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## The Value Proposition

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There is a strong connection between unmet essential resources such as food, housing, and transportation and the impact on health and health outcomes of members.
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One of the first steps to address social needs and barriers is to ask members about their lives.
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Evaluating and identifying educational level and health literacy for a region or an individual member, can lead to more member-specific interventions in care management.


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## Provider Enablement



### Process

Technical Assistance -  
Standardized Screening  
and Referrals



### Technology

Case Referral Management  
System, Technology  
Integration  
and Interoperability



### Reporting

Closed-Loop Reporting,  
Outcome Driven Decision  
Making, and  
Information Sharing

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## Current Challenges and Barriers to Adoption

- Gathered during listening session of Medicare providers and stakeholders in Summer 2023
  - Participants included industry stakeholders, physicians, coders, and social workers
- Common themes:
  - Hesitance to screen without assurances of access to resources to help
  - Hesitancy to do claim-level reporting of Z codes
    - Compliance and audit concerns
    - Lack of understanding of assessment to Z code mapping
  - Need payer support – financial and policy
  - System-wide sustainable processes are hard to develop and maintain
  - ‘All-hands approach’ necessary to address social care needs
    - Defining accepted roles and responsibilities – health care provider, payer, and community

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## Maturing Together

**Initiatives to Achieve Health Equity**

- Standardized Screenings and Referrals**  
Technical assistance support to build standardized, sustainable processes
- Case Referral Management System**  
Closed-loop reporting with community level connections
- Healthcare Policies**  
Incentives for reporting, payment for screenings, and changes to pay for CBO services (i.e. veggie boxes, housing support)
- Technology Integration**  
Integration with medical record and payment systems to allow for Z code reporting

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## Provider Enablement for Better Communities

- Community Collaboration**
  - With provider enablement, most have CBO enablement
  - Coalition development with broad stakeholder engagement
  - Trusted partnerships
- Network Development**
  - CBO programs and underserved community expansion
  - Continuous evaluation for braided funding and integrated initiatives
  - Technology integration across stakeholders to eliminate manual processes and unknown outcomes
- System-Wide Engagement**
  - Prioritization and investment
  - Formative research for improvement areas
  - Adaptability – grit and grace

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