



PA NAVIGATE
linking patients to community resources

NEPA PCMH Learning Session

Josh Muchler (KeyHIE)

March 28th, 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 for the Rollout of PA Navigate and any related grant opportunities for PCMHs to assist with onboarding



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/track referrals, coordinate care w/other CBOs, state agencies and healthcare orgs

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:

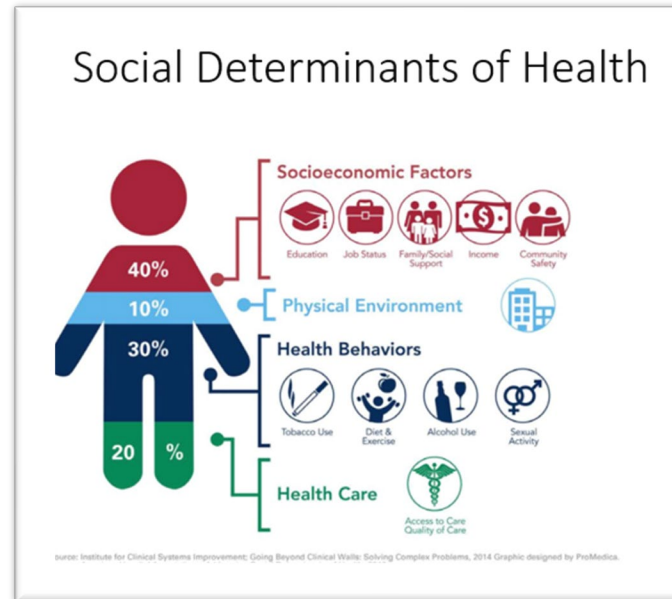
Help people achieve better long-term health outcomes

Maximize the impact of healthcare dollars



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.



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*



Timeline

➤ DHS grant to HIEs through January 2025

- Member/CBO integrations 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

✓ MAJOR MILESTONE:

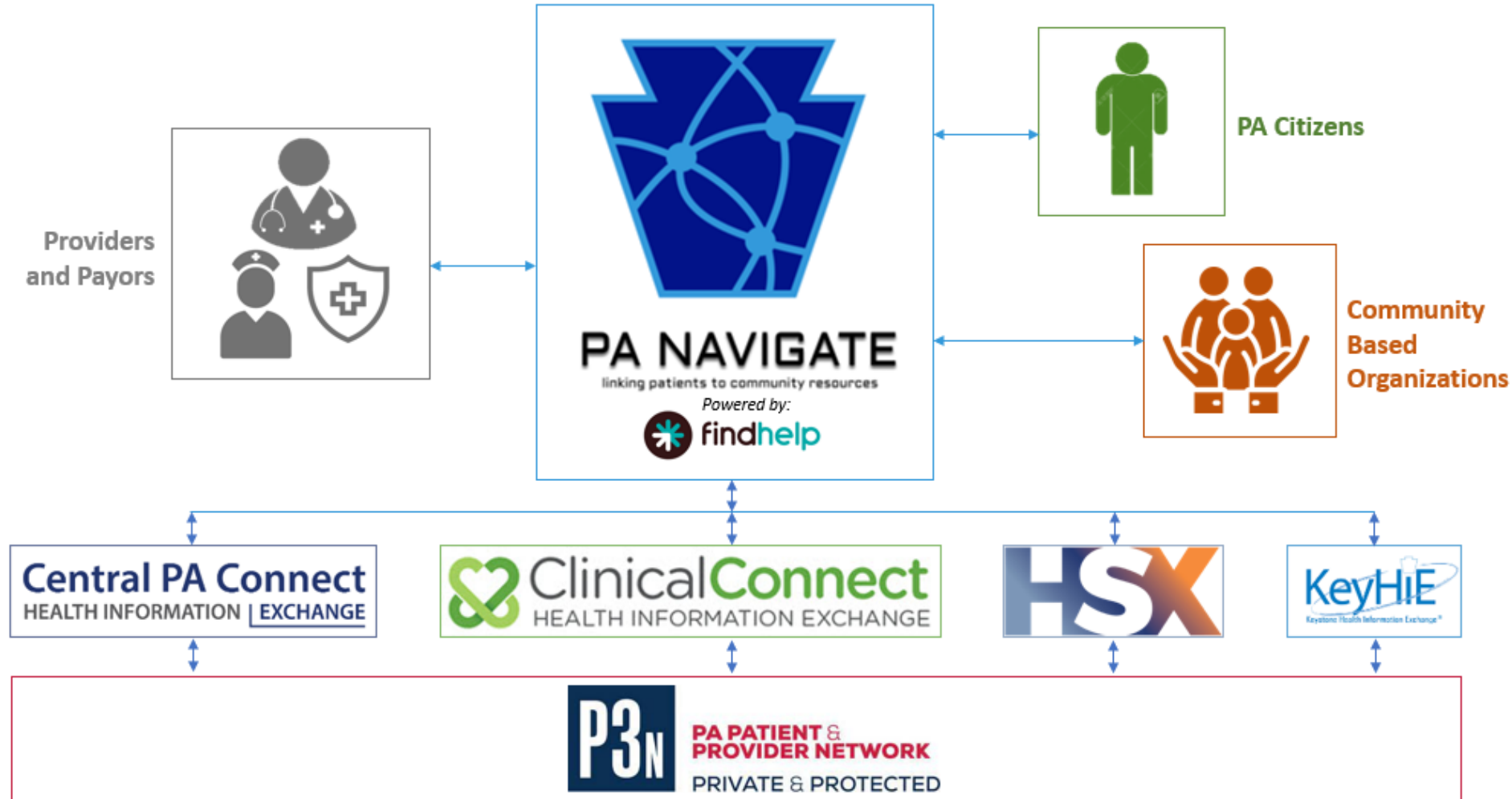
Public launch: January 23, 2024, at Community Action Partnership of Lancaster

