

Frequently Asked Questions

1. What is a community care hub (CCH)?

- 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.

2. What are the expectations of the National Learning Community participants?

- Actively engage in National Learning Community technical assistance activities and provide regular progress updates.
- Complete the Community Care Hub Capacity Assessment with members of the CCH's leadership team (optional if completed within the past calendar year) to help align technical assistance with identified areas for growth.
- Identify two or more goals related to building the capacity of the CCH and develop an action plan outlining anticipated steps and milestones to achieve the identified goals.
- Develop a CCH Action Plan outlining milestones and support needed to achieve the CCH's identified NLC goals.

3. What time commitment should National Learning Community participants expect?

- Participants should expect an approximate time commitment of 4-8 hours monthly. However, time commitments are likely to vary from month to month.

4. How long will the National Learning Community run?

- The National Learning Community is anticipated to run from November 2023 through August 2024.

5. Is this a funded initiative?

- No direct funding will be provided through this initiative; rather, the National Learning Community will deliver targeted technical assistance through a variety of different means.
- Participants may be eligible for future funding opportunities such as the subawards from the Center of Excellence to Align Health and Social Care anticipated to be administered in early 2024.
- Participants will have the opportunity to request 1:1 technical assistance with subject matter experts (SMEs), with the SME consulting fee covered through the NLC.

6. What types of technical assistance will be available to National Learning Community participants?

- Please see the “Technical Assistance” section of the [National Learning Community Charter](#) for additional details on the types of technical assistance that will be available to participants.

7. What is the difference between the Health Equity Learning Collaboration and the CCH National Learning Community?

- The NLC is a technical assistance opportunity open to current CCHs and community-based organizations interested in serving as CCHs who have existing contracting capacity. The NLC will provide technical assistance and peer learning opportunities with the goal of building the strength and preparedness of the CCH to address health-related social needs through contracts with health care entities. Multi-payer alignment utilizing Medicare Healthcare Common Procedure Coding System (HCPCS) will be an anchoring tenet of the curriculum modules. Small group and 1:1 technical assistance opportunities will also be made available.
- The Community-Driven, Multi-Payer Health Equity Solutions: An ECHO Collaborative is a technical assistance opportunity open to community-clinical teams and is dedicated to implementing and documenting community-driven models of care that promote health equity goal achievement using multi-payer alignment to promote the implementation of current and proposed HCPCS codes. The clinical-community team, a key feature of the learning collaborative, must consist of at least one representative from each of the following groups: 1) health plan; 2) health system; 3) medical provider (i.e., group medical practices, solo-practitioners, FQHCs/RHCs, etc.); 4) CCH/community-based organization; and 5) person with lived experience. Each community-clinical team will be actively working to develop and report a local implementation model for operating a HRSN screening and invention model that operates under current and proposed HCPCS codes. The community clinical teams will develop an operational model to actively deploy services to priority populations in their respective markets. The community-clinical teams will operate this model with the expectation that they will seek multi-payer alignment to a single model of care to address HRSNs that incorporates social care services into the model for all payers and use value-based contracting or alternative payment models to drive health equity. For more information, please contact: HealthEquity@partnership2asc.org.

8. Can organizations take part in multiple technical assistance opportunities offered under the Learning System to Align Health and Social Care?

- As indicated above, the NLC is anticipated to run from November 2023 to August 2024. NLC participants will join the HELC learning sessions in December 2023- March 2024, however organizations are encouraged to participate in either the NLC or the HELC in order to dedicate sufficient time and resources to the respective TA opportunities. Recordings and resources developed as part of each technical assistance opportunity will be shared and made available under the Learning System to Align Health and Social Care.

9. Who do I contact if I have additional questions about the National Learning Community or the application process?

- All questions can be sent to CommunityCareHubs@acl.hhs.gov.

Newly Added FAQs – Updated 10/23/23

10. What are the requirements for participation in the 2023-2024 Community Care Hub National Learning Community? Can 501c3 organizations be considered as candidates?

- The NLC eligibility criteria is as follows:
 - Applicant must be one of the following:
 - An organization currently operating as a community care hub (CCH) that has a desire to expand their scope, financing strategies, geographic reach, etc. The existing CCH should support a diverse network of service providers that address a spectrum of social needs (i.e., food, transportation, housing, etc.). OR
 - An organization that is not currently operating as a CCH but has existing contracting capacity (i.e., receiving payment from a health care entity for services such as care coordination, caregiver programs, care transitions, evidence-based programs, nutrition services, housing supports, transportation, etc.). The emerging CCH should support a diverse network of service providers that address a spectrum of social needs (i.e., food, transportation, housing, etc.). AND
 - The organization is an aging and/or disability organization (AAA, ADRC, CIL) or serves older adults and/or people with disabilities through their CCH and relevant network members (as demonstrated by supporting documentation such as network membership, the CCH’s mission statement, promotional material, etc.).
 - This information can also be found within the NLC application available here: <https://www.surveymonkey.com/r/CCHNLC2024>

11. If an organization applies and is accepted, is there a limit to the number of staff that can join?

- ACL requests organizations identify a lead and co-lead contact from each participating CCH who will serve as their organization's primary participants and who will participate in NLC meetings regularly. Additional staff are welcome to participate in learning sessions. ACL will also make available recordings from learning sessions to share CCH partners.

12. Can CCHs from past ACL CCH NLCs apply for this opportunity?

- CCHs from the last ACL CCH National Learning Community are welcome to apply for this year's National Learning Community, as long as the hub meets the eligibility requirements (as stated in Question 10 of the FAQ).