

# Texas MCO Social Determinants of Health Learning Collaborative

Made possible by the Episcopal Health Foundation

August 27, 2021  
3:00 pm – 4:30 pm CT

Recording available [here](#)

## Using Community Resource Referral Platforms to Improve Care

---

### Agenda

3:00 pm	<p><b>Welcome and Introductions</b></p> <p>Diana Crumley welcomed participants, provided details on the structure of the webinar, and gave state and national context for the presentation. Shao-Chee Sim will offer some welcoming remarks.</p>	<p><i>Diana Crumley, Senior Program Officer, Center for Health Care Strategies (CHCS)</i></p> <p><i>Shao-Chee Sim, Vice President for Research, Innovation and Evaluation, Episcopal Health Foundation (EHF)</i></p>
3:10 pm	<p><b>Health and Human Services update</b></p> <p>Emily Sentilles (<a href="#">6:23 of this recording</a>) reflected on Delivery System Reform Incentive Payment (DSRIP) innovations and <a href="#">transition</a> (see, e.g., the <a href="#">Milestone 8 report</a> on assessment of social risk factors), and how better connectivity among a network of plans, providers, and community-based organizations can improve care. Jennifer Quereau (<a href="#">11:20</a>) presented on recent <a href="#">quality improvement cost guidance</a>, including costs associated with screening for health-related social needs, connecting members to community resources, and health information technology. In addition, she explained the distinction between value-added services and quality improvement costs. See Appendix A of the <a href="#">guidance</a> for more detail.</p>	<p><i>Emily Sentilles, Director, Healthcare Transformation Waiver Programs, Health and Human Services Commission (HHSC)</i></p> <p><i>Jennifer Quereau, Senior Policy Advisor, HHSC</i></p>
3:35 pm	<p><b>Aunt Bertha in Texas</b></p> <p>Erine Gray (<a href="#">20:51 of this recording</a>) introduced Aunt Bertha. Next, he highlighted the Central Texas Model Community (<a href="#">34:00</a>), which included partnerships among community health centers, plans, and Austin United Way/211 to create <a href="#">ConnectATX</a>. Dell Medical School will conduct a study to understand the relationships between social care interventions, health outcomes, and cost of care – one of the most comprehensive studies on this issue to date.</p> <p>In addition, E. Gray shared insights on the needs of Medicaid enrollees, drawn from statewide and regional data on Aunt Bertha searches:</p> <ul style="list-style-type: none"> <li>• Texas MCO clients most commonly search for dental care (<a href="#">40:00</a>), followed by transportation, utility assistance, and food pantries.</li> </ul>	<p><i>Erine Gray, Founder and CEO, Aunt Bertha</i></p>

- In Dallas County, top 10 food programs accounted for 48 percent of connections, suggesting a “long tail” (i.e., that small organizations collectively may be serving many people) (41:00).

The Q&A (45:00) focused on how community-based organizations can be integrated into the network, and how data exchange and community capacity can be improved.

---

3:55 pm	<p><b>Texas MCO Experiences with Aunt Bertha</b></p> <p>BCBSTX (54:57 of this <a href="#">recording</a>) provided an overview of how the plan uses Aunt Bertha, including using data to inform their population health management and quality improvement activities (Anna Astalas at 59:29). Len Langham Roof (56:00) discussed how staff and Medicaid members use the tool via a dedicated link. Food pantries, utilities, and housing were the most frequent searches.</p> <p>Nathan Hoover from Superior HealthPlan (1:04:56) reflected on how Aunt Bertha helps plans and providers better understand local resources; ensure that unmet health-related social needs are met, in the way that members feel comfortable (i.e., searching by themselves, or with assistance from others); and keep track of COVID-19 impacts on communities and available resources. This data can be used to inform how plans can financially support community capacity (e.g., donations to food banks).</p> <p>Meeting participants responded with questions and comments (1:13:37).</p>	<p><i>Anna Astalas, Manager, Quality Improvement, Blue Cross Blue Shield of Texas (BCBSTX)</i></p> <p><i>Len Langham Roof, Medicaid Operations Outreach and Marketing Manager, BCBSTX</i></p> <p><i>Nathan Hoover, Vice President, Behavioral Health Services, Superior HealthPlan</i></p>
4:30 pm	<p><b>Wrap Up and Adjourn</b></p>	<p><i>D. Crumley, CHCS</i></p>

---