



**Welcome!**

# **WNC Healthy Opportunities Pilot: Application Information Session**

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**Domain – Food Insecurity**

*October 12, 2021*

# Agenda

Introductions – You, the Impact Health Team & Partners

Overview of this Healthy Opportunities Pilot & Eligibility

Input from You – Your Voice Matters!

HSO Application Process

Resources

Q&A

Contact Us

A vertical blue bar is positioned to the left of the title.

## Introductions via Chat

- 1) Name
- 2) Organization
- 3) Any specific questions you may already have

# Healthy Opportunities Pilot Program

- To achieve the goal of improving the health, safety and wellbeing of all North Carolinians, while being **good stewards of resources**, the NC Department of Health & Human Services (DHHS) is addressing the conditions that directly impact health, known as “**social determinants of health**” or SODH.
- The HOP is a **groundbreaking** program that will begin in spring 2022 to cover the cost of approved services related to housing, food, transportation, interpersonal safety and toxic stress that directly impact people’s health outcomes and health care costs.





*A nonprofit formed to manage, oversee and ensure the success of the NC Healthy Opportunities Pilot across WNC's 18 counties and Qualla Boundary.*

- Our main function is to provide resources, training and support to the consortium of human services organizations (HSOs) and providers delivering non-medical services directly linked to health outcomes for a subset of eligible Medicaid Members
- Dedicated team to include Board of Directors, Executive Director and staff



Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

## Eligibility and Service Delivery

Activity	Identifying Potentially Pilot Eligible Populations	Assessing Pilot Eligibility and Needed Services	Eligibility Determination & Service Authorization	Referral to Authorized Services	Delivery of Pilot Services, Invoicing and Payment	Review Service Mix and Reassess Pilot Eligibility
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Entity Responsible & Tasks

	<div style="background-color: #003366; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"><b>PHP</b></div> <p style="font-size: small; color: #003366;"><i>Uses “no wrong door” approach; accepting Pilot referrals from all sources</i></p> <p style="font-size: x-small; color: #003366; text-align: center;">Referrals</p> <div style="border: 2px solid yellow; padding: 5px; margin-bottom: 5px; text-align: center;"> <div style="background-color: #add8e6; padding: 2px; text-align: center; font-size: x-small;"><b>Care Management Entity</b></div> <div style="background-color: #003366; color: white; padding: 2px; text-align: center; font-size: x-small;"><b>Provider</b></div> <div style="background-color: #ff4500; padding: 2px; text-align: center; font-size: x-small;"><b>HSO</b></div> </div>	<div style="background-color: #add8e6; padding: 5px;"><b>Care Management entity</b></div> <ol style="list-style-type: none"> <li>1. Assesses Pilot eligibility</li> <li>2. Recommends Pilot services and confirms service-specific eligibility</li> <li>3. Obtains consents</li> <li>4. Documents Pilot eligibility and service recs. in PESA (Pilot Eligibility and Service Authorization)</li> </ol>	<div style="background-color: #003366; color: white; padding: 5px; text-align: center; margin-bottom: 5px;"><b>PHP</b></div> <ol style="list-style-type: none"> <li>1. Reviews PESA to determine eligibility &amp; authorize services and generates member notification</li> <li>2. Documents Pilot enrollment in system of record</li> </ol> <div style="background-color: #add8e6; padding: 5px; margin-top: 5px;"> <b>Care Management Entity</b>  <i>Expedite referral to a limited number or duration of pre-approved Pilot services</i> </div>	<div style="background-color: #add8e6; padding: 5px; text-align: center; margin-bottom: 5px;"><b>Care Management Entity</b></div> <p style="font-size: x-small; color: #003366; text-align: center;"><i>Refers Pilot enrollee to authorized service using NCCARE360</i></p> <div style="background-color: #ff4500; padding: 5px; text-align: center; margin-top: 5px; font-size: x-small;"> <b>HSO</b>  <i>Accepts referral using NCCARE360</i> </div>	<div style="background-color: #ff4500; padding: 5px; text-align: center; margin-bottom: 5px;"><b>HSO</b></div> <p style="font-size: x-small; color: #ff4500; text-align: center;"><i>Delivers authorized Pilot service and transmits invoice to Network Lead</i></p> <div style="background-color: #6a3d9a; color: white; padding: 5px; text-align: center; margin-top: 5px; font-size: x-small;"> <b>Network Lead</b>  <i>Reviews invoices and sends validated invoices to PHP for payment</i> </div> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; margin-top: 5px; font-size: x-small;"> <b>PHP</b>  <i>Processes invoices and pays HSOs for authorized Pilot services delivered. Submits encounter data to DHHS</i> </div>	<div style="background-color: #add8e6; padding: 5px;"><b>Care Management Entity</b></div> <ol style="list-style-type: none"> <li>1. Reviews service mix every 3 months</li> <li>2. Reassesses for Pilot eligibility every 6 months</li> <li>3. Recommends additional or discontinued services and disenrollment if needed</li> </ol> <div style="background-color: #003366; color: white; padding: 5px; text-align: center; margin-top: 5px; font-size: x-small;"> <b>PHP</b>  <i>Manages service modifications and Pilot disenrollment</i> </div>
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# Who is Eligible for Pilot **Services**?



