

# Texas MCO SDOH Learning Collaborative: Reconnecting in 2022 and Deepening Our Impact

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In-Person Meeting

April 1, 2022

10:00 AM – 1:00 PM CDT

Texas Medical Association, Thompson Auditorium

*Made possible by Episcopal Health Foundation*

# Agenda

- **10:00 Welcome and Introductions**
- **10:30 Plan Perspectives on Addressing Health Disparities**
- **11:30 Using Data to Inform Care Delivery**
- **12:00 MCO/Food Bank Partnerships to Address Food Insecurity**
- **12:15 *In Lieu of Services***
- **12:30 Small Group Discussions/Working Lunch**
- **12:50 Wrap Up**



# Housekeeping

- Light breakfast items can be found outside
- Water bottles can be found at the back of the room
- Lunch will be provided around 12:30 PM
- There will be no formal restroom breaks – please feel free to get up whenever you need to. Restrooms can be found down the hall to the left
- WiFi: **Thompson-2.4G** or **Thompson 5G**. No password needed.

# Welcome & Introductions

**Anna Spencer**, Senior Program Officer, Center for Health Care Strategies

# Opening Remarks

**Elena Marks**, President and CEO, Episcopal Health Foundation

**Kay Ghahremani**, President and CEO, Texas Association of Community Health Plans

**Jimmy Blanton**, Director, Office of Value-Based Initiatives, Health and Human Services Commission

**Aelia Khan Akhtar**, Director, Center for Health Policy and Performance, Department of State Health Services

# Plan Perspectives on Addressing Health Disparities

**Angie Hochhalter**, Director of Community and Population Health, Aetna Better Health

**Lisa Wright**, CEO, Community Health Choice

**Salil Deshpande**, Chief Medical Officer, UnitedHealthcare

**Arnita Burton**, Associate Director, Clinical Innovations, Analytics & SDOH, UnitedHealthcare

# COMMUNITY HEALTH CHOICE

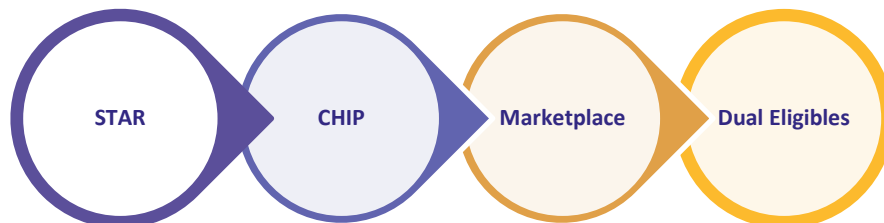
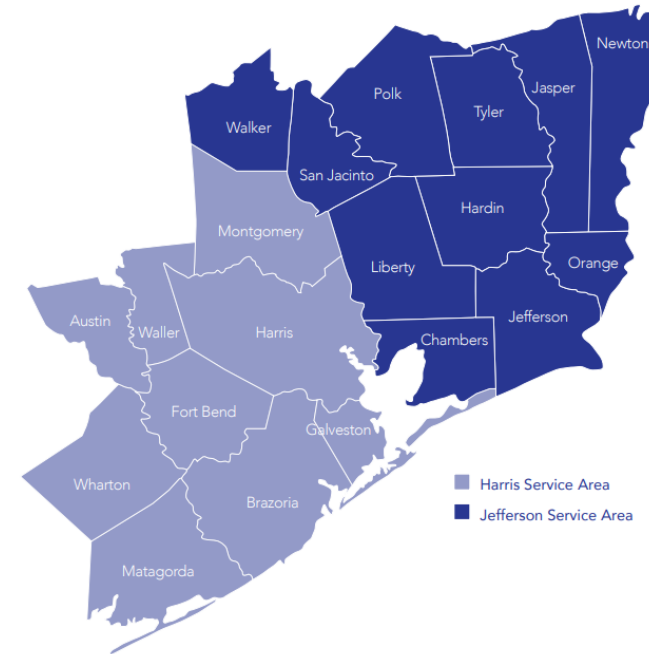
Lisa Wright





## Community Health Choice

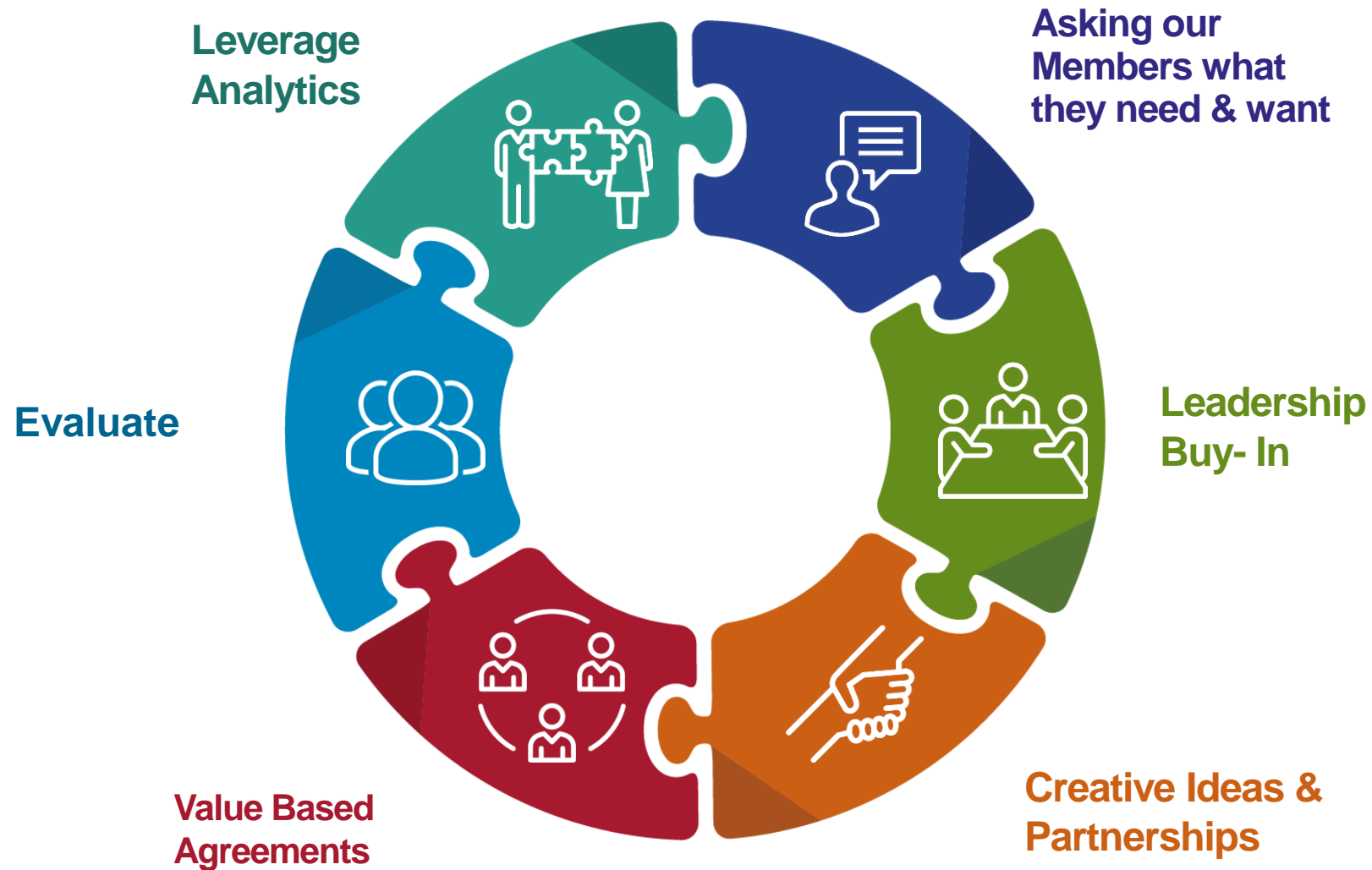
- A Houston-based, non-profit safety net health plan
- Our mission: Improve the health and well-being of underserved Texans by opening doors to health and health-related social services
- 25-year history of serving low-income populations across SE Texas



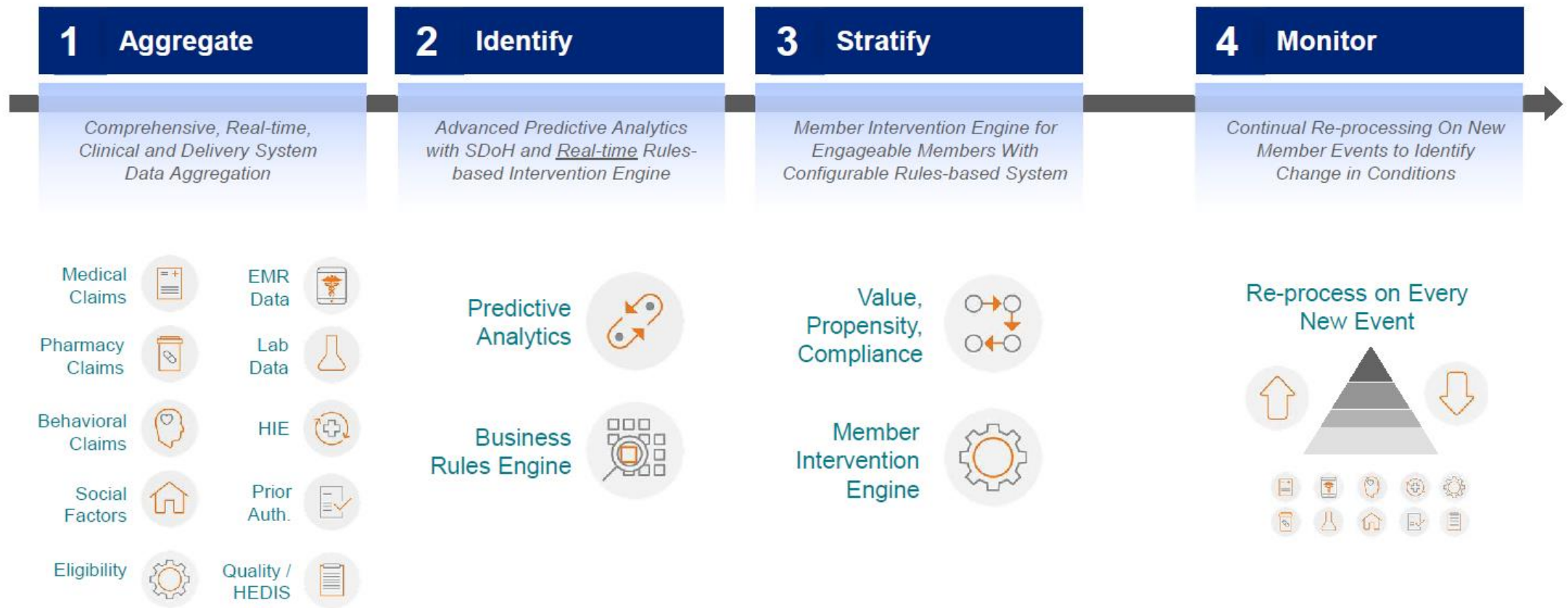
Over **430K** Members  
Including **370,000** in Medicaid and  
**over 100,000** in Marketplace (YTD 2022)



