



Community Care Hub National Learning Community Gathering

USAgging Annual Conference & Tradeshow

Salt Lake City, UT

July 15, 2023

Agenda

- Welcome
- Introductions
- Information Technology Infrastructure
 - The CCH Interoperability Playbook
 - Tabletop discussions
- Networking Break
 - NLC TA feedback
- What's Ahead: Engagement Opportunities following the 1st NLC

Introductions

- Icebreaker at your table:
 1. Where did you travel from to get here?
 2. What is one aspect of your CCH or CCH development that makes you proud?
 3. What is one topic you would like to learn more about from fellow CCHs?

THE CCH INTEROPERABILITY PLAYBOOK

Dr. Jay Bulot, Chief Gerontologist, Guidehouse

The Community Care Hub Interoperability Playbook

**Best Practices and Technical Requirements for Coordinated
Care**

Introduction to the CCH Playbook



The CCH Playbook: A comprehensive guide for CCHs

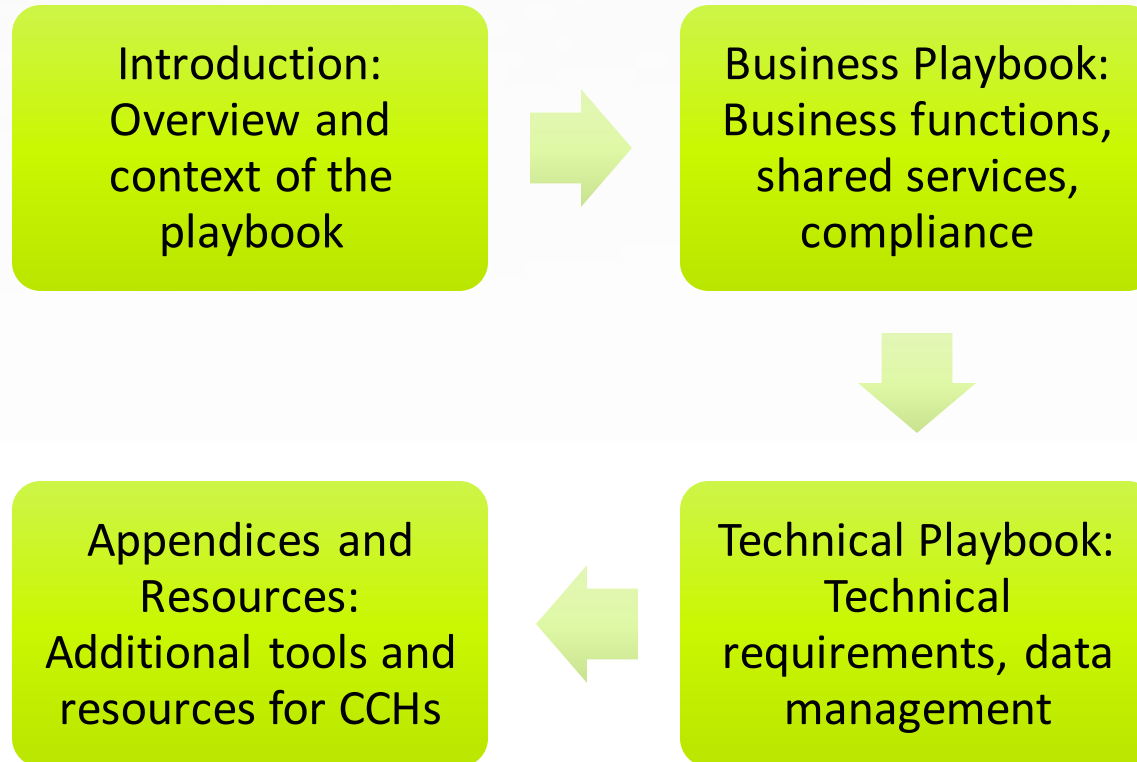


Purpose: Streamline operations, ensure compliance, foster collaboration



Objectives: Enhance efficiency, effectiveness, and interoperability of CCHs

Contents of the CCH Playbook



Business Functions in CCH Playbook



IT Systems: Support for business functions



Program Operations: Guidance on operations and reporting



Revenue Cycle Management: Best practices for financial management

Shared Services and Information Sharing

Shared Services:
Collaboration and
resource
optimization

Coordination:
Working with
federally funded
programs

No Wrong Door
Systems: Ensuring
clients receive
necessary services

Compliance and Regulations



FEDERAL
REGULATIONS:
OVERVIEW AND
IMPLICATIONS FOR
CCHS



COMPLIANCE
GUIDANCE:
ENSURING
ADHERENCE TO
REGULATIONS

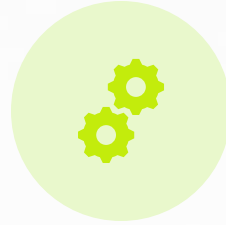


HIPAA
COMPLIANCE:
PROTECTING
CLIENT
INFORMATION

Technical Requirements in CCH Playbook



SECURITY
AND DATA
PRIVACY:
PROTECTING
CLIENT DATA
AND
SYSTEMS



SYSTEM
ARCHITECTU
RE:
DESIGNING
EFFICIENT
AND
EFFECTIVE
SYSTEMS



INFRASTRUCT
URE:
ENSURING
ROBUST AND
RELIABLE IT
INFRASTRUCT
URE

Data Management in CCH Playbook



Data Architecture: Structuring data for optimal use



Data Structure: Organizing data for easy access and analysis



Data Standards: Ensuring data consistency and quality



Best Practices: Effective strategies for data collection and reporting

Preparing for Contractual Relationships

- System Architecture Considerations: Preparing IT systems for partnerships
- Contract Negotiation: Strategies for effective negotiations
- Contract Management: Ensuring successful and beneficial partnerships



Utilizing the Playbook for Efficient Service Delivery



Implementing Best Practices: Applying proven strategies for success



Streamlining Operations: Enhancing efficiency of operations



Continuous Improvement: Using the playbook for ongoing improvements

Resources and Tools in the Playbook



