEARNING OBJECTIVES

- Understand the details that will **support the integration of new NYS Medicaid HRSN services** offered through Social Care Networks (SCNs) into the current organizational offerings of CBOs.
- Learn how new NYS Medicaid services offered through SCNs can **support current mission and funding needs** of CBOs.
- Understand **operational and funding considerations** for implementing these new services in a CBO.

KEY TERMS

Health Related Social Need (HRSN)

- Adverse social conditions that negatively impact a person's health. SCNs focus on addressing three main HRSNs: housing, nutrition, and transportation.

Social Care Network (SCN)

- Regional networks established across the state by OHIP to provide a seamless, consistent end-to-end process for screening, navigation, and delivery of HRSN services to eligible persons.

Social Care Navigation

- Process by which eligible persons are referred to the appropriate HRSN service providers or are navigated to existing federal, state, or local resources. (depending on eligibility)

Braided Funding

- Coordinates funds from various public and/or private sources and allocates them towards services, with specific tracking and accountability for each source.

COMMON QUESTIONS

- What services are included in the SCN and who gets them?
- How do we know who is eligible?
- How do people gain access to SCN services?
- Who pays for what?
- What are the key considerations for participation?
  - Service alignment, funding, compliance

PROVIDER RESOURCES

- SCN Operations Manual (January 2025)
- NYS introductory webinar slide deck and recording, and written Introductory Guide for HRSN Service Providers
- SCN Information for HRSN Service Providers webpage

HEALTH RELATED SOCIAL NEEDS SERVICES REIMBURSED BY SOCIAL CARE NETWORKS (SCN)

SCN Screening | **SCN Navigation** | **Enhanced Health Related Social Needs (HRSN) Services**

SCN Screening

Determining eligibility and interest in receiving services using Accountable Health Communities (ACH) HRSN Screening tool

SCN Navigation

Connecting individuals/families to services of need based on screening results

Enhanced Care Management

Case management, outreach, referral, and education, including linkages and application support for other state and federal benefit programs

Connection to clinical case management

Connection to employment, education, childcare, and interpersonal violence resources

Housing Supports

Community transitional services

Rent/utilities

Pre-tenancy and tenancy sustaining services

Home remediation

Home accessibility and safety modifications

Medical respite

Nutrition

Nutritional counseling and classes

Medically tailored or clinically appropriate home-delivered meals

Food prescriptions

Fresh produce and nonperishables

Cooking supplies (pots, pans, microwave, refrigerator)

Transportation

Reimbursement for public and private transportation to connect to HRSN services and HRSN case management activities

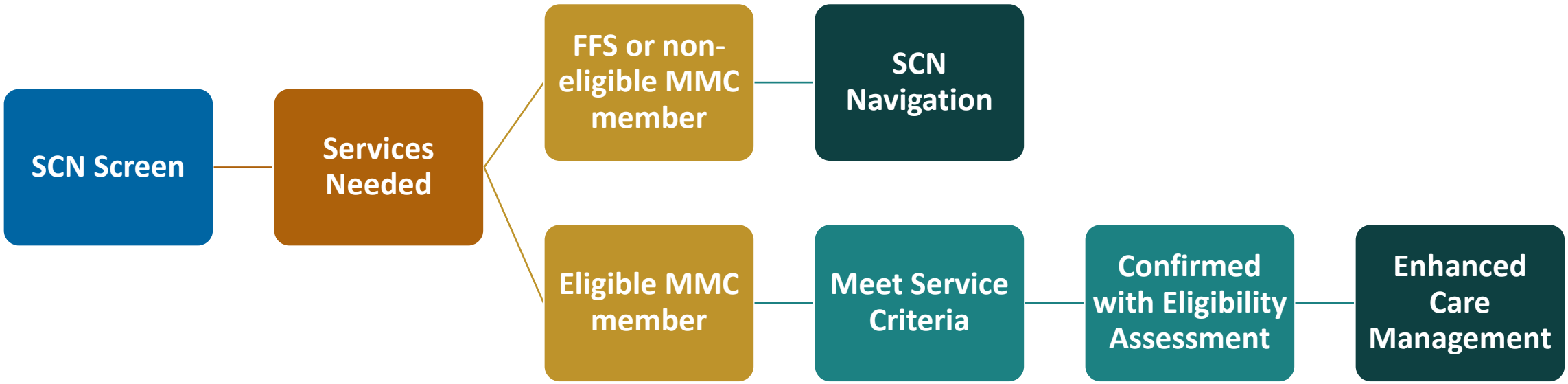
Complete description of services can be found in the NYS SCN Operations Manual (January 2025)

EXAMPLES OF HRSN MEMBER CONTACT TIMELINES

OHIP METRIC TARGETS		
Domain	Metric	Target
Assessment	Members with identified unmet HRSNs in their screening who are successfully contacted for eligibility assessment	Within 5 business days
Referral	Members referred once Screening and Eligibility Assessment are Complete	Within 7 business days
Service Provision	Referrals accepted by provider	Within 5 business days
Service Provision	Members with identified unmet HRSNs in their Screening who are navigated to existing federal, state, and local programs and provided information for HRSN services	Within 7 business days

Complete list of performance metrics can be found at: SCN Operations Manual (January 2025), P 161-164

SERVICE PATHWAYS
SCN NAVIGATION VS. ENHANCED CARE MANAGEMENT



- Belong to one or more covered population
- Demonstrate medical necessity
- Not receiving duplicative services

FFS: Fee for Service Medicaid
MMC: Medicaid Managed Care
SCN: Social Care Network

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)

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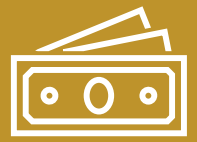
CASE EXAMPLES: SERVICE DELIVERY OPTIONS FOR PROVIDERS