# *How does Community make it happen in Houston?*

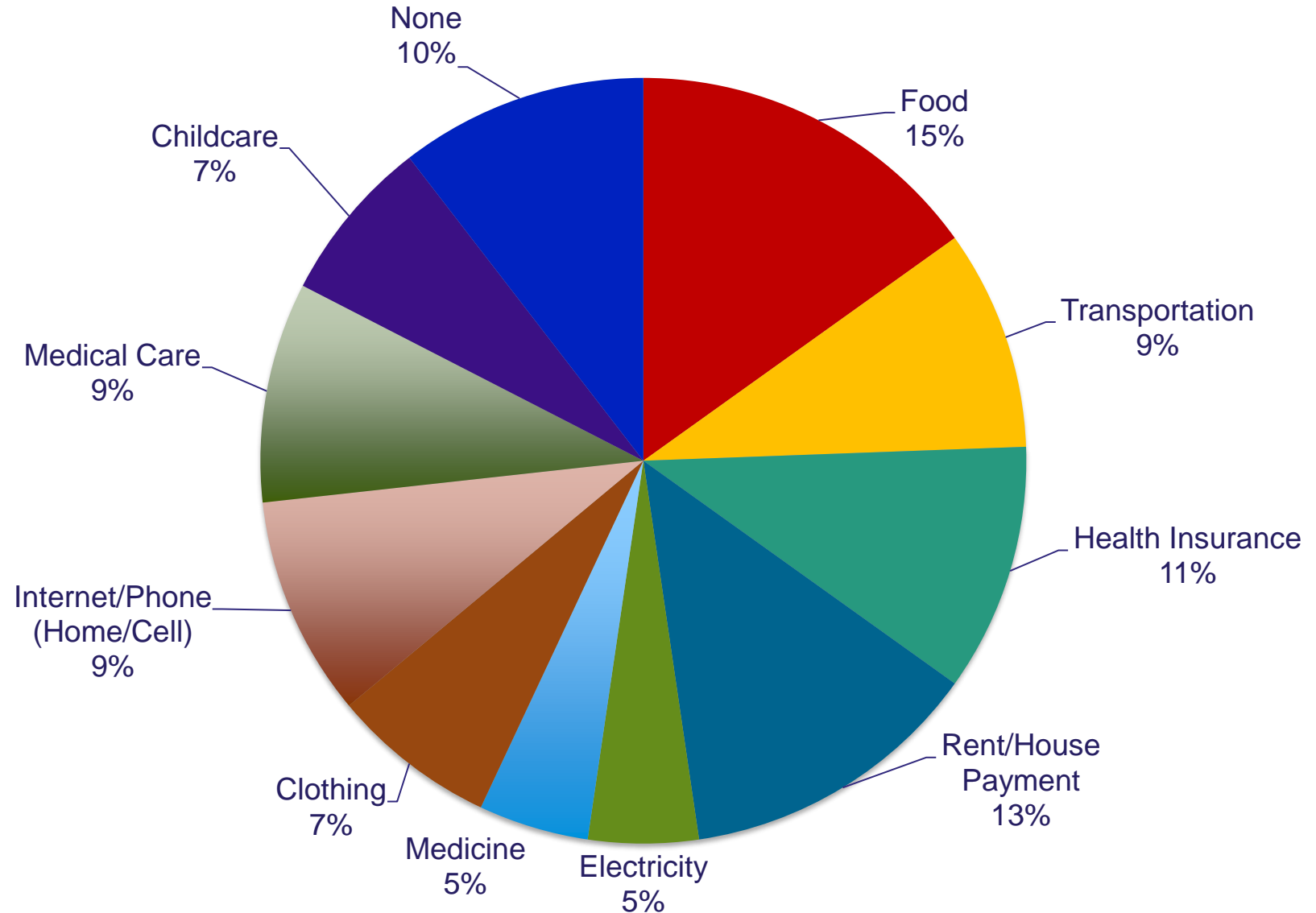


# Predictive Analytics | Predictive, Social, Rules-Driven



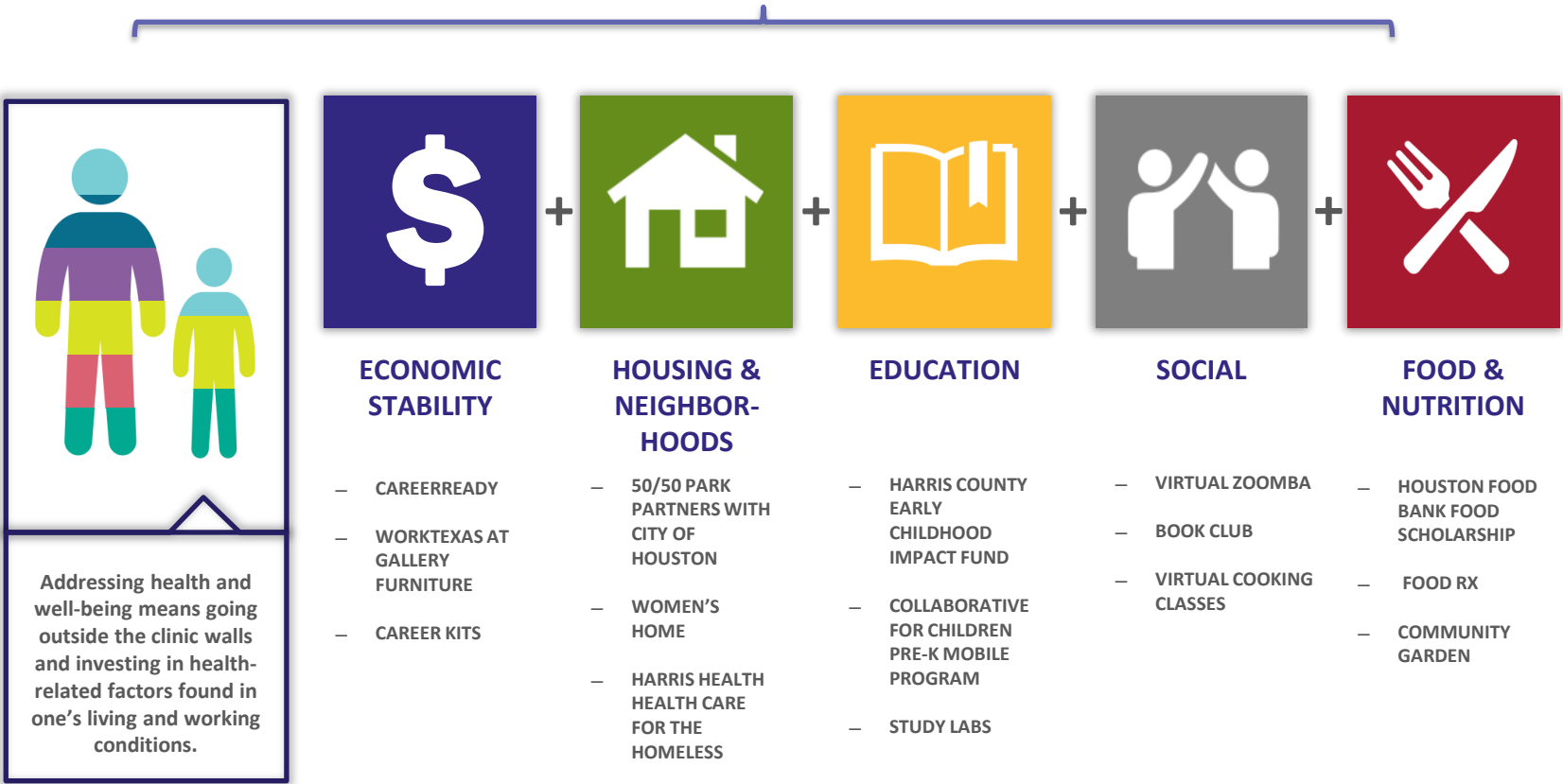
# Member Needs

**In the past year, have you or your family members you live with been unable to get any of the following when it was really needed?**



# Providing a Holistic Solution to Health

## Community SDOH Programs



# ***Addressing health disparities through feeding the community***



# FOODRx

In partnership with the Houston Food Bank

*Clients receive Food Rx (food prescriptions) when enrolled by Food For Change (FFC) health partners with the goal of improving their health outcomes*

- Health partners identify and enroll eligible patients into Food Rx
- Clients redeem their Food Rx from FFC Markets twice a month
- Each time receiving up to 30 lbs of produce and four additional healthy items



Clients who are food insecure + meet partner's eligibility are enrolled



Clients receive Food Rx card



Clients get nutritious food from FFC Market

# *Targeted populations are critical to closing care gaps impacted by SDOH*

## Program Benefits

- Health partners identify and enroll eligible patients into Food Rx 
- Clients redeem their Food Rx from FFC Markets twice a month 
- Each time receiving up to 30 lbs of produce and four additional healthy items 

## Target Populations

**Community health partners targeted populations must fall into one or more of the categories below:**

- Adults with type 2 diabetes, prediabetes, hypertension, and elevated weight and/or BMI
- Children with elevated BMI
- Pregnant women with elevated BMI in the first trimester

## *Continued program enhancements will impact more communities in the Houston area*

**Performance Improvement Project pilot with Food Rx will reveal other types of chronic conditions among Community's members, which can be addressed through food interventions**

**Expansion of Food Rx to additional populations with other diagnoses, e.g. dual eligibility members**

**Build processes for food bank and payor food intervention relationships**

**Compile evidence of Food Rx on health outcomes**



# *Building Toward the Future*



Create a community information exchange to leverage health information exchange data to coordinate health and social services between providers, community partners, and Community



Expand incorporation of SDOH in value-based contracts to incentivize providers to (1) screen for social risks; (2) partner with social service organizations; and (3) focus on SDOH-associated quality metrics



Utilize predictive analytics to assist efforts in building risk profiles and managing population health initiatives for Community's most vulnerable populations.



