



Maryland Primary Care Program

Social Needs and COVID-19

Program Management Office

May 7, 2020

Agenda

- Review Care Transformation Requirements for Track 1 and Track 2 related to Comprehensiveness & Coordination
- Discuss the purpose of focusing interventions to address Social Determinants of Health (SDOH)
- Identifying gaps in patient resources through screening
- Locating community resources
- Overview of CRISP eReferral Tool
- Provide COVID-19 resources

MDPCP Requirements – Comprehensiveness & Coordination

Track One

- Coordinate referrals with high volume/cost specialists serving population
- Integrate behavioral health

Track Two (all of the above, plus)

- Facilitate access to community resources and supports for social needs

MDPCP Requirements-Social Needs

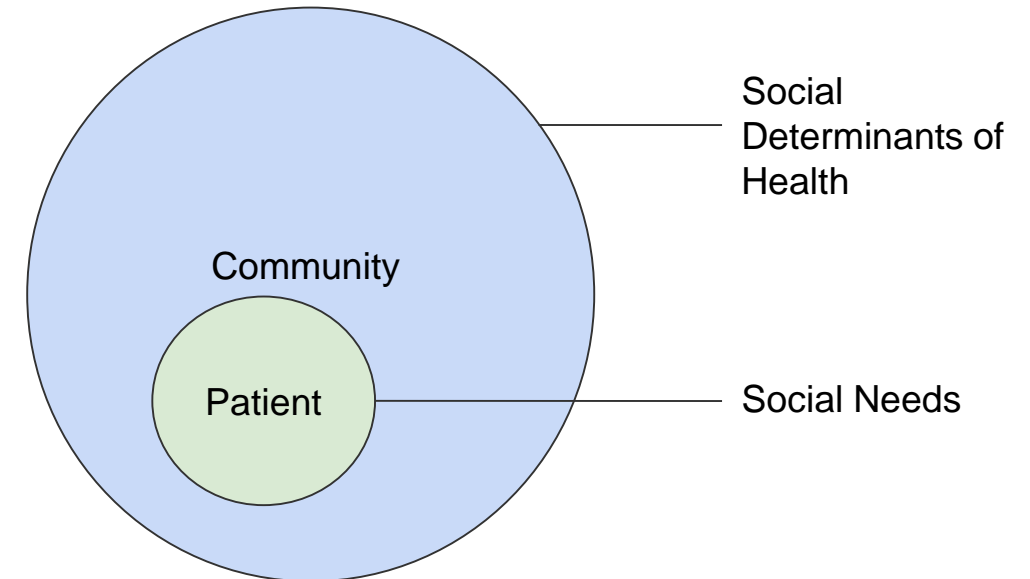
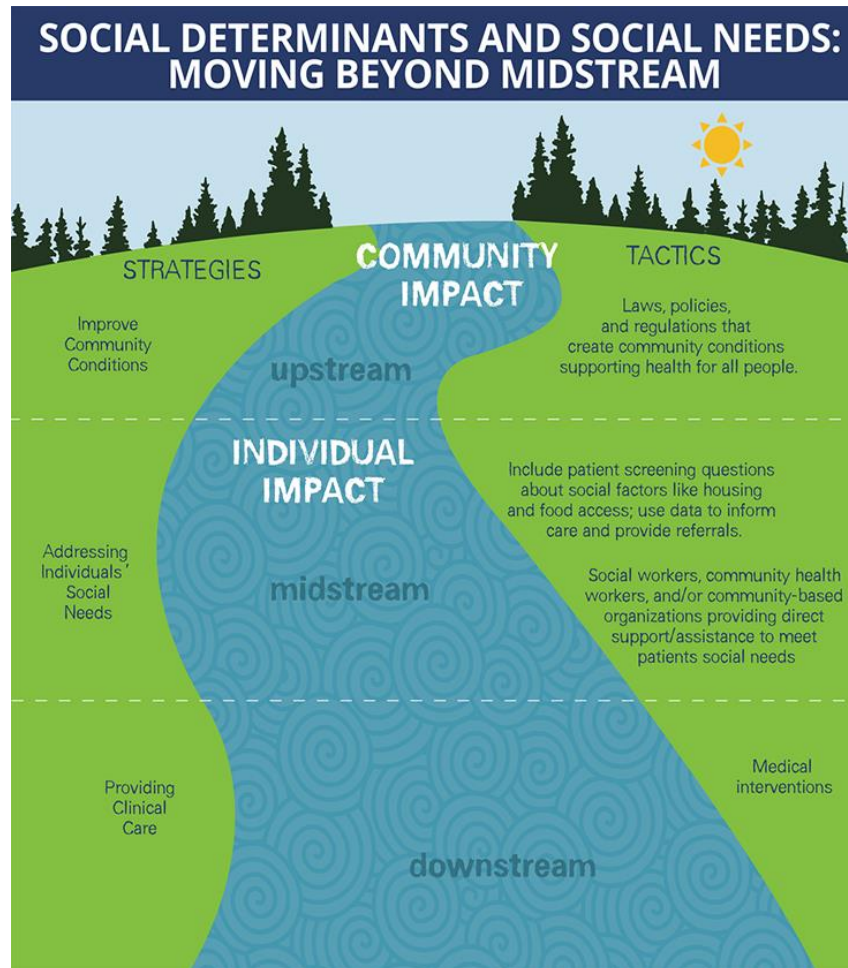
❖ Track 2 Practices are required to:

- Complete an assessment of their attributed beneficiaries' health-related social needs
 - Use a validated screening tool like [AHC CMS Accountable Health Communities \(AHC\) Health-Related Social Needs \(HRSN\)](#)
- Conduct an inventory of resources and supports in the community to meet those needs
 - Implement a workflow to link patients to local resources

❖ Track 1 Practices also encouraged to implement screening and referrals

- Screening process should be in place for Track 2 Transition

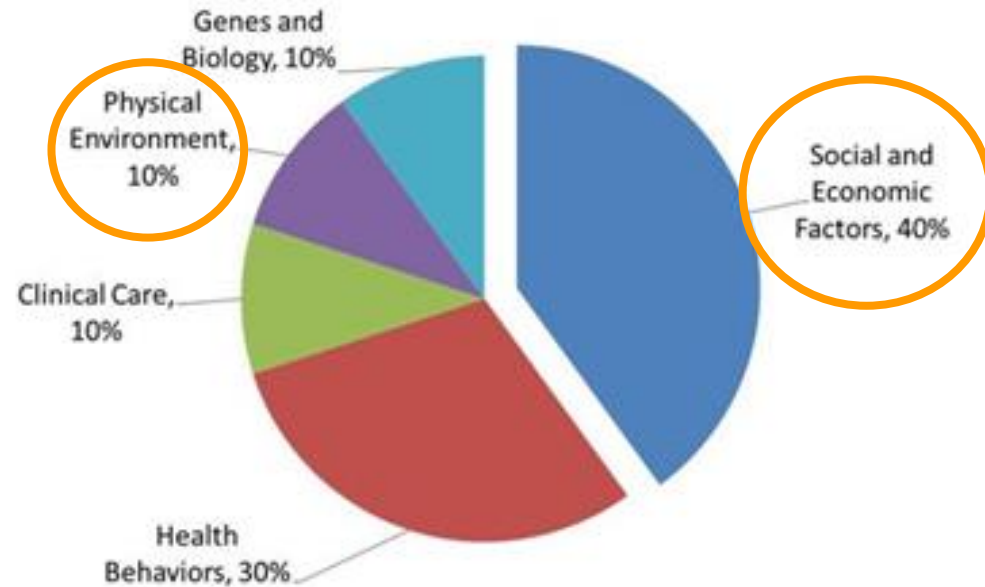
Social Needs and Social Determinants of Health



Social Determinants of Health

Why focus on SDOH?

PUBLIC POLICY FRAMEWORK FOR IMPROVING POPULATION HEALTH



Tarlov AR. Public policy frameworks for improving population health. *Ann N Y Acad Sci* 1999; 896: 281-93.