URL: pa-navigate.org

Email: info@pa-navigate.org



PA NAVIGATE Participants



PA Navigate Benefits

- Improved Communication and Care
- Increased Awareness of Available Services
- Low Cost/No-Cost Online Referral Tools

Providers & CBOs

- 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 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 funding to PA



PA Navigate PCMH Scenario *(Current Scope)*



- ▶ Emily is referred 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 organization and Emily's healthcare team
- ▶ Food pantry uses data from PA Navigate to develop sustained funding/contracts with top referring organizations



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



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 Managed Care Organization
- ▶ 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



Providers

- Use PA Navigate natively
- Basic internet connection required

- Contract with HIO for coalition sharing
- Enable workflow
- Consider integration

- Contract with HIO
- Integrate EHR with PA Navigate
- Share referrals, status, goals

No system today

Using findhelp already

Using another system

CBOs

- Use PA Navigate natively
 - Claim your listing
- Basic internet connection required

- Claim your listing
- Enable workflow/custom screener
- Consider integration

- Integrate with PA Navigate
- Share referrals, status, goals

Options for Using PA Navigate



ZIP or keyword or program name

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here.

Select Language English



FOOD



HOUSING



GOODS



TRANSIT



HEALTH



MONEY



CARE



EDUCATION



WORK



LEGAL



2,523 programs

in the west chester, pa 19380 area

Choose from the categories above and browse local programs



PA NAVIGATE
linking patients to community resources

System Demonstration





Discussion/Questions?



Who Can I Call?



Jennifer Natale, Advisor, Special Projects
jennifer.natale@healthshareexchange.org
570-441-4241

Bill Marella, VP Value Based Care &
Analytics
Bill.marella@healthshareexchange.org
610-745-7605



Phyllis Szymanski, President
szymanski@dclinicalconnecthie.com
412-628-0179

Laura Mosesso, Client Service Manager
Mosessol@clinicalconnecthie.com
412-855-0404



Keith Cromwell, Program Director
keith@centralpaconnect.org
717-544-5269



Mary Honicker, IT Program Director
mhonicker@geisinger.edu
570-214-9438





PA NAVIGATE

linking patients to community resources