**THANK YOU**



# **Social Determinants of Health (SDOH) Learning Collaboratives**

**to leverage Provider Capacity  
in assessing and addressing Social Determinants of Health**

Salil Deshpande, MD, MBA, FACP

Arnita Burton, MBA

# Combined Framework for Addressing SDOH

**Health Plan Operational Approach –  
Screening, Resource and Referral, Fulfillment**

**Community-Based Organization Strategy**

**Provider Alignment & Partnerships**

**Improved  
Health &  
Wellbeing**



# Health Plan Operational Approach

<b>Screening</b>	<b>PRAPARE</b>
<b>Resource and Referral (R&amp;R)</b>	<b>Findhelp.org</b>
<b>Fulfillment</b>	<b>Closed Loop</b>



# Community-Based Organization Strategy

**Goal:** *Develop and implement a strategy with CBOs to support **community resource expansion, community partner engagement, and community capacity.***



## Support Navigation Tool

Align with CBO tool of choice to encourage utilization



## Value Based Contracting

Assist with a valued resource and confirm that social needs are met



## Quantify Value

Quantify work to allow CBOs to socialize work or as a metric to use for grant writing



## Identify/Establish CBO Networks

Demonstrates the collective work CBOs do for our members and in the community



# Provider Alignment and Partnerships

**Goal:** *Develop and implement provider partnerships and health system engagement opportunities focused on the **integration of health equity and SDOH strategies** into the clinical workflow.*



## Data Sharing

Share SDOH data through expanded provider screenings with actionable and bidirectional data flow



## Value Based Contracting

Drive SDOH collaboration opportunities and deliver better clinical outcomes



## Coding Standardization

Promote the adoption & expansion of ICD-10 SDOH industry standard coding

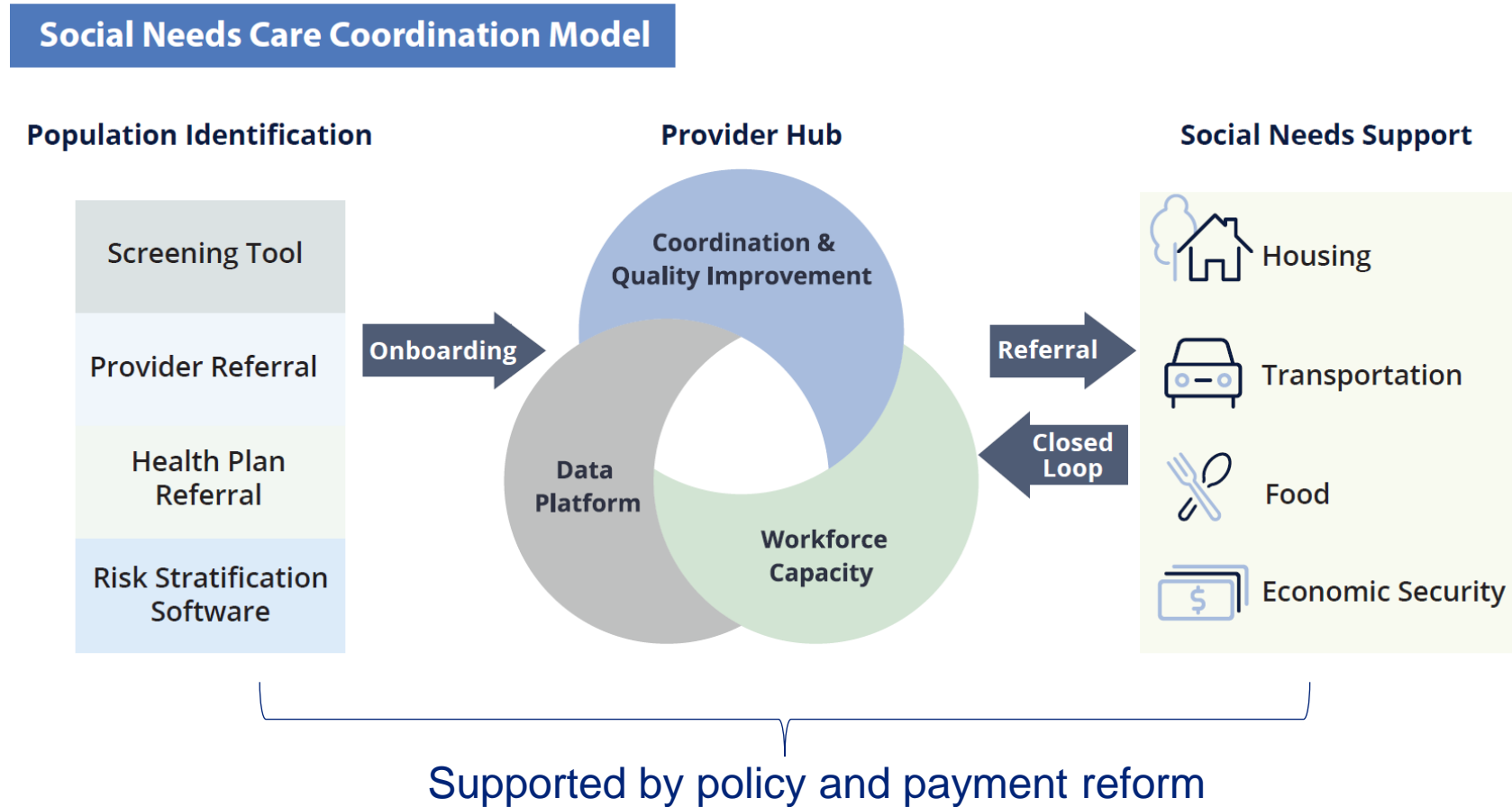


## Health Equity

Implement health equity driven prioritization and outreach strategies using provider screening data



# Social Needs Care Coordination Model





# Provider Collaborative Sessions Content

## Session 1 – Kickoff

Introductions  
TX SDOH Landscape  
Value Proposition  
Goals Structure and Expectations  
Participant Interests & Needs Poll

## Session 2

Recap  
SDOH Model Presentation  
FQHC SDOH Overview  
Models Among Groups

## Session 3

Social Needs Care Coordination  
Population Identification  
Best Practices

## Session 4

Summary of Discussions  
Example of AZ Pilot  
SDOH Model Presentation  
UHC Sample Data Overview

## Session 5

Cohort Overview  
Workforce Breakout Session  
SDOH Practices Survey

## Session 6

Survey Results  
Diversity in Models  
Buy-in Workshop  
UHC Data Update

## Session 7

Client Populations  
Survey – Learnings  
Partnership Assessment  
UHC Data Update

## Session 8

Data & Digital Solutions  
Survey – Collecting Data  
Screening Tool Considerations  
Technology Literacy  
Vendor Programmed Forms  
Population Health Management Tools