ELIZBETH H. BRADLEY AND LAUREN A. TAYLOR

"The United States is spending an extraordinary amount on health care as defined by the OECD. But the United States is not spending as much as other industrialized countries on fortifying crucial social services that help make people healthy."

Figure 1

Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				
Health Outcomes Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations					

Pro tip: As you compile resources and community-based organization information, use categories to help you organize the resource guide for your practice

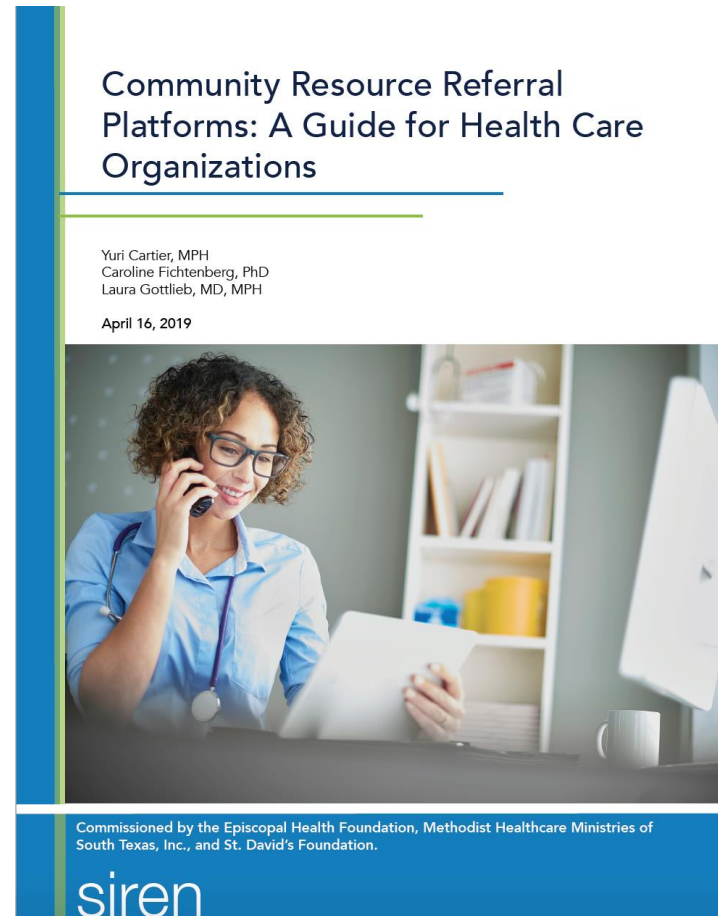


Identifying Gaps in Patient Resources

Screening Tools

- CMS Accountable Health Communities [Health-Related Social Needs Screening Tool\(innovation.cms.gov\)](https://innovation.cms.gov/Health-Related-Social-Needs-Screening-Tool)
 - AHC-HRSN is meant to be self-administered
 - 10-question
- American Academy of Family Physicians tool
 - The [short-form\(bit.ly\)](https://bit.ly/short-form) includes 11 questions
- [PRAPARE Toolkit, Chapter 9](#):
 - The National Association of Community Health Centers' [Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences tool\(www.nachc.org\)](https://www.nachc.org/Protocol-for-Responding-to-and-Assessing-Patients-Assets-Risks-and-Experiences-tool)
 - (PRAPARE) includes 15 core questions and 5 supplemental questions

Other Tools



<https://sirenetwork.ucsf.edu/tools-resources/resources/community-resource-referral-platforms-guide-health-care-organizations>

Identify Opportunities

- What are the greatest needs in your population?
 - Screening
 - Mine your EHR (Z codes, for example)
 - Review Pre-AH tool (includes Reasons for Risk - Demographic and Environmental barriers)
- What partners are already in place and who are potential partners?
- What is your practice's capacity to facilitate linkages?