**Pilot Program Eligibility Criteria:**  
***At Least One Physical/Behavioral Health Criteria***  
*(varies by population)*

Physical/behavioral health condition criteria vary by population:\*

- Adults (e.g., 2 or more chronic conditions)
- Pregnant Women (e.g., multifetal gestation)
- Children, ages 0-3 (e.g., Neonatal intensive care unit graduate)
- Children 0-21 (e.g., Experiencing three or more categories of adverse childhood experiences)

**Pilot Program Eligibility Criteria:**  
***At Least One Social Risk Factor***  
*(housing, food, transportation, or interpersonal violence)*

Social Risk Criteria:\*

- Homeless and/or housing insecure
- **Food insecure**
- Transportation insecure
- At risk of, witnessing or experiencing interpersonal violence

# Available Service and Fee Schedule: Food



	Service Name	Fee Schedule Rate
<b>Food Services</b>	Food and Nutrition Access Case Management Services	15-minute interaction: \$12.51
	Evidence-Based Group Nutrition Class	One class: \$21.60
	Diabetes Prevention Program	<ul style="list-style-type: none"><li>Phase 1 (16-class program): \$264.12</li><li>Phase 2 (16-class program): \$99.04</li></ul>
	Fruit and Vegetable Prescription	\$200 per month*
	Healthy Food Box (For Pick-Up)	<ul style="list-style-type: none"><li>Small box: \$85.04</li><li>Large box: \$136.06</li></ul>
	Healthy Food Box (Delivered)	<ul style="list-style-type: none"><li>Small box: \$90.04</li><li>Large box: \$141.06</li></ul>
	Healthy Meal (For Pick-Up)	\$4.14 per meal
	Healthy Meal (Home Delivered)	\$4.87 per meal
	Medically Tailored Home Delivered Meal	\$5.05 per meal

\* Indicates cost-based reimbursement up to the fee schedule cap

# Input from **You**: A Poll

- 1) Have you started your application yet?
- 2) Do you need assistance with completing the application? If so, what type of assistance do you need?
- 3) What does your organization need to meet increased demand?
- 4) Does your organization use NCCARE360?

# HSO Application Process

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Tips to Complete

# Organizational Readiness



The HSO Readiness Review is used to understand a HSO's exact needs for operationally meeting the contractual obligations under the Pilot, as well as the needs of their communities.

## **Board of Directors**

An organization's Board of Directors should understand the commitment made to participate in the Pilot. This includes their approval of the HSO-Impact Health Contract, any application for capacity building funding, new staffing needs and other infrastructure necessary to provide Pilot services and bill for them.

## **Leadership Team and Staff**

Your leadership team and staff should fully understand the requirements of being a Pilot HSO and is committed to working with Impact Health, the PHPs, and NCDHHS to make the Pilot successful.

## **Service Availability and Accessibility (Capacity)**

Ability to receive and maintain referrals and service delivery. How quickly are Pilot participants who have been referred for services get them. Do they receive authorized services within a certain period of time?

## **Coordination and Continuity of Care**

HSOs are expected to work closely with the care managers at each PHP, including any care managers to which a PHP has delegated that role. This includes helping to identify current HSO clients who may be eligible for Medicaid and for Pilot-covered services and supporting Pilot participants by providing authorized Pilot services. It also means being aware that some Pilot participants may also receive services from your HSO that are not covered under the Pilot, and therefore cannot be billed to Medicaid.

# Organizational Readiness (cont'd)



## Applicable Licensing and Certification Requirements

For some of the Pilot-covered services, your organization or staff may need to have specific licenses, accreditations or certifications to be able to deliver those service and bill for them. It is your responsibility to ensure that your organization and your staff have and maintain the required accreditation, certification, and licenses to be able to provide any Pilot-authorized services you are delivering to Pilot participants.

## Enrolling as a Medicaid Provider for the State of North Carolina in NC Tracks

NCTracks is the NCDHHS Medicaid Management Information System (MMIS). This is the system of record for all Medicaid member enrollments, as well as for all providers enrolled in Medicaid to deliver covered services. Every HSO will need to enroll as a Medicaid provider, which will be done through NCTracks. HSOs must have an executed contract with Impact Health, and a Medicaid provider number, or NCID, to be able to enroll in NCTracks.