## Session 9

UHC Data Sharing Update  
SDO Referrals

## Session 10

UHC Catalyst Overview  
Food Programs & Partnerships

## Session 11

Policy and Payment Implications  
Survey Evaluation

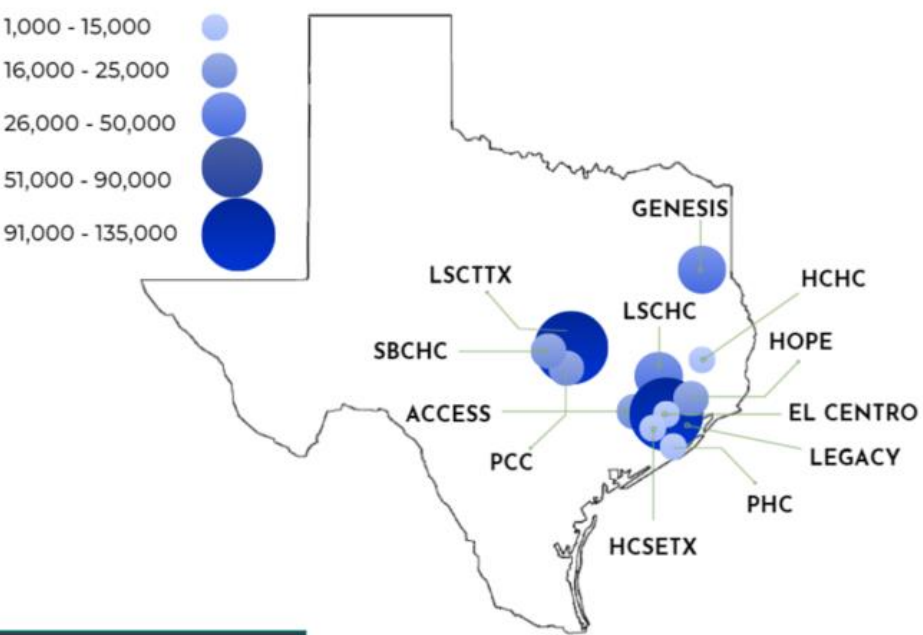
## Future Planning



# Session 9 – UHC Data Pilot

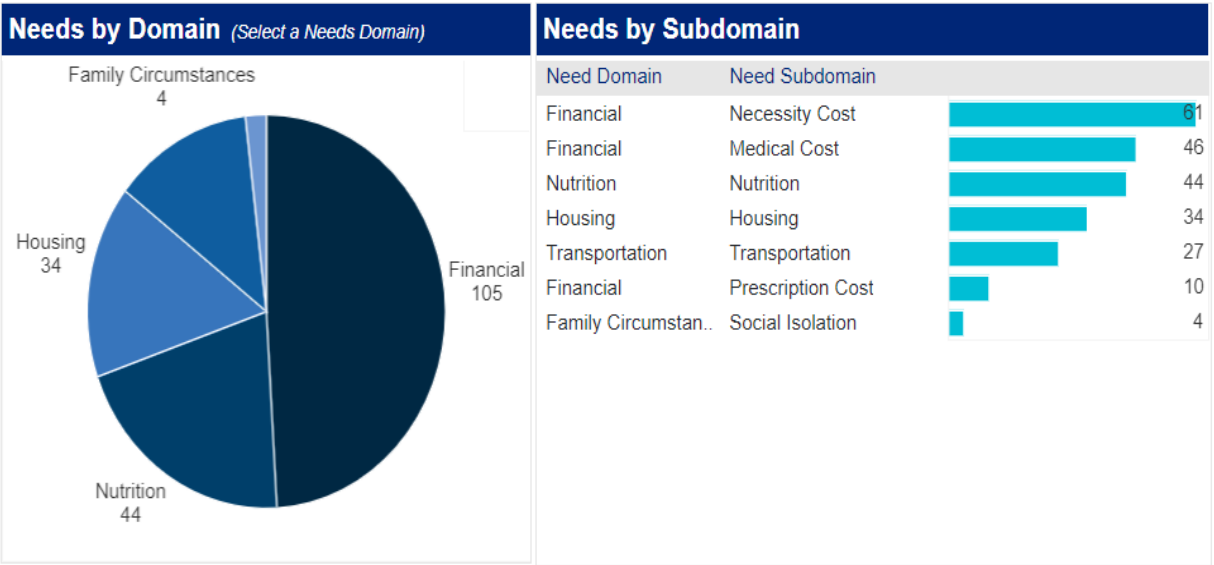
## Our Cohort

### SDOH Collaborative Participants 2020 Client Population



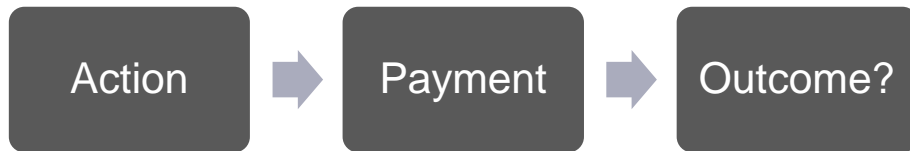
## TX SDoH Pilot – Identified Needs

Needs Identified via screening by Domain/Subdomain:

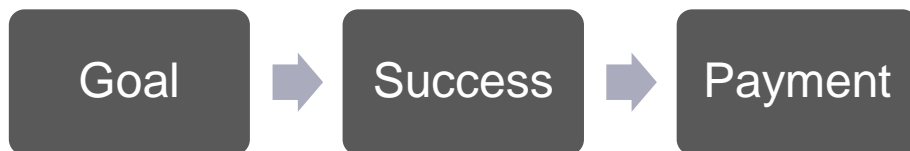


# Session 11 – Policy and Payment Implications

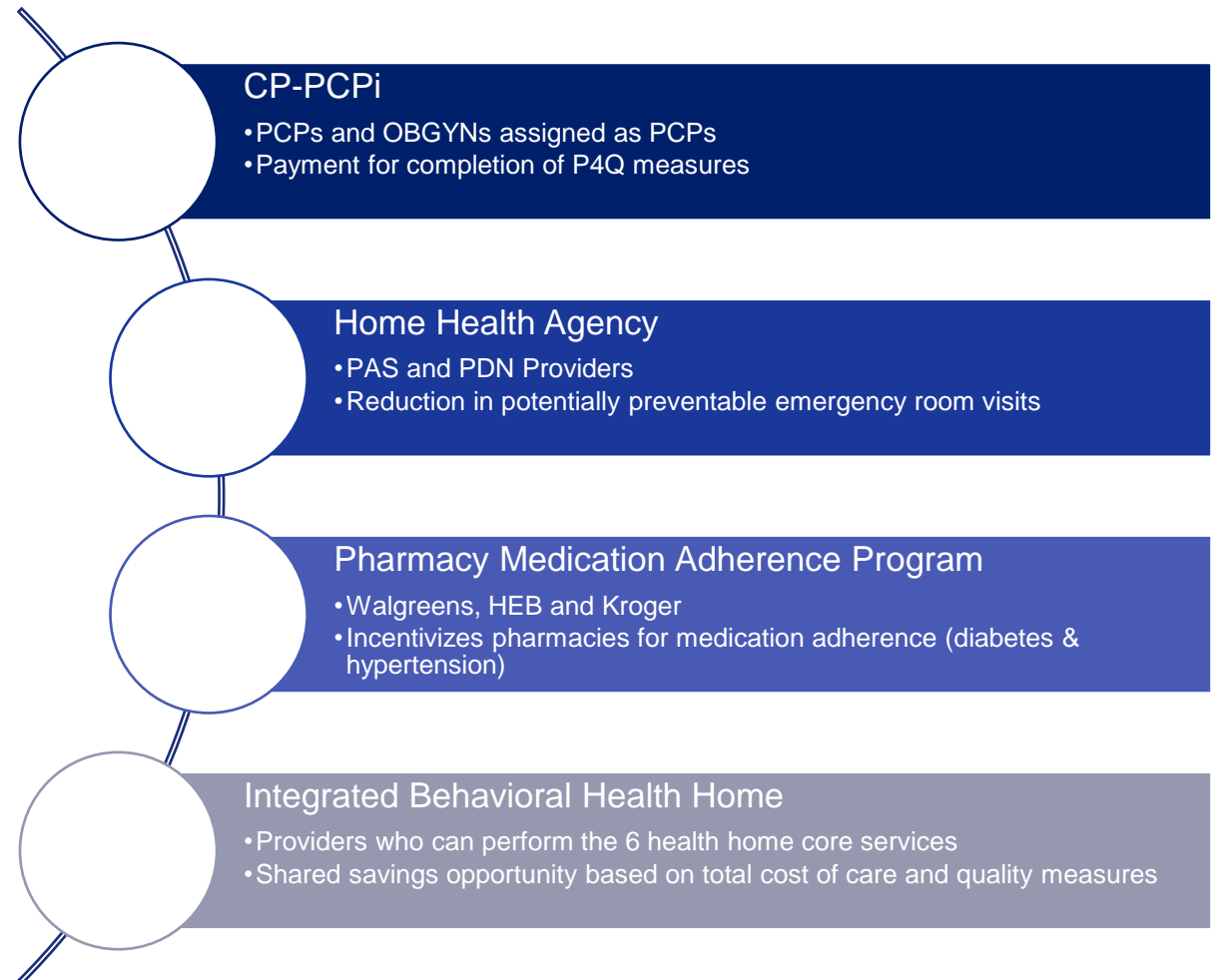
## Existing fee for service structure



## Alternative Payment Models



## Alternative Payment Models - Examples



# What We All Can Do – Together



**Salil Deshpande, MD, MBA, FACP**

**Chief Medical Officer**

[sdeshpande@uhc.com](mailto:sdeshpande@uhc.com)

**Arnita Burton, MBA**

**Associate Director**

**Clinical Innovations, Analytics & Social Determinants of Health**

[arnita\\_burton@uhc.com](mailto:arnita_burton@uhc.com)





# Questions?

# Using Data to Inform Care Delivery

**Cecilia Ganduglia Cazaban**, Co-Director of the Center for Health Care Data and Assistance Professor of Management, Policy, & Community Health, UT School of Public Health



# Using Data to Inform Care Delivery

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The Center for Health Care Data  
School of Public Health

Cecilia Ganduglia Cazaban MD DrPH

# UTHealth Center for Health Care Data (CHCD)

**Largest, research accessible, healthcare data repository in Texas**

**Applying expertise from a broad range of disciplines** in analytics, clinical medicine, public health, management, and public policy

**Supporting Research, Education, and Public Service** to improve the health of our communities





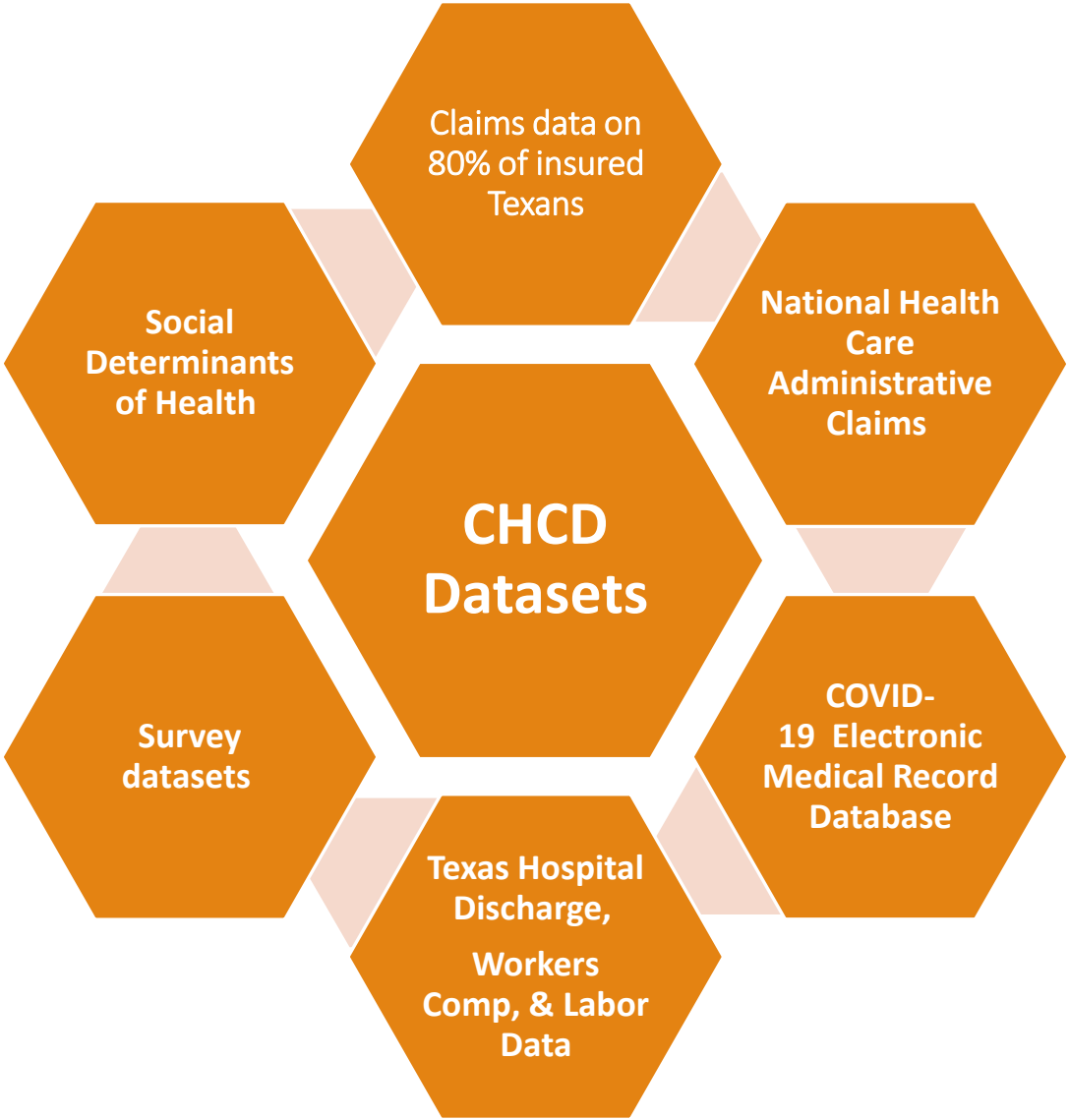


# Comprehensive, Diverse Datasets to Answer Research Questions

Poverty  
Crime  
Hunger

Education  
Air Pollution  
And more...

