PCMH Western PA Session

February 6, 2024

Agenda

➤ What is PA Navigate?

➤ PA Navigate participants (providers, payers, CBOs, citizens, HIOs, etc.)

➤ PA Navigate milestones/timeline

➤ PA Navigate scenario for PCMH Providers (e.g., a PCMH provider identifies an SDOH need based on their existing SDOH screening process and tools and then needs to make a referral…)

➤ Pa Navigate demo (how to make that referral via PA Navigate)

➤ Implementation next steps for PCMH providers re: the Rollout of PA Navigate and any related grant opportunities for PCMHs to assist with onboarding

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What was the RISE PA Initiative?

PA DHS set the foundation for the Resources Information and Services Enterprise (RISE PA) to address citizens' health-related social needs (HRSNs)

Screen clients for health-related social needs

Identify resources and organizations to meet clients' needs

Make and track referrals

coordinate care with other CBOs, state agencies and healthcare organizations

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How would RISE PA assist Pennsylvanians?

| Individual accesses public RISE PA site (Mobile/Other Device) | Searches of type of service(s) needed | Receives a list of agencies/CBOs closest to their preferred location | Self-refers to agency or uses contact information to make an appointment |

Additional Goals:

Help people achieve better long-term health outcomes

Maximize the impact of healthcare dollars

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What is PA Navigate?

A statewide community information network designed to address health and social care needs for Pennsylvanians by connecting them to community services.
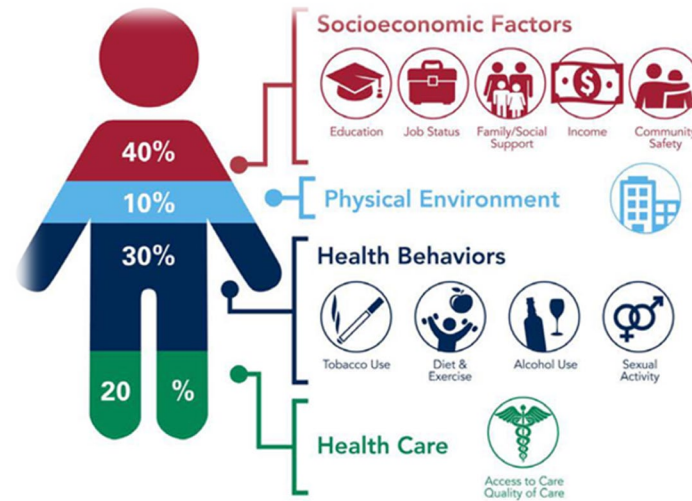
Source: Institute for Clinical Systems Improvement: Going Beyond Clinical Walls: Solving Complex Problems, 2014 Graphic designed by
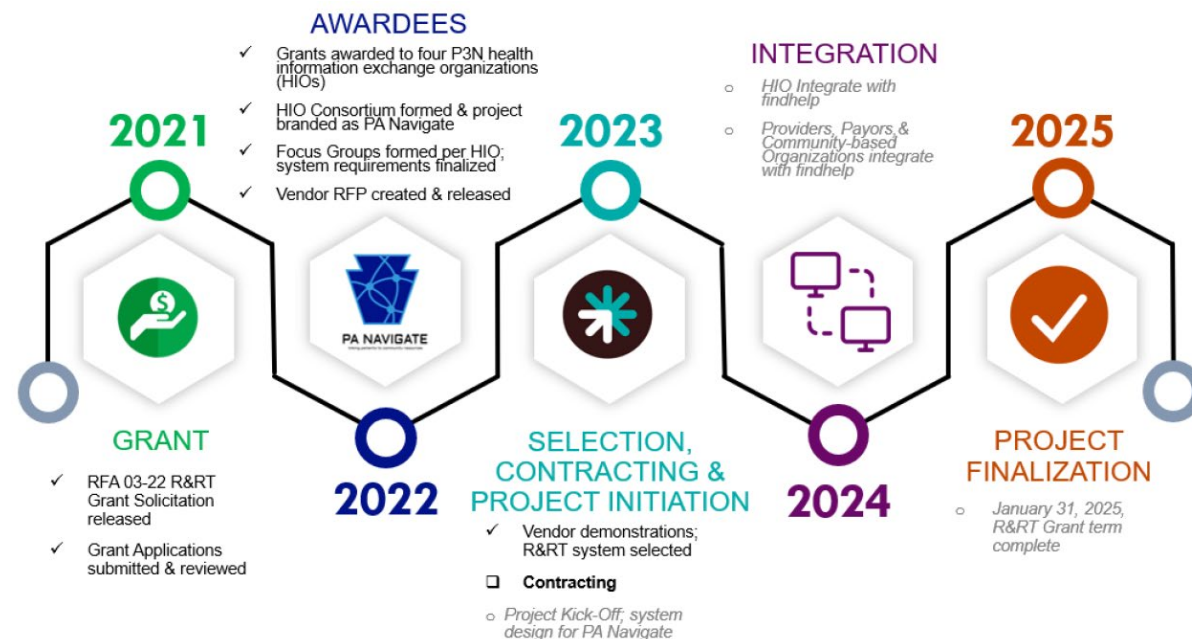
Goals