Locating Resources

Directories and Other Resources

Some directories that lists where beneficiaries can get social needs support (by zip-code) include:

- [United Way 211](#)
- [Aunt Bertha](#)
- [GuideStar](#)
- [Maryland Access Point \(MAP\)](#)
- [Maryland State Health Insurance Program](#)
- [CharmCare \(Baltimore City\)](#)
- [Local Health Departments](#)
 - [County by County Resource Directories](#)
- [More in the MDPCP Resource Directory List](#)

United Way 211

2-1-1

Get Connected. Get Help.™

SELECT LANGUAGE

HOW WE HELP

ABOUT

DONATE



HELP STARTS HERE

211 is a vital service that connects millions of people to help every year. To get expert, caring help, simply call 211 today or search for your local 211 below.

FIND YOUR LOCAL 211

ZIP CODE

CITY

STATE

SEARCH

Not sure where to turn? We are here for you.

COVID-19 (CORONAVIRUS) PANDEMIC

CRISIS AND EMERGENCY

DISASTER ASSISTANCE

ESSENTIAL NEEDS

FOR SERVICE PROVIDERS

NEW TO THE U.S.?

UNION MEMBERS

YOU COUNT - 2020 CENSUS

CAN'T FIND WHAT YOU NEED?
You can always reach one of our trained professionals by phone.



CALL 211

Speak with a live, highly trained service professional
in your area. All calls are confidential.

ACCESSIBLE 24/7/365 • 180 LANGUAGES • COMPLETELY CONFIDENTIAL

Aunt Bertha

The screenshot shows the Aunt Bertha website interface. At the top, the header includes the 'ab auntbertha' logo, the tagline 'The Social Care Network', and links for 'Support', 'Sign Up', and 'Log In'. Below the header is a search bar with the placeholder text 'Zip or keyword or program name' and a magnifying glass icon. To the right of the search bar, a teal banner contains the text 'Search for free or reduced cost services like medical care, food, job training, and more.' Below the search bar is a 'Select Language' dropdown menu. A horizontal row of icons represents various service categories: FOOD (apple icon), HOUSING (house icon), GOODS (lamp icon), TRANSIT (bus icon), HEALTH (heart with pulse icon), MONEY (dollar bill icon), CARE (person icon), EDUCATION (book icon), WORK (briefcase icon), and LEGAL (scales icon). The main content area features a large teal banner with the text '1754 programs serve people in Columbia, MD (21044)'. Below this text is a prompt 'Type a search term, or pick a category'. Two large, light gray curved arrows point from the bottom corners of the banner towards the top corners. At the bottom of the page, a teal footer contains links for 'Browse Programs', 'Suggest Program', 'Claim Programs', 'For Nonprofits', 'About Us', 'Accessibility', 'Terms', and 'Privacy', followed by the copyright notice '© 2011-2020 Aunt Bertha, a Public Benefit Corp.'

ab auntbertha | The Social Care Network

Support Sign Up Log In

Zip or keyword or program name

Select Language

Search for free or reduced cost services like medical care, food, job training, and more.

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

1754 programs
serve people in
Columbia, MD (21044)

Type a search term, or pick a category

Browse Programs · Suggest Program · Claim Programs · For Nonprofits · About Us · Accessibility · Terms · Privacy
© 2011-2020 Aunt Bertha, a Public Benefit Corp.

GuideStar

[Update Nonprofit Profile](#)
[Products](#)
[Blog](#)
[Support](#)

Vivian Aguayo ▾

Geography

Organization

Financials

GUIDESTAR PROFILE LEVEL ⓘ

NO LEVEL BRONZE SILVER GOLD PLATINUM

CAUSE AREA (NTEE CATEGORY)

F Mental Health, Crisis Intervention - 2 ✕

J Employment, Job Related - 4 ✕

P Human Services - 12 ✕

SUBCAUSE AREA (NTEE CODE)

All subcause areas (NTEE codes)