- Behavioral Risk Factor Surveillance System (BRFSS)
- American Community Survey
- And more



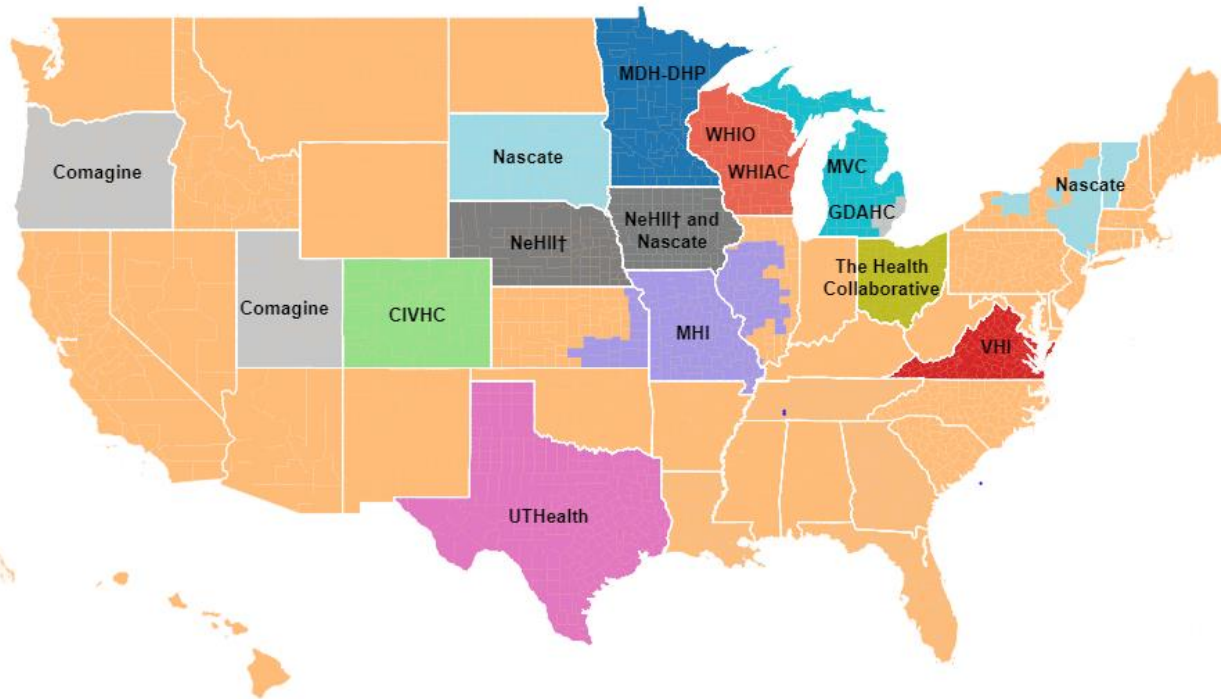
- Optum Clinformatic® Datamart
- IBM MarketScan®
- Medicare
- And more





## QUALIFIED ENTITY CERTIFICATION PROGRAM FOR MEDICARE DATA

# CHCD has attained certification as a CMS Qualified Entity (QE)



Allows use of Medicare Parts A and B claims data and Part D prescription drug event data for evaluating healthcare outcomes.

Promotes transparency in healthcare delivery

Requires rigorous data privacy and security systems



# The Value of Healthcare Administrative Claims Data for Population Health



Year  
2017

Select Category

☐ Prevalence Chronic Disease

☐ Prevalence Other Conditions

☒ Incidence

Select Measure

Stroke : All

[For more information on stroke click here.](#)

Select Medicare Type

☒ Medicare

☐ MA & Med Sup

☐ Aggregated 65+

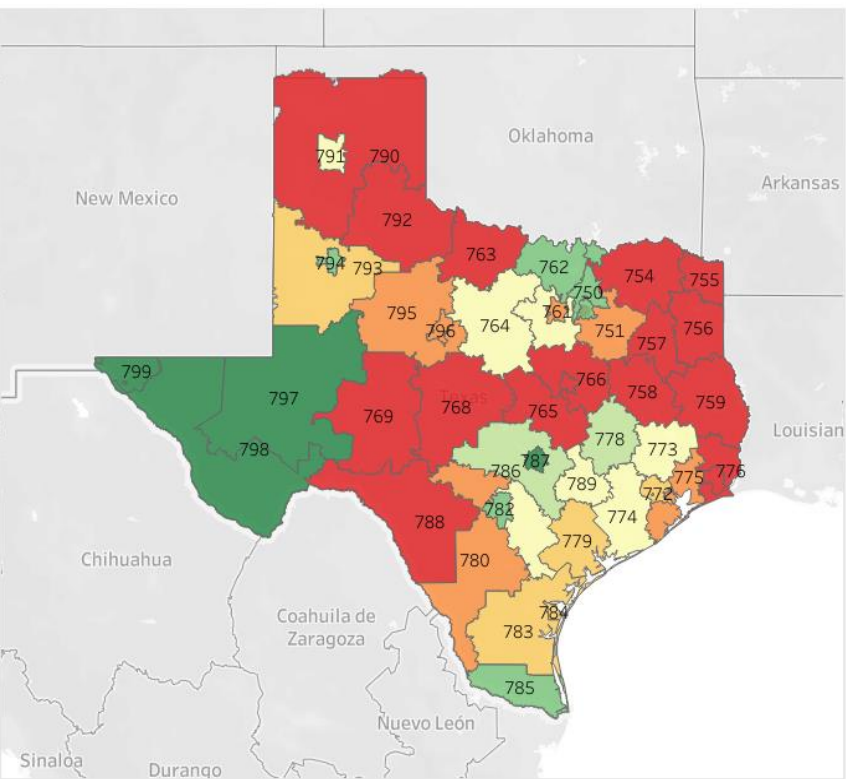
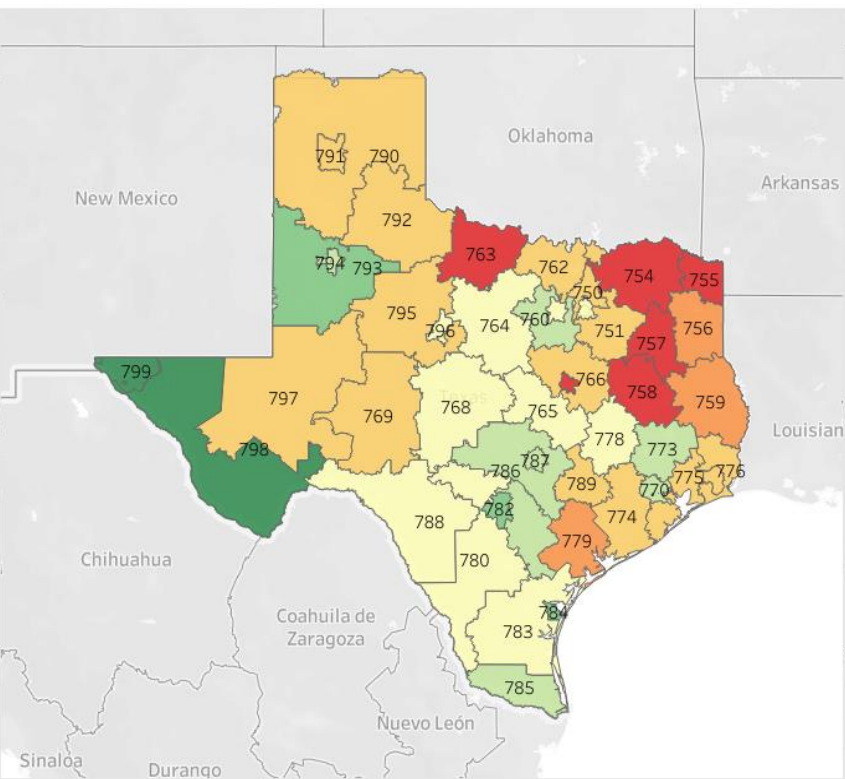
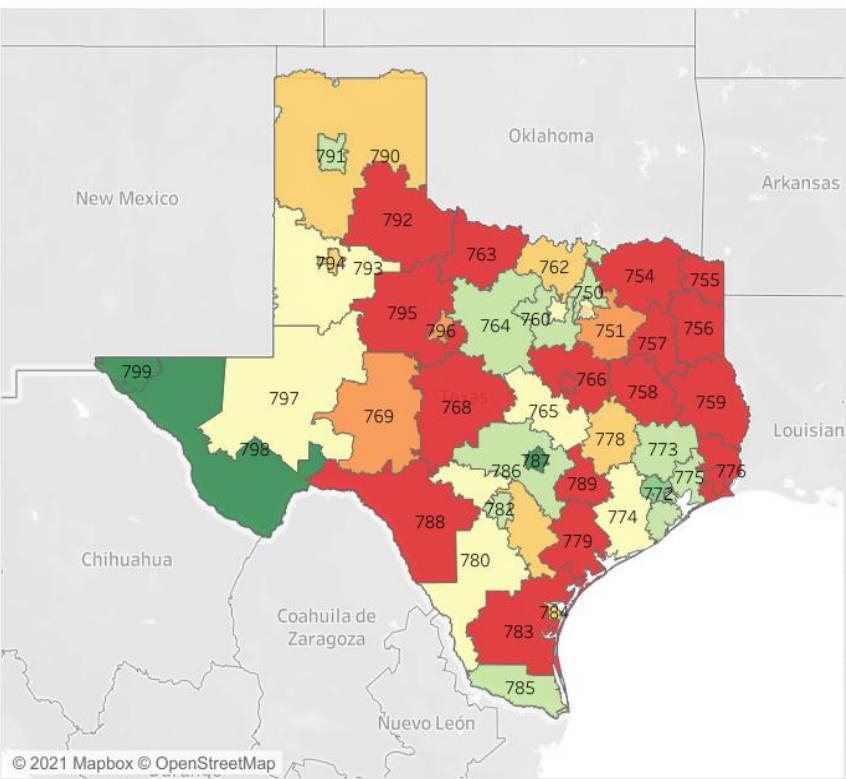
Variation from the Texas Mean