Appendices: Additional information and resources



Checklists: Practical tools for implementing playbook strategies



Templates: Ready-to-use resources for various functions

Conclusion and Q&A

Dr. Jay Bulot, Chief Gerontologist
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IT Tabletop Discussions

- Table topics:
 1. Business Functions Supported by IT Systems
 2. Establishing Shared Services
 3. HIPAA Compliance / Security and Data Privacy
 4. IT System Architecture Considerations
- Sample discussion questions:
 - What have been your challenges in this area? What work-arounds have you identified?
 - Do you have promising practices to share?
 - What questions do you have for other CCHs related to this topic?
- Feel free to float to different tables

IT Tabletop Discussion Topics

IT Topic	Description
Business Functions Supported by IT Systems	Key operational areas that IT systems need to support in a community care hub (i.e. revenue cycle management, case management technology and tools, integrating case management with I&R systems, etc.). The discussion will revolve around planning and implementing effective IT infrastructure that aligns with the hub's business functions.
Establishing Shared Services Arrangements	Shared services (eg human resources, IT services, financial services, marketing and communications, etc.), how to establish shared services arrangements, and the potential efficiencies and cost savings these arrangements can bring.
HIPAA Compliance / Security & Data Privacy	The importance of complying with health information privacy laws and protecting health information, particularly the Health Insurance Portability and Accountability Act (HIPAA) requirements, including strategies to ensure community care hubs meet data security and privacy standards.
IT System Architecture Considerations	To support adaptation to evolving technologies, business workflows, and operational processes, CCH IT systems should be designed and implemented with several key architectural considerations (i.e. system response time, overall user experience, ability to support increase in workload, integration and interoperability, Application Programming Interface (API), etc).

UPCOMING OPPORTUNITIES

Calendar Year 2024 Medicare Physician Fee Schedule Proposed Rule

- Services Addressing Health-Related Social Needs
 - **Community Health Integration Services**
 - Social Determinants of Health Risk Assessment
 - Furnished by the practitioner on the same date they furnish an evaluation/management (E/M) visit
 - Also proposing to add SDOH risk assessment to the annual wellness visit as an optional, additional element
 - Principal Illness Navigation Services
 - Help people with Medicare who are diagnosed with high-risk conditions (for example, mental health conditions, substance use disorder, and cancer) identify and connect with appropriate clinical and support resources.