IRS SUBSECTION

Select IRS subsections

AFFILIATION TYPE ⓘ

☐ Parent ⓘ
 ☐ Subordinate
 ☐ Independent
 ☐ Headquarters ⓘ

SPECIFIC EXCLUSION ⓘ

☐ Exclude revoked organizations ⓘ
 ☐ Exclude defunct or merged organizations ⓘ

18 results found


Sort by Relevance ▾


Hagerstown Goodwill Industries, Inc. Silver Horizon Goodwill Industries Hagerstown, MD EIN: 52-0660403 BRIDGE Number: 4797576925 ⓘ	GROSS RECEIPTS ⓘ \$21,626,367 ASSETS \$10,797,266	
Brook Lane Health Services Inc Bronze Hagerstown, MD EIN: 52-0698850 BRIDGE Number: 2669296235 ⓘ	GROSS RECEIPTS ⓘ \$22,220,717 ASSETS \$21,895,539	
Hospice of Washington County Inc Hagerstown, MD EIN: 52-1192068 BRIDGE Number: 4158592756 ⓘ	GROSS RECEIPTS ⓘ \$15,400,526 ASSETS \$19,016,923	
Hgi Stores and Services Inc Hagerstown, MD EIN: 81-3351778 BRIDGE Number: 4531501397 ⓘ	GROSS RECEIPTS ⓘ \$6,535,435 ASSETS \$112,937	
Young Mens Christian Assoc of Hagerstown MD Hagerstown, MD EIN: 52-0591701 BRIDGE Number: 0081909698 ⓘ	GROSS RECEIPTS ⓘ \$4,307,483 ASSETS \$10,533,624	
Baby Basics of Greater Hagerstowninc Hagerstown, MD EIN: 20-8039230 BRIDGE Number: 3116810580 ⓘ	GROSS RECEIPTS ⓘ \$0 ASSETS \$0	

Under Geography tab, be sure to enter your State and City.

Organization tab, consider Cause Areas like...
 F: Mental Health, Crisis Intervention
 L: Housing, Shelter
 P: Human Services
 you can select more than one at a time.


Maryland Access Point (MAP)


 Select Language ▼ Text Size: [Small](#) [Medium](#) [Large](#)


**MARYLAND ACCESS POINT**
YOUR LINK TO HEALTH & SUPPORT SERVICES

The Maryland Department of Aging recognizes Maryland Veterans throughout 2019. To learn more about services for Veterans, download the [Maryland Department of Veterans Affairs Resource Guide for Veterans and their Families](#).


[Contact your local Maryland Access Point](#) to learn more about programs and services available through Area Agencies on Aging and their partners.

**Explore** your options

**Search** for resources



Learn about community services like assisted living, meal delivery, and more.



County/Village Keyword [GO](#)

What are My Options Flyers


[English](#) [Spanish](#)
[Chinese](#) [Korea](#)
[Russian](#) [French](#)

Access and share your healthcare information in one location by creating a Care Record.

Existing accounts
[Log in here](#)

[▶ Create a Care Record](#)

We want to hear from you. Tell us what you think about the website.

Like us on 

[Veterans Affairs Resource Guide for Veterans and their Families](#)

[What are my options flyer](#): lists County MAP locations and contact info

Senior Health Insurance Program (SHIP)



Senior Health Insurance Program (SHIP)

Despite its name, **SHIP is not an insurance program**, but it is a valuable service meeting an important need of Medicare beneficiaries of any age in understanding their health insurance benefits, bills, and rights. The Maryland SHIP program provides trained staff and volunteer counselors in all 24 counties. Counselors provide in-person and telephone assistance in a variety of areas, such as: billing problems; assistance applying for help for low-income beneficiaries; assistance with denials of payment, appeals and grievances; and advice on health care fraud and abuse. SHIP counseling services are confidential and free of charge.

To find out more information about the SHIP program, contact your local Information & Assistance Office:
<https://aging.maryland.gov/Documents/StateHealthInsuranceAssistanceProgram/SHIPOfficeNumbers.pdf>

Services Search

Use [Services Search](#) to locate LTC Providers and obtain detailed information on:


- [Adult Day Care](#)
- [Assisted Living](#)
- [Home Health](#)
- [Hospice](#)
- [Nursing Homes](#)

Consumer Ratings

► [2018 MHCC NURSING HOME FAMILY EXPERIENCE OF CARE SURVEY](#) - mailed to a designated family member or other representative of a current resident.

[SHIP Flyer](#): Local Information & Assistance Office phone numbers to reach a Counselor by phone

CharmCare (Baltimore City)

 Connect with resources in Baltimore City


AboutLogin

What are you looking for today?

I need











near

Search



Click here to access COVID-19 resources

Choose a topic below to begin a search

- | | | | | |
|--|---|--|--|---|
| 
Housing | 
Food | 
Transportation | 
Education | 
Work |
| 
Utilities | 
Finances | 
Mental Health Treatment | 
Substance Use Treatment | 
Safety |

Local Health Departments



The screenshot shows the Maryland Department of Health website. The header features the Maryland state logo and the text "MARYLAND DEPARTMENT OF HEALTH". A search bar is located on the right. Below the header is a navigation menu with links: HOME, PROGRAMS, BOARDS, PRESS RELEASES, FACILITIES, HEALTH DEPARTMENTS, and CONTACT US. The main content area is divided into two columns. The left column contains "ADMINISTRATIONS" and "QUICK LINKS" sections. The right column contains the "Local Health Departments" section, which includes a list of "Local Health Departments Websites" and "Federal Partners".

ADMINISTRATIONS

- › Maryland Medicaid Administration (MMA)
- › Development Disabilities Administration (DDA)
- › Behavioral Health Administration (BHA)
- › Public Health Administration (PHA)

QUICK LINKS

- › COVID-19
- › Translated COVID-19 Information
- › About MDH
- › Non-Discrimination and Accessibility Statement
- › FY19 Customer Service Annual Report
- › Services
- › Public Information Act Requests
- › Vaccinations/Immunizations
- › Vital Records and Statistics
- › Overdose Prevention
- › Safety & Emergency Preparedness
- › Medicaid Payments
- › Complaints of Discrimination
- › Medicaid Enrollment

Local Health Departments

Local Health Departments Websites

- Allegany County
- Anne Arundel County
- Baltimore City
- Baltimore County
- Calvert County
- Caroline County
- Carroll County
- Cecil County
- Charles County
- Dorchester County
- Frederick County
- Garrett County
- Harford County
- Howard County
- Kent County
- Montgomery County
- Prince George's County
- Queen Anne's County
- Somerset County
- St. Mary's County
- Talbot County
- Washington County
- Wicomico County
- Worcester County


Federal Partners


- Centers for Disease Control and Prevention
- U.S. Food and Drug Administration
- U.S. Department of Health and Human Services
- Health Resources and Services Administration
- Centers for Medicare and Medicaid Services






State Partners

- Maryland Department of Human Resources
- Maryland Emergency Management Agency
- Maryland Institute for Emergency Medical Services Systems
- Maryland Health Connection

MDPCP Resource Directory

MARYLAND
DEPARTMENT OF HEALTH

Enter search term 



HOME

MDPCP Quick Links

- › [MDPCP Home Page](#)
- › [Practice Information](#)
- › [CTO Information](#)
- › [Program Application](#)
- › [Educational Sessions](#)
- › [CTO Comparison Tool](#)
- › [Resources](#)
- › [Event Calendar](#)
- › [Patient Information](#)
- › [Archive](#)
- › [Practice Coach Job Posting](#)

Related Websites

- › [Total Cost of Care Model](#)
- › [MACRA Education](#)
- › [MDH](#)
- › [HSCRC](#)
- › [2018 Population Health Summit](#)

News & Announcements

- › [May 10 - Request for Applications for PY 2020 Released](#)
- › [Jan 1 - Participating Practices Announced for 2019](#)
- › [July 18 - Viewpoint: How](#)

Maryland Primary Care Program

Resources

Program participants are provided resources throughout the program. Many are listed here for your reference below.

Many other resources specifically for MDPCP participants can be found on the MDPCP [CONNECT](#) site.

Resource Directory Master List

This document compiles several resource directories into one easily navigated listing. Directories are briefly described and categorized (social needs, behavioral health, and more).

- [List of Resource Directories](#)

Behavioral Health Practices Listing

A listing of over 360 behavioral health practices & providers from across the state, with name and address information.

- [Behavioral Health Practices](#)

Care Transformation Support Vendor Survey