< 0.75 0.75-0.84 0.85-0.94 0.95-1.04 1.05-1.14 1.15-1.24 > 1.24

Medicaid

Medicare

Commercial



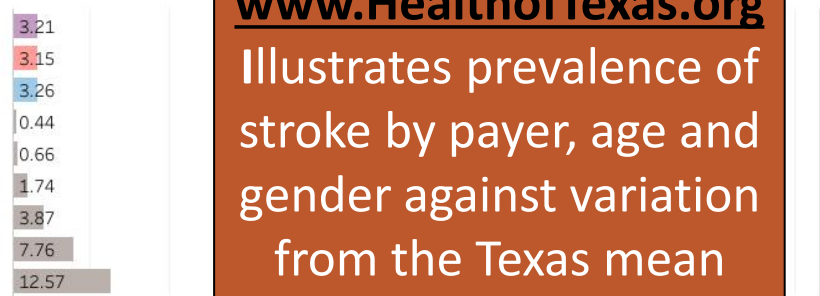
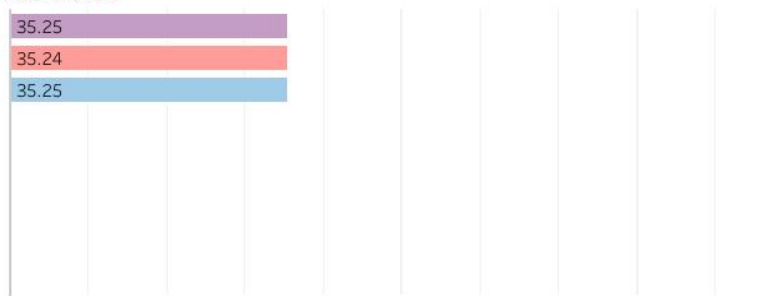
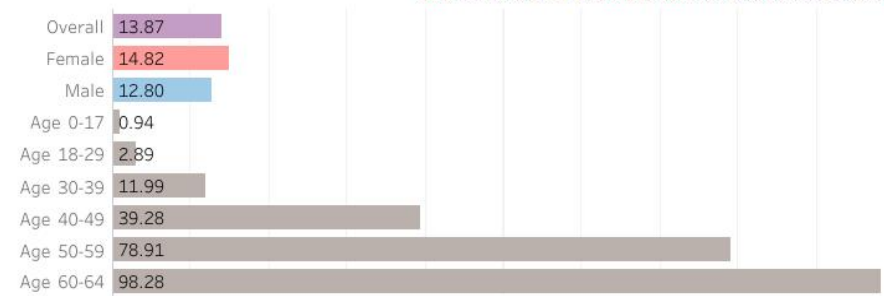
Select Condition Metric

☐ Mean Ratio

☒ Percent/Rate/Events per 1000 MY

The values shown below are  
Events per 1000 MY

Select Zip3 and Click  
No items highlighted



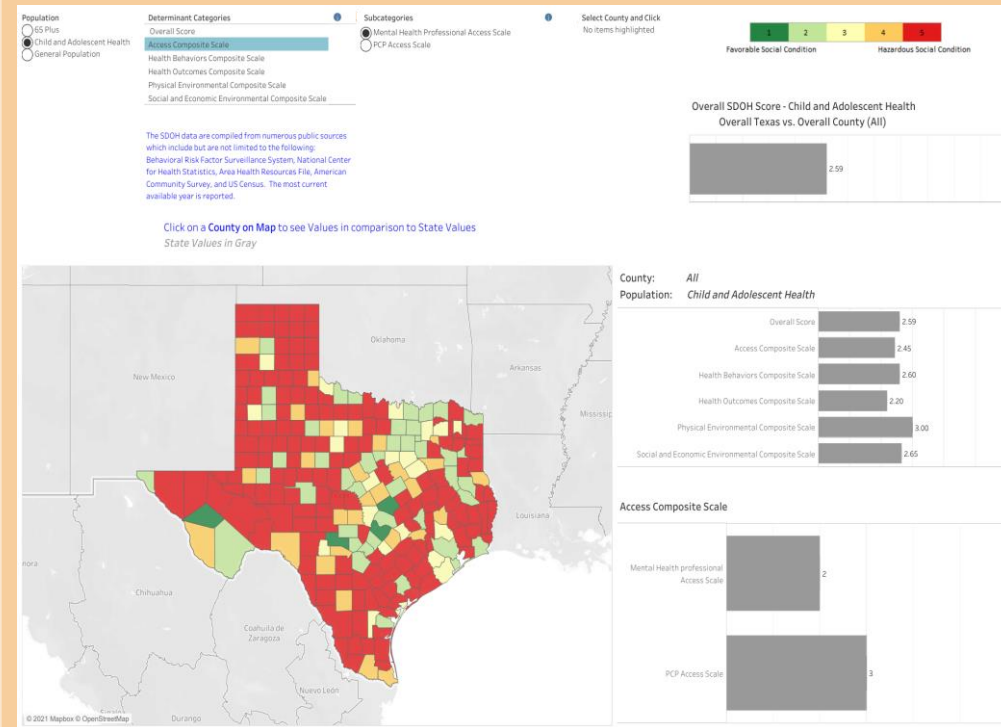
[www.HealthofTexas.org](http://www.HealthofTexas.org)  
Illustrates prevalence of stroke by payer, age and gender against variation from the Texas mean

# SDOH and Health of Texas

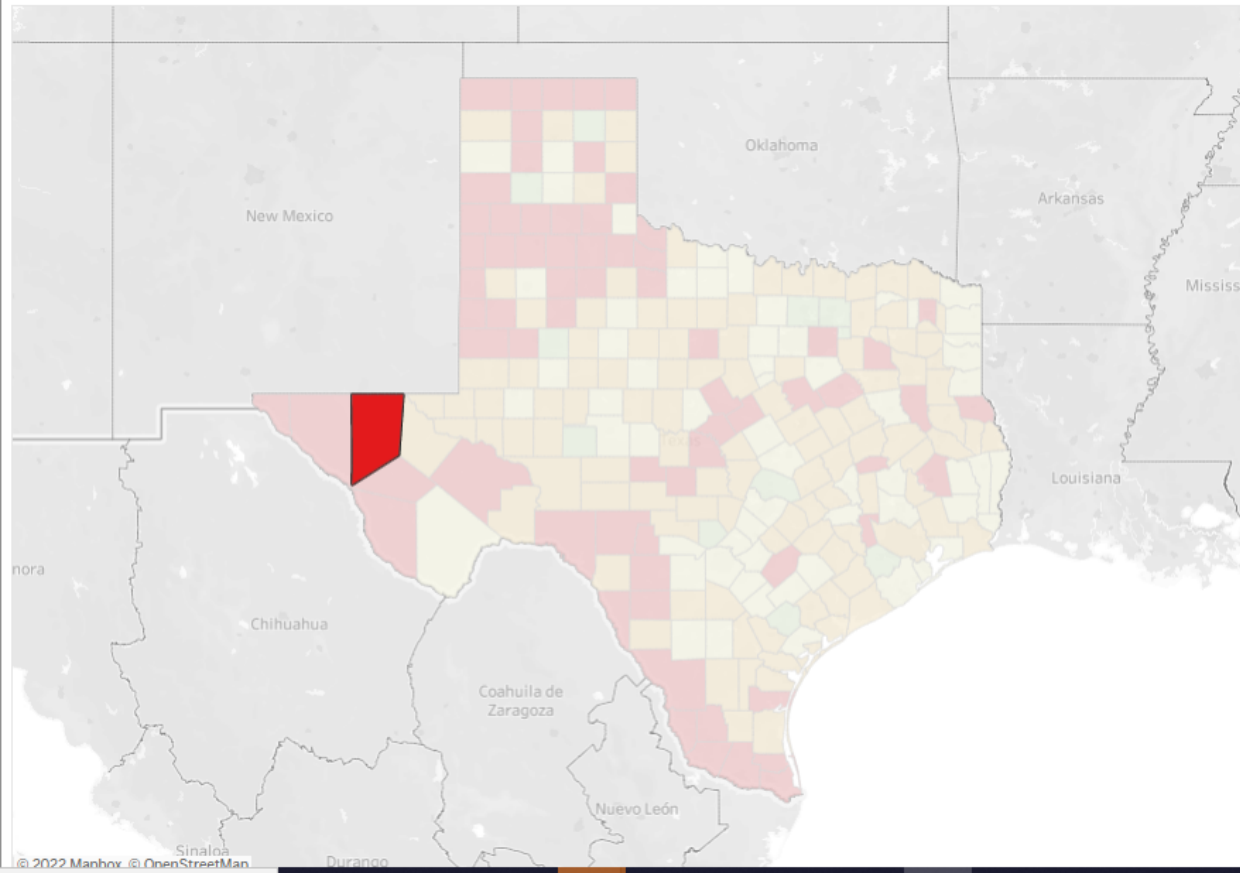
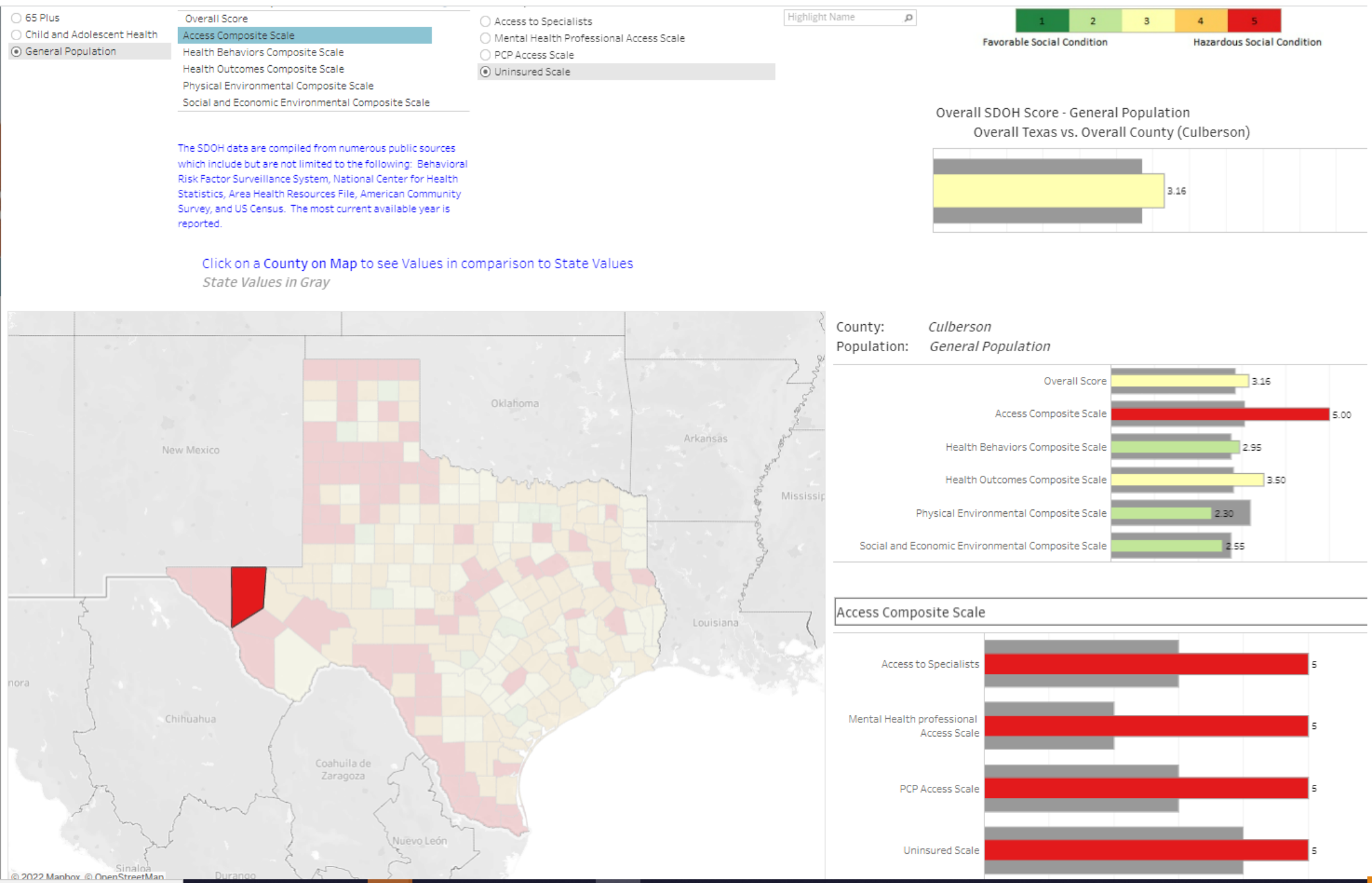
Associated common SDOH metrics from public data sources (county specific) with health plan enrollment data (including demographics, counties, and zip codes) and medical and pharmaceutical annual claims data.

