Community Care Hub National Learning Community Charter

Purpose

The purpose of the 2023-2024 Community Care Hub National Learning Community (NLC) is to bring together organizations that serve older adults and people with disabilities operating as community care hubs[1] (CCHs), or organizations with existing contracting capacity and a desire to operate as a CCH, to take part in shared learning, information and resource sharing, and coordinated technical assistance with the goal of building the strength and preparedness of the CCH to address health-related social needs and public health needs through contracts with health care entities.

The NLC will utilize the ECHO "all teach, all learn" learning model to facilitate peer engagement and knowledge sharing. It will convene from December 2023 to August 2024.

Aims

- Build the collective strength of CCHs through peer-to-peer learning, information and resource sharing, and engagement with subject matter experts
- Develop and expand CCH capacity across the country, including areas served by organizations with health care contracting capacity that are not currently serving as a CCH, to connect more individuals to person-centered, coordinated supports to address health-related social needs
- Prepare CCHs to participate in new and innovative contracting opportunities with health care organizations including a special focus on multi-payer alignment utilizing the Medicare Healthcare Common Procedure Coding System (HCPCS).

Objectives

- With the support of peer learning and technical assistance, NLC participants will increase their capacity in one or more business acumen domains (Leadership, Finance, Business Development, Network Development and Support, and Network Administration)
- NLC participants will explore and prepare for multi-payer alignment utilizing Medicare HCPCS and other health care contracting opportunities.
- NLC participants will identify what data they currently have access to and what data they should be prepared to collect and analyze to demonstrate outcomes and value to various stakeholders, including health care partners.
- NLC participants will acquire strategies for building the business case for partnership with CCHs across various payors and will explore ways to support network partners through contract terms and service line development.

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[1] *A community-focused entity that organizes and supports a network of community-based organizations providing services to address health-related social needs. A community care hub centralizes administrative functions and operational infrastructure, including but not limited to, contracting with health care organizations, payment operations, management of referrals, service delivery fidelity and compliance, technology, information security, data collection, and reporting.*

A community care hub has trusted relationships with and understands the capacities of local community-based and healthcare organizations and fosters cross-sector collaborations that practice community governance with authentic local voices.

Expectations

NLC participants will be asked to complete the following activities as part of their participation:

- Actively engage in NLC technical assistance activities and provide regular progress updates
- Complete a Community Care Hub Capacity Assessment (CCHCA) to help align technical assistance with identified areas for growth (Organizations that have completed the CCHCA in the past year may use past results)
- Develop a CCH Action Plan outlining two or more goals related to NLC participation, in alignment with the Aims and Objectives noted above, as well as milestones and support needed to achieve the goals

Benefits

Through engagement in the NLC, it is anticipated participants will receive the following benefits:

- Access to subject matter experts (SMEs), training, and technical assistance targeted to support CCH development and expansion and to prepare for timely contracting opportunities
- Engagement with a national network of peers to enable shared learning
- Opportunities to scale the capacity and sustainability of CCHs with timely and responsive learning modules delivered by national subject matter experts and leaders
- Access to individual consulting with a cadre of SMEs, with the consulting fee covered through the NLC
- Access to a web-based technical assistance platform for resource and information sharing
- Opportunities to share recommendations and insights with the Administration for Community Living (ACL) to support further development or expansion of CCHs
- Up to date information on funding and resource opportunities to support sustainability and network development

Technical Assistance

Learning Modules - *Topic areas may be modified to be responsive to the needs and interests of NLC participants.*

Health Care Contracting Opportunities
This module will focus on CCH contracting opportunities through various payers including Medicare, Medicaid, as well as hospitals and health systems. A part of the module will focus on preparation for CCH contracting opportunities, including multi-payer alignment utilizing Medicare HCPCS codes. This module will be delivered in collaboration with the Partnership to Align Social Care as a part of the Community-Driven, Multi-Payer Health Equity Solutions: An ECHO Collaborative. A second focus to this module will include a focus on additional contracting opportunities such as Medicaid In Lieu of Services opportunities, Medicaid 1115 waivers, and hospital screening requirements.

Creating Community Care Hub Value Propositions
This module will focus on using various types of data to demonstrate positive outcomes for members and payors resulting from CCH coordination and interventions. This track module will also focus on how CCHs can demonstrate their value to current and prospective network partners.

Contract Negotiation
This module will focus on strategies for approaching contract negotiation with various payors. This track will also explore bundling service lines and ensuring contract terms support the CCH network.

Types of Technical Assistance

CCH 101 Learning Series: This optional four-part series will be offered before the National Learning Community Monthly Learning Sessions and will be targeted to newly emerging CCHs. These sessions will cover topics such as an overview of CCHs and why they are important, introduction to health care contract types, and an overview of resources and tools available to newly emerging CCHs. Participation in the CCH 101 Learning Series is not required to participate in the NLC Learning Modules beginning in January.

Monthly Learning Sessions: These monthly 1.5-hour sessions will use the ECHO learning model, which focuses on learning through real world case study examples. A key feature of the ECHO learning model is "all teach, all learn," therefore participants will be encouraged to take an active role in each learning session. Monthly learning sessions will be organized into three primary topic areas and will include guest presentations by peers and subject matter experts.

Small Group Coaching Calls: These one-hour monthly calls held two weeks following each monthly learning session will begin with a brief reflection and discussion around the recent learning session. Participants will then break out into small groups based on common goals and milestones outlined in their CCH Action Plan. Small group discussions will be an opportunity for problem-solving and peer learning dedicated to supporting progress toward each participant's identified goals. Subject matter experts may be invited to provide additional support and expertise.

Individualized Technical Assistance: One-to-one consultation with a subject matter expert to address a specific question or challenge (available upon identified need/request).

Online Technical Assistance Community: An online forum with a repository of meeting materials, relevant resources, and a discussion board to engage in offline discussion with NLC participants.