CBO TYPE (EXAMPLES)	SCREEN AND REFER FOR NAVIGATION	PROVIDE NAVIGATION & REFER TO OTHERS FOR ENHANCED CARE MANAGEMENT AND DIRECT SERVICES	PROVIDE ENHANCED CARE MANAGEMENT TO HRSN SERVICES	PROVIDE ONE OR MORE DIRECT SERVICES
Org A	X			
Org B	X	X	X	
Org C				X
Org D	X	X	X	X

KEY CONSIDERATIONS FOR NETWORK PARTICIPATION

SERVICE ALIGNMENT



FUNDING SOURCES

COMPLIANCE

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

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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: • Rental subsidies to eligible populations as part of state grant • Housing case management • Outreach to identify individuals in need of services • Tenancy supports
SCN program payments	Provider could be newly reimbursed for: • HRSN screening via AHC tool • Eligibility assessments and navigation to other HRSN services • Housing navigation • Community Transitional Supports

Example considerations for braided funding:

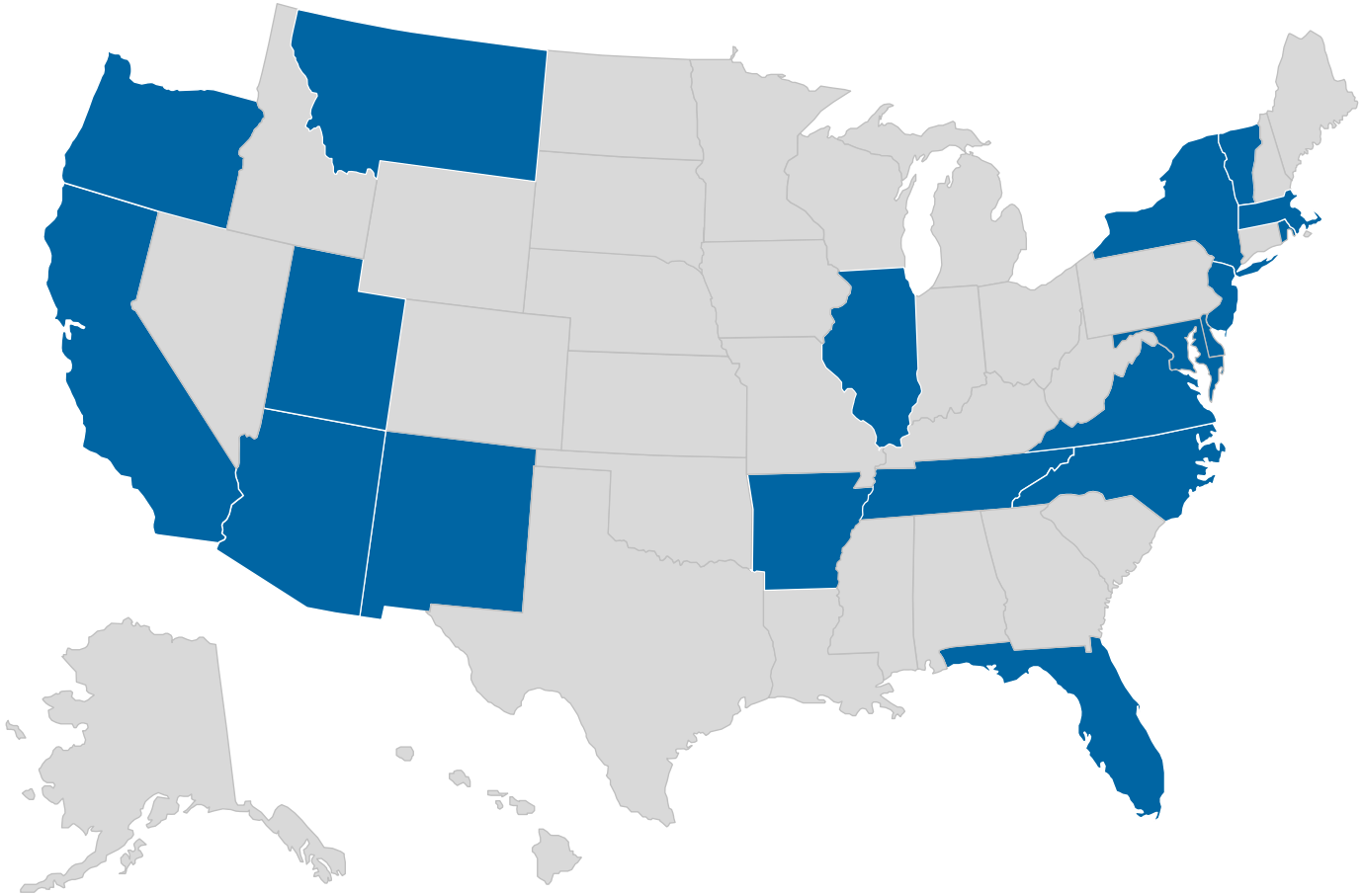
- What services and populations are eligible through each funding source?
- How will your organization track how funding sources are being used?
- What are the reporting requirements for each funding source?

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

HMA PROVIDES SUPPORT ON SDOH & HRSN INITIATIVES AND CURRENT AND PROPOSED 1115 DEMONSTRATIONS NATIONWIDE

Approved Section 1115 Demonstrations to Address HRSNs or SDOH



Our Services

Organizational Readiness

- Capacity assessment
- Service alignment
- Financial modeling
  - Return on Investment calculator
- Operational support
- Braided funding
- Workflow improvement
- Compliance concerns

Training

- Technical assistance marketplace

PANEL DISCUSSION

TODAY'S PANEL

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HOW CAN WE HELP?

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