Following correlation analyses to reduce variables, the contribution of each SDOH individually and by category to health outcomes was evaluated. Separate matrices for age populations (under age 19, general population [all ages], and  $\geq 65$  years) were created with assigned weights of influence for categories and the factors within each category.

**The contributions of the categories varied by population**, confirming that different SDOH influence populations to varying degrees.



# IMPACT OF ACCESS TO HEALTHCARE ON CHILD & ADOLESCENT HEALTH



## SDOH data in action

How does SDOH data impact process and outcome measures?

How can SDOH information be used to improve patient outcomes?

### ➤ Effect of SDOH on HEDIS measures:

- Evaluation of the effect of different SDOH (24) on quality measure performance.
- Models including SDOH were better at predicting whether a member met the criteria for the measure numerator, suggesting SDOH play a part in predicting measure performance
- Effect was more pronounced for children and adolescents.

### ➤ Accountable Health Communities (CMS):

- Medicaid/Medicare members who screened for SDOH needs were randomized to Referral or Referral + Navigation.
- Linked screening and SDOH collected information to claims data and evaluated utilization and cost.
- Results in progress, early evidence of significant impact, in particular for higher risk individuals.

### ➤ Prospera/Superior:

- Evaluation of a collaborative program between an affordable housing provider and a managed care organization.
- Intervention & comparison groups
- Assessing effects on ambulatory care sensitive utilization, preventive care and cost.



# SDOH Project: more accurate and granular data, easily accessible and easy to use

Enhance our ability to evaluate health outcomes by **supplementing health care datasets with SDOH data** → Creating a robust data center to address and evaluate the health of Texans.

The standardized database will be accessible to researchers, non-profit organizations, policy advocates and others for non-commercial use

- Involving stakeholders across the state in the design and execution of the tools to ensure that they meet community needs.
- Acquiring and curating a comprehensive library of administrative, clinical, social, economic and environmental datasets that impact population health.
- Making data available to those seeking to answer questions related to improving the health of populations.
- Providing technical service support and analytical expertise in the use of this data across disciplines.
- Creating a web based display and other tools for public information on the current status of health and the disparities in cost, prevalence and outcomes across Texas.



# SDOH Database Project Timeline



# Current SDOH Dataset Catalogue

To date, we have collected data on all key areas of SDOH and will continue to identify additional SDOH datasets and update current data as part of our on-going process.



## Education

American Community Survey (ACS): Educational Attainment



## Healthcare Access and Quality

Texas Hospital Survey  
 Behavioral Risk Factor Surveillance System (BRFSS)  
 County Health Rankings  
 Area Health Resource Files  
 United States Diabetes Surveillance System  
 National Center for Chronic Disease Prevention and Health Promotion, Division of Diabetes Translation  
 Mapping Medicare Disparities Tool



## Neighborhood and Built Environment

ACS Housing Geographic Mobility  
 Area Deprivation Index  
 Environmental Public Health Tracking Network  
 CDC WONDER Environmental Data  
 Safe Drinking Water Information System  
 Comprehensive Housing Affordability Strategy



## Social and Community Context

CDC Social Vulnerability Index  
 Census  
 ACS: Geographic Mobility  
 ACS: Social Characteristics



## Economic Stability

ACS: Economic & Housing  
 ACS: Population and Poverty Status  
 Texas Workers Compensation Commission (TWCC)  
 Feeding America: Map the Meal Gap  
 Bureau of Labor Statistics  
 Small Area Income and Poverty Estimates

*All datasets originate from reputable sources.*

# Texas All Payor Claims Database

As of September 1, 2021, The Center for Health Care Data (CHCD) was appointed the Texas administrator of the All Payor Claims Database (APCD).

The TX APCD will use the data to provide public information on statewide, regional, and geo-zip reports available through a public access portal that address:

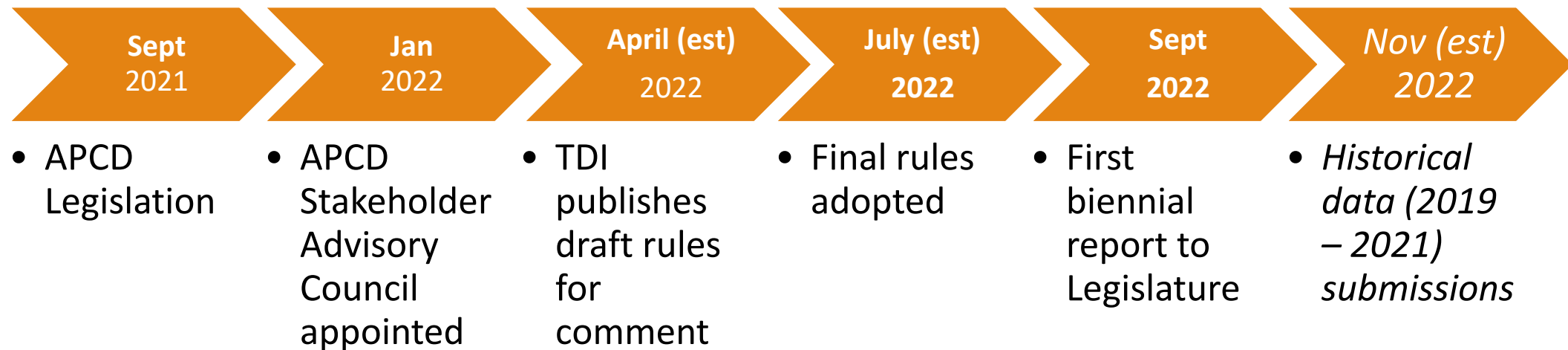
- Health care costs, quality, utilization, outcomes, and disparities;
- Population health
- The availability of health care services

The APCD shall be a resource for qualified research entities that may receive access to data for research in the public interest with the purpose of analyzing the delivery of health care in the state.



<https://go.uth.edu/txapcd>

# Project Milestones –Year 2022



# Data Prompts Opportunity:



We'd like to hear suggestions from you:

- As stakeholders, what would be useful information for you?
- What would be important to make accessible through a website?
- Other thoughts?