▶ Build a statewide platform connecting patients to social services

▶ Making SDOH/HRSN data as shareable as clinical data

▶ Understanding citizens' needs and capacity to meet them

▶ Help make Social Care sustainable

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Current Status

▸ DHS grant to HIEs through January 2025

▸ HIEs ran procurement for Resource & Referral Platform

▸ Selected **findhelp** as statewide vendor

▸ Initial priorities:
  - Setup & implementation
  - Integration with HIE systems
 - Contracting & integration discovery calls with Member Orgs/CBOs

AWARDEES
- ✓ Grants awarded to four P3N health information exchange organizations (HIOs)
- ✓ HIO Consortium formed & project branded as PA Navigate
- ✓ Focus Groups formed per HIO; system requirements finalized
- ✓ Vendor RFP created & released

INTEGRATION
- ○ HIO Integrate with findhelp
- ○ Providers, Payors & Community-based Organizations integrate with findhelp

2021 **2023** **2025**

GRANT
- ✓ RFA 03-22 R&RT Grant Solicitation released
- ✓ Grant Applications submitted & reviewed

2022

SELECTION, CONTRACTING & PROJECT INITIATION
- ✓ Vendor demonstrations; R&RT system selected
- ☐ Contracting
- ○ Project Kick-Off; system design for PA Navigate

2024

PROJECT FINALIZATION
- ○ January 31, 2025, R&RT Grant term complete

Public launch: January 23, 2024, at Community Action Partnership of Lancaster

URL: www.pa-navigate.org

Email: info@pa-navigate.org

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PA Navigate Participants
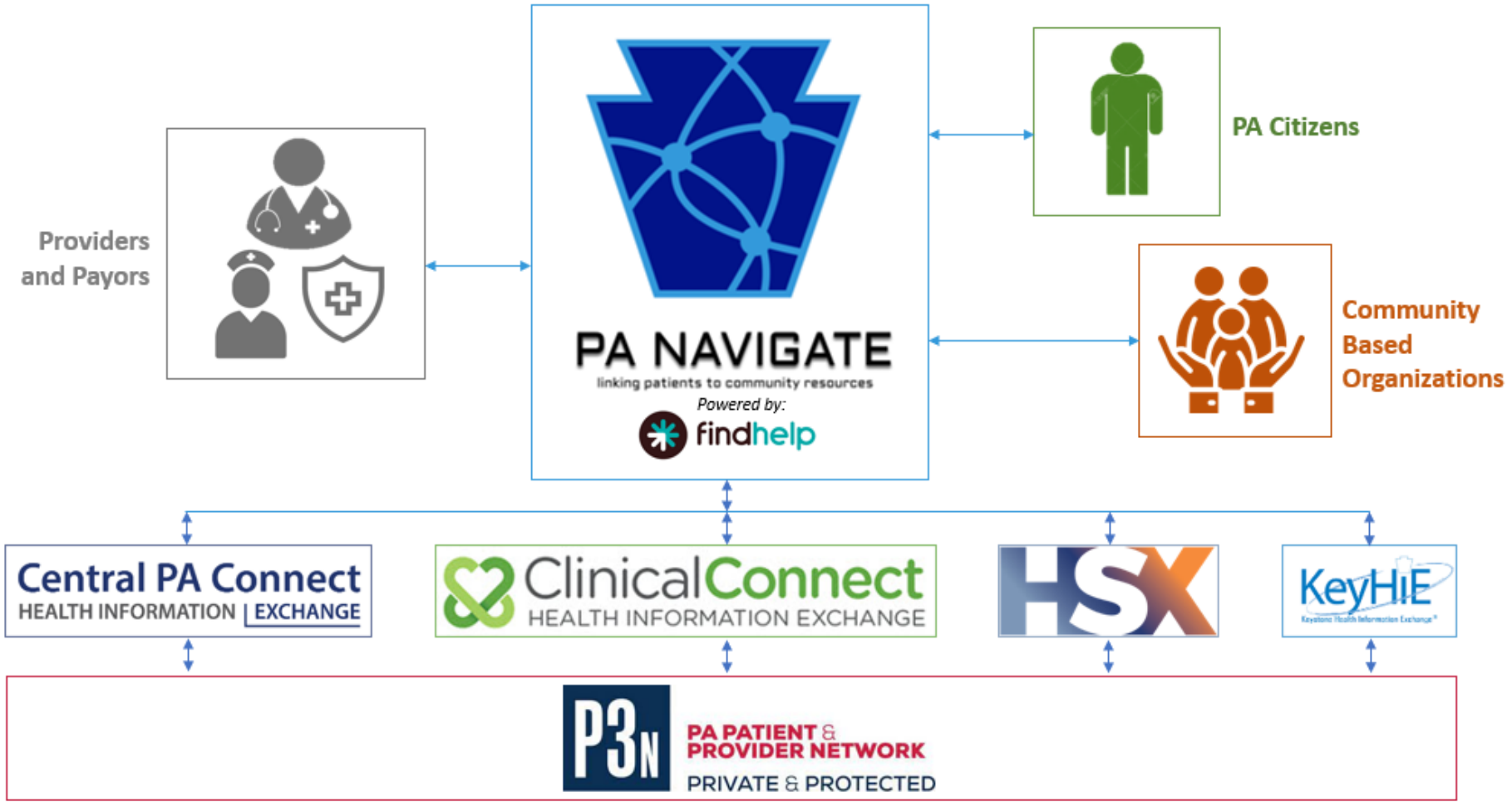
Why Participate?