Community Health Integration (CHI) Services

- Intended to address unmet SDOH needs that affect the diagnosis and treatment of the patient's medical problems
- Separate coding and payment for CHI services (two new G codes)
 - Can separately bill for other care management services during the same month as CHI services if time and effort are not counted more than once, requirements to bill the other care management service are met, and the services are medically reasonable and necessary.

Community Health Integration (CHI) Services

- CHI services can be furnished monthly, as medically necessary, following an initiating E/M visit (CHI initiating visit) in which the practitioner identifies the presence of SDOH need(s) that significantly limit the practitioner's ability to diagnose or treat the problem(s) addressed in the visit
- Can be performed by certified or trained auxiliary personnel, which may include a CHW, incident to the professional services and under the general supervision of the billing practitioner

Codes and Descriptors

- **GXXX1** – Community health integration services performed by certified or trained auxiliary personnel, including a community health worker, under the direction of a physician or other practitioner (60 minutes/calendar month)
- Activities include:
 - Person-centered assessment
 - Practitioner, home- and community-based care coordination
 - Health education
 - Building patient self-advocacy skills
 - Health care access/health system navigation
 - Facilitating behavioral change for meeting diagnosis/treatment goals
 - Facilitating and providing social and emotional support
 - Leveraging lived experience when applicable to provide support, mentorship, or inspiration to meet treatment goals.
- **GXXX2** – Community health integration services, each additional 30 minutes per calendar month

Role of ACL's Network

- Billing practitioner may arrange to have CHI services provided by auxiliary personnel who are external to, and under contract with, the practitioner or their practice, such as through a **community-based organization (CBO)** that employs CHWs, if all of the “incident to” and other requirements and conditions for payment of CHI services are met
 - CBOs include community-action agencies, housing agencies, **area agencies on aging, centers for independent living, aging and disability resource centers** or other non-profits that apply for grants or contract with healthcare entities to perform social services
 - May receive grants from other agencies in the U.S. Department of Health and Human Services, including Federal grants administered by the Administration for Children and Families (ACF), **Administration for Community Living (ACL)**, the Centers for Disease Control and Prevention (CDC), the Substance Abuse and Mental Health Services Administration (SAMHSA), or State-funded grants to provide social services

Submitting Comments

- Must be received no later than 5 p.m. on September 11, 2023
- Can submit electronically, by regular mail, or by express/overnight mail
- See pages 2-3 of NPRM (<https://public-inspection.federalregister.gov/2023-14624.pdf>)
- For further information contact MedicarePhysicianFeeSchedule@cms.hhs.gov

NETWORKING BREAK ~ 15 MINUTES

Post-it notes:

- What technical assistance (TA) opportunities have you found the most beneficial?
- What TA do you need more of?
- What TA could be provided differently?

What's Ahead

- Upcoming TA Opportunities
 - CCH NLC 2.0
 - COE Subawards

NLC Round 2 – Tentative Structure

- CCH 101 Learning Series/Bootcamp
 - 4 week intensive offering an introduction to CCHs and contracting with health care for new and emerging CCHs
 - 1 curriculum session & half hour office hours per week
- NLC Curriculum
 - Organized into 3 modules, approx. 3 months each
 - 1 curriculum session and 1 office hours per month
- Additional coordination with Center of Excellence when awarded

NLC Round 2 – Anticipated Timeline

Application released

- September 2023

Kick-Off Meeting

- November 2023

Optional CCH 101 Learning Series

- November-December 2023

Learning Modules

- January-August 2023

Potential Topics Areas

- CCH 101 Learning Series
 - CCH Core Functions
 - Network Development and Administration
 - Healthcare Contracting 101
- Curriculum Modules
 - Medicaid 1115 Waiver Requirements
 - Creating CCH Value Propositions
 - Data: Sharing, Reporting and Analysis
 - Conducting CCH Market Analysis

Center of Excellence Subawards

- Estimated timeframe of subawards: December 2023 – March 2024
- COE Subaward priority areas:
 - Supporting care transitions
 - Participation in evaluation of CCHs

Open Discussion

- What are your priority topics areas for technical assistance?
- Do you have suggestion on how to enhance peer learning?

Thank you!
CommunityCareHubs@acl.hhs.gov