**For more information, contact us at:**

[CHCD@uth.tmc.edu](mailto:CHCD@uth.tmc.edu)

[Cecilia.M.GandugliaCazaban@uth.tmc.edu](mailto:Cecilia.M.GandugliaCazaban@uth.tmc.edu)

**Thank you.**



# Questions?

# MCO/Food Bank Partnerships to Address Food Insecurity

Stephanie Muth, Consultant



# Accelerating Partnerships Between Food Banks and Managed Care Organizations

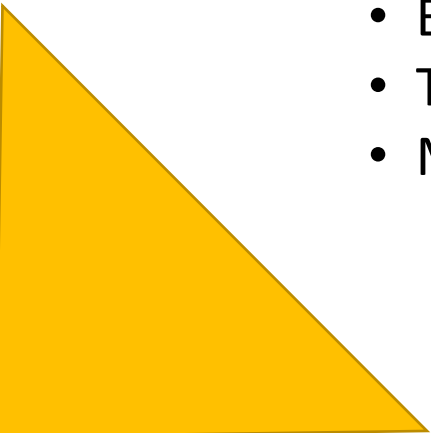
Stephanie Muth

Stephanie Muth Consulting working with Feeding Texas



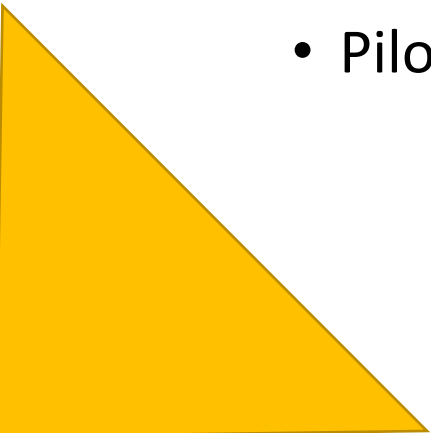


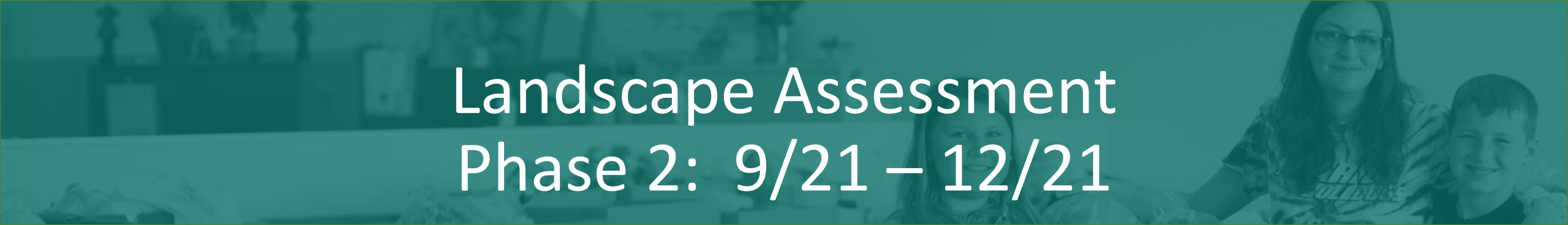
# Addressing Food Insecurity

- Episcopal Health Foundation is funding a one-year initiative to address concrete ways to address food insecurity through partnerships between Food Banks and Medicaid Managed Care Organizations.
  - Participants include:
    - Associations for Medicaid Managed Care Organizations: Texas Association of Health Plans and Texas Association of Community Health Plans
    - Feeding Texas food banks
    - Health and Human Services Commission
    - Episcopal Health Foundation
    - Texas Health Improvement Network
    - Medicaid Managed Care Health Plans
- 



# Project Overview

- Strengthening Partnerships with Food Banks and Medicaid Managed Care Organizations
    - Goal is to identify sustainable sources of funding to support providing healthy food and improve health outcomes
  - Project has 3 Phases
    - Food Insecurity Working Group
    - Landscape Assessment
    - Pilot Design
- 




# Landscape Assessment

## Phase 2: 9/21 – 12/21

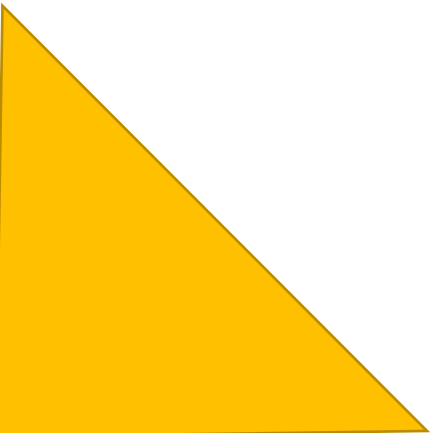
- Conducted interviews with 12 Health Plans.
- Designed to complement efforts of the Texas Health Improvement Network study with health systems and food banks.

### Key takeaways:

- Health plans have universally expressed support for exploring partnership opportunities.
  - Various partnerships currently exist.
  - Conversations to date have spurred further collaboration.
  - Health Plans are referring members with food insecurity
- 




# Current Partnerships: Overview

- Partnerships are designed to reach community at large or target specific membership.
  - Partnerships are designed to address food insecurity or to target a health intervention for a particular population.
  - Partnerships exist in urban and rural areas.
- 



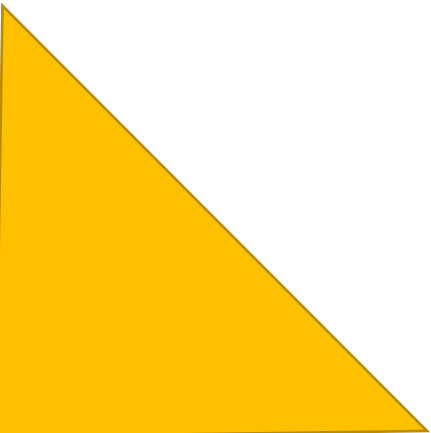
# Key Partnership Opportunities

- Building on the capacity of the food banks for application assistance to create a managed referral process that includes meeting immediate food needs and assisting with SNAP applications.
  - Explore opportunities for MCOs and food banks to partner on providing medically tailored meals to specified populations including meals related to certain conditions or targeting food insecure households in urban and rural areas.
  - Building on the capacity of food banks to provide evidence based nutrition education programs.
- 



# Pilot Design

## Phase 3: 1/22 – 8/22

- Consultants will design framework for at least two pilot programs with input from the working group.
  - Framework would include identification of potential partners.
  - Pilot evaluation will be designed.
- 



# Questions?

# *In Lieu of Services*

Diana Crumley, Senior Program Officer, Center for Health Care Strategies



# Project Goals

- Learn about other states' approaches to *in lieu of* services (ILOS)
- Apply these learnings to a Texas context
- Discuss potential ILOS candidates, with a focus on services that address health-related social needs
- Inform the Value-based Payment and Quality Improvement Advisory Committee's recommendations for the legislature

## *In lieu of Services (ILOS): Federal Rule & Example*

An MCO may cover, for enrollees, services or settings that are **in lieu of services or settings** covered under the State plan as follows:

- The State determines that the alternative service or setting is a **medically appropriate and cost-effective substitute** for the covered service or setting under the State plan
- The enrollee is not required by the MCO, PIHP, or PAHP to use the alternative service or setting
- The approved in lieu of services are **authorized and identified in the MCO, PIHP, or PAHP contract**, and will be offered to enrollees **at the option** of the MCO, PIHP, or PAHP

**Example:** “in-home prenatal visits for at-risk pregnant beneficiaries as an alternative to a traditional office visit”

# Cost & Utilization of Services: Developing MCO Capitation Rates

- **Projected Benefit Costs** (a.k.a., “Benefit Load”)
    - State plan services
    - *In lieu of* services (some exceptions) ✓
  - **Projected Non-Benefit Costs** (a.k.a., “Non-Benefit Load”)
    - Care coordination and care management
    - Other material non-benefit costs (e.g., other quality improvement costs)
    - Administrative costs
- ✗ The cost of **value-added services** cannot be included when determining payment rates.

# Finger on the pulse: California's CalAIM initiative

- Next phase of Medicaid transformation in California, which includes two waivers:
  - 1915(b)(4) – authorizes mandatory Medicaid managed care
  - 1115 – authorizes new capacity-building funds, among other initiatives
- A key component: Community Supports, designed as ILOS
- Community Supports can substitute for *and potentially decrease utilization* of a range of covered Medi-Cal benefits, such as hospital care, nursing facility care, and emergency department (ED) use.

# CalAIM Community Supports (approved as ILOS)

- Housing Transition Navigation Services
- Housing Deposits
- Tenancy and Sustaining Services
- Respite Services
- Day Habilitation Programs
- Nursing Facility (NF)  
Transition/Diversion to Assisted Living  
Facilities
- Community Transition Services/ NF  
Transition to a Home
- Personal Care and Homemaker  
Services
- Environmental Accessibility  
Adaptations (Home Modifications)
- Medically-Supportive  
Food/Meals/Medically Tailored  
Meals
- Sobering Centers
- Asthma Remediation

# CalAIM Community Supports (approved via an 1115)

- Short-Term Post-Hospitalization Housing
- Recuperative Care (Medical Respite)
- ✓ Will still walk and talk like the other services, even if not technically ILOS (e.g., still used to develop rates)

# Now, back to Texas!

- For our work so far, we have explored:
  - Housing-related services, specifically for those with behavioral health needs
    - Housing Transition Navigation Services
    - Housing Deposits
    - Tenancy and Sustaining Services
  - Asthma Remediation
  - Food is Medicine interventions, including:
    - FoodRx
    - Nutrition education, paired with food assistance

# Consider existing Texas programs and research

- Within Medicaid:
  - Many HCBS waivers and programs!
  - Many existing and emerging MCO programs and pilots!
- Outside Medicaid
  - E.g., Factor Health program portfolio
  - E.g., Texas Supportive Housing Institute
  - E.g., Texas's moonshot bid to beat homelessness
  - E.g., Community benefit initiatives



## State Decision Points: Startup

- Should the state pre-approve ILOS?
- Should the state create a process for MCOs to submit ILOS for approval?
- How will the state or MCOs engage communities to determine appropriate ILOS? Who will be consulted?
- Which services should be approved?
  - Is the service a “cost-effective and medically appropriate substitute,” and what evidence will be considered?
- How will approval of the services be formalized in contracts?

# State Decision Points: Implementation

- Supporting partnerships between MCOs & CBOs
  - Credentialing
  - Rate guidance
  - Model contracts
- Member protections & continuity of care (length of ILOS elections)
- Capacity building
- Technical assistance



# Questions?

# Small Group Discussion/Working Lunch



# Report Out from Small Group Discussions

**What additional topics related to SDOH, health disparities, or health equity would you like to learn more about?**

# Next Steps

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