Update service offerings, and update service capacity.

Process inbound referrals and applications for services.

Publish available appointment slots for intake purposes with clients.

Suite of reporting tools to measure inbound activities.

Update referral status by email.

▶ Improved Communication and Reduced Care Silos

▶ Increased Awareness of Available Services

▶ Suite of No-Cost Online Referral Tools

▶ Technology & Infrastructure Support

▶ Robust Impact and Program Efficacy Reporting

▶ Available Capacity Building Incentives

PA Navigate Benefits

CBO's

▶ Demonstrate your impact to partners & current/potential funders

▶ More impact/funding → more people you can assist

▶ Financial incentives for closing the loop being developed

▶ Analytics to better understand your operations

▶ Consolidate referral sources on a common platform

▶ Integrate with your existing system to streamline workflow

Community

▶ Public-facing self-serve option for citizens

▶ Better coverage of SDOH needs = better outcomes

▶ Population health monitoring for social needs

▶ Uncovering areas of unmet need/capacity

▶ Demonstrating the value of addressing social needs in terms of improved health outcomes

▶ Attracting more Medicaid fundi

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PA Navigate PCMH Scenario (Current Scope)

- ▶ Emily is referred by her MCO to a local food pantry for short-term food support

- ▶ Food pantry volunteer enrolls her in services, updates status in PA Navigate

- ▶ PA Navigate shares Emily's need and service status with referring MCO and Emily's healthcare team

- ▶ Food pantry uses data from PA Navigate to develop sustained funding/contracts with top referring organizations

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Long-Term Vision

▶ Proactive identification of potentially eligible individuals & families

▶ Automate outreach, screening, enrollment

▶ Enable reimbursement for health-related social need services

▶ Demonstrate impact on health outcomes

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Future State PCMH Scenario

- ▶ Emily approaches a local food pantry for short-term support

- ▶ Food pantry volunteer searching PA Navigate learns Emily is eligible for paid food support through her MCO

- ▶ Emily is enrolled in services, status updated in PA Navigate

- ▶ PA Navigate formats electronic claim and facilitates payment to food pantry

- ▶ Food pantry refers Emily to local community action agency for additional screening

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Options for Using PA Navigate

Community Based Organizations

No system today
- Use PA Navigate natively
- Claim your listing
- Basic internet connection required

Using findhelp already
- Claim your listing
- Enable workflow/custom screener
- Consider integration

Using another system
- Integrate with PA Navigate
- Share referrals, status, goals

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System Demonstration

Discussion/Questions?

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Next Steps

1. Review your listing at www.pa-navigate.org or "Suggest a Program"

2. Claim/update your listing

3. Select referral workflow option

4. [If applicable] contact us to explore integration

5. Join mailing list → http://eepurl.com/iHtVPo

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Who Can I Contact?

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