## HSO Network Application Form



Thank you for your interest in participating in the Healthy Opportunities Pilot (HOP) as a Human Service Organization (HSO) with the Impact Health network. All HSOs (community based or social service agencies) that engage in the application process must plan to join the HSO Network for the length of this pilot and be willing to invest time and resources using capacity building funds to participate in implementation, training, and service delivery. The HSOs in the Network will serve one or more counties in the approved 18-county region in one or more approved service delivery areas.

### Participating organizations must:

- Operate or provide services in the sub-categories within the 18 county pilot service area
- Maintain a physical presence in North Carolina, with one or more offices located in or serving the Local Pilot Region for the term of the Contract
- Have an annual budget of at least \$25,000
- Have at least one paid employee

Any question with 2 asterisks \*\* in front of the question are **optional fields** during the initial submission of this application. Please note, we will likely need this information in the future but it is not required to meet the initial application deadline.

**Applications are due by midnight, October 29, 2021.**



## Information You'll Need

This application requires detailed information and may take gathering information prior to starting. It is recommended that you read through the application before you begin. Also before starting your application, please read the [example contract](#). As you are working to complete it, you can save your progress at any time and return to it.

### Information to gather to complete application includes:

- Contact information for main and all satellite locations
- A list of the counties your organization currently serves
- Staffing details for staff delivering pilot related services
- Board of Directors Roster
- Number of clients served (unique individuals)
- Cultural competency information, including languages spoken
- List of subcontracts

### Optional information (you'll need later):

- An organizational chart and staff resumes
- Detailed demographics about your Board of Directors
- A recent annual report and recent strategic planning documents
- Recent financial documents including organizational compliance documents - Examples include IRS Form 990, business licensing, and accreditation

# Step 1 - Apply

## Become an Impact Health Healthy Opportunities Pilot (HOP) Partner

### Complete Application

- Determine which domain(s) for which you'll provide services
- Fill out application via JotForm, saving periodically as you work
- Submit

### Seek Assistance

- Ask for assistance if needed
- Resources are available via [impacthealth.org](https://www.impacthealth.org)

### Await Review & Notification Process

- Await the review process. Email notification sent within 2 days of submission if application is missing elements
- Within 1 week, notice of application status is emailed
- Three outcomes are possible: Approved; In-Progress/Under Development; Denial

## Step 2 – Organizational Assessment

Impact Health will conduct a comprehensive organizational assessment of HSOs to identify specific operational needs to support their participation and delivery of Pilot services.

- Requests for an Organizational Assessment & Site Visit (remote) will be sent to HSOs.
- This includes an examination of:
  - A) Organization capacity
  - B) Legal compliance
  - c) Potential needs regarding organizational capacity
- Important Note: Not having all preferred attributes requested in the application doesn't automatically disqualify an applicant.

# Human Services Organizations (HSO)

- **Alignment** – How well does a HSO align with Pilot requirements?
- **Specific Pilot Domain Experience and Depth**
- **HSO Leadership** – Does HSO leadership have the vision, ability to execute and relevant experience to be successful under the Pilot?
- **Staffing Adequacy** – Does the HSO have staff to support this Pilot initiative?
- **Financial Stability** – Does the HSO demonstrate a history of financial stewardship and integrity?
- **Service Volumes** – Is there a demonstrated historical volume of services, and a willingness to expand to meet Pilot demands?
- **Diversity/Equity** – How well does an HSO advance equity aims, and articulate an understanding of equity issues?

# Step 3 – Capacity Building Funds



## Rationale for Why Permitted Uses Will Best Support Contracted HSOs

The HSO CB Funding Application is designed to encourage HSOs to engage in this regional pilot and expand capacity to enhance the well-being and health outcomes for the communities they serve. As such, prior to the launch of CB Funding applications, HSOs that agree to participate in the HOP will incur new expenses outside of their current operations. CB Funds empower HSOs to become integral partners.

Within the Department's allowable funding categories, we will ask each HSO to detail their requested line items, which includes a per unit cost for each line item and a justification for why these funds will help them build capacity to participate in the Pilot program.

Based on the assessment results, **HSOs will have the opportunity to request capacity building (CB) funding.** Permitted uses of HSO capacity building funds include the following:

- Hiring and training additional staff
- Expanding capacity to serve this new population
- Adopting the IT infrastructure required for HOP operations
- Participating in the evaluation of the program.

# Application Form and Informational Resources

1. [HSO Application & Instructions](#)
2. [Access the Impact Health Website](#)
3. [NCCARE360](#)
4. [NCTracks](#)
5. [NCDHHS](#)



Questions?



# Thank You

**For application-specific questions and tech support, contact:**

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