

Healthcare Provider's → Guide

to the Healthy Opportunities Pilot

When you learn that a patient has social needs impacting their wellbeing, the **Healthy Opportunities Pilot** program may be able to help.



HOP Services available in WNC Service area:

Housing

- Support for finding stable, long-term housing.
- One-time security deposit and first month's rent. Move-in support, such as arranging for a moving company.
- Help setting up utilities and getting furniture.
- Healthy home goods, such as an air purifier or a new mattress.
- Home inspection to ensure safety and quality.
- Help with home issues like mold.
- Home accessibility and safety modifications.
- Short-term post-hospitalization housing.

Food

- Help finding and getting nutritious food.
- Group nutrition classes.
- Diabetes prevention education.
- Credits to purchase fruits and vegetables.
- Groceries for pick-up or home delivery.
- Healthy prepared meals for pick-up or home delivery.
- Home-delivered meals that meet your medical dietary needs.

Transportation

- Transportation to things that support your wellness such as the grocery store, work, church or a support group.
- Taxi and ride-sharing credits where public transportation is unavailable.
- Vehicle repairs.

Personal Safety & Healthy Relationships

- Parenting curriculum.
- In-home services.
- Interpersonal violence case management.
- Violence intervention services.

Other Services

- Legal support to address issues that impact your health, including maintaining safe housing and personal safety.

**Want to connect your
patients with HOP?**

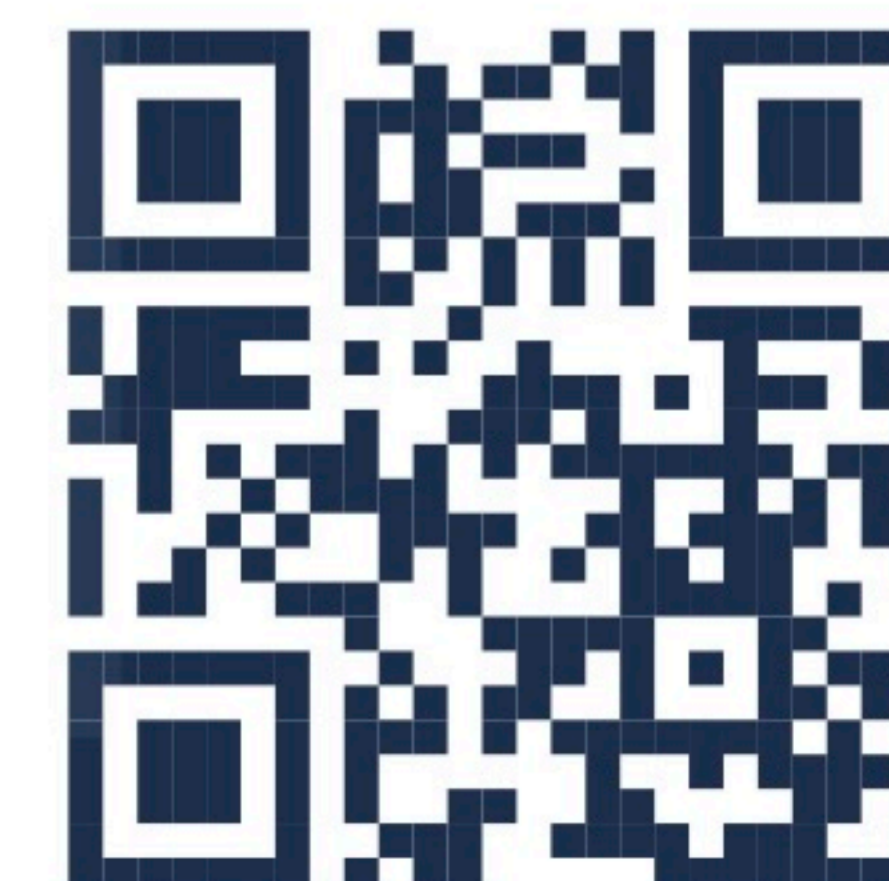
Learn **More**

Visit impacthealth.org to find out more about the Healthy Opportunities Pilot.

Direct them to call the HOP Helpline at 828.278.9900 or to visit wnc-hop.org to check eligibility and get access to HOP services.

 **IMPACT
HEALTH**

wnc-hop.org



If enrolled in NC Medicaid Managed Care, your patients may be eligible for services to support their wellbeing at no cost to them, giving them access to fresh food, safe housing, reliable transportation and personal safety.

How it Works:

1 Identify Need

You identify that your patient has a need for food, safe housing, transportation or personal safety.



2 Share

You share about the Healthy Opportunities Pilot and connect them in one of these ways:

- Encourage your patient to use the HOP rack card to choose one of these methods for connecting with HOP:

 Call the HOP Helpline at 828-278-9900.

 Visit wnc-hop.org to complete a pre-screening form.

 Scan the QR code on the rack card.

- OR refer your patient directly through your organization's Care Management Entity.



3 Access

Your patient gets access to much-needed services that help improve their health and wellbeing.

About HOP

The Healthy Opportunities Pilot (HOP) is an innovative new approach to supporting upstream social determinants of health and reducing the need for clinical interventions by using Medicaid dollars to pay for services related to transportation, nutrition, housing and interpersonal safety.

As the WNC HOP network lead, Impact Health actively works with care managers, Medicaid health plans and network organizations to ensure pilot services are available to eligible participants across 18 counties. Over 50 community-based human service organizations make up the HOP network. Impact Health developed and manages this network to quickly identify and fill any service gaps.

For the latest statistics and stories regarding HOP's impact on health outcomes, visit impacthealth.org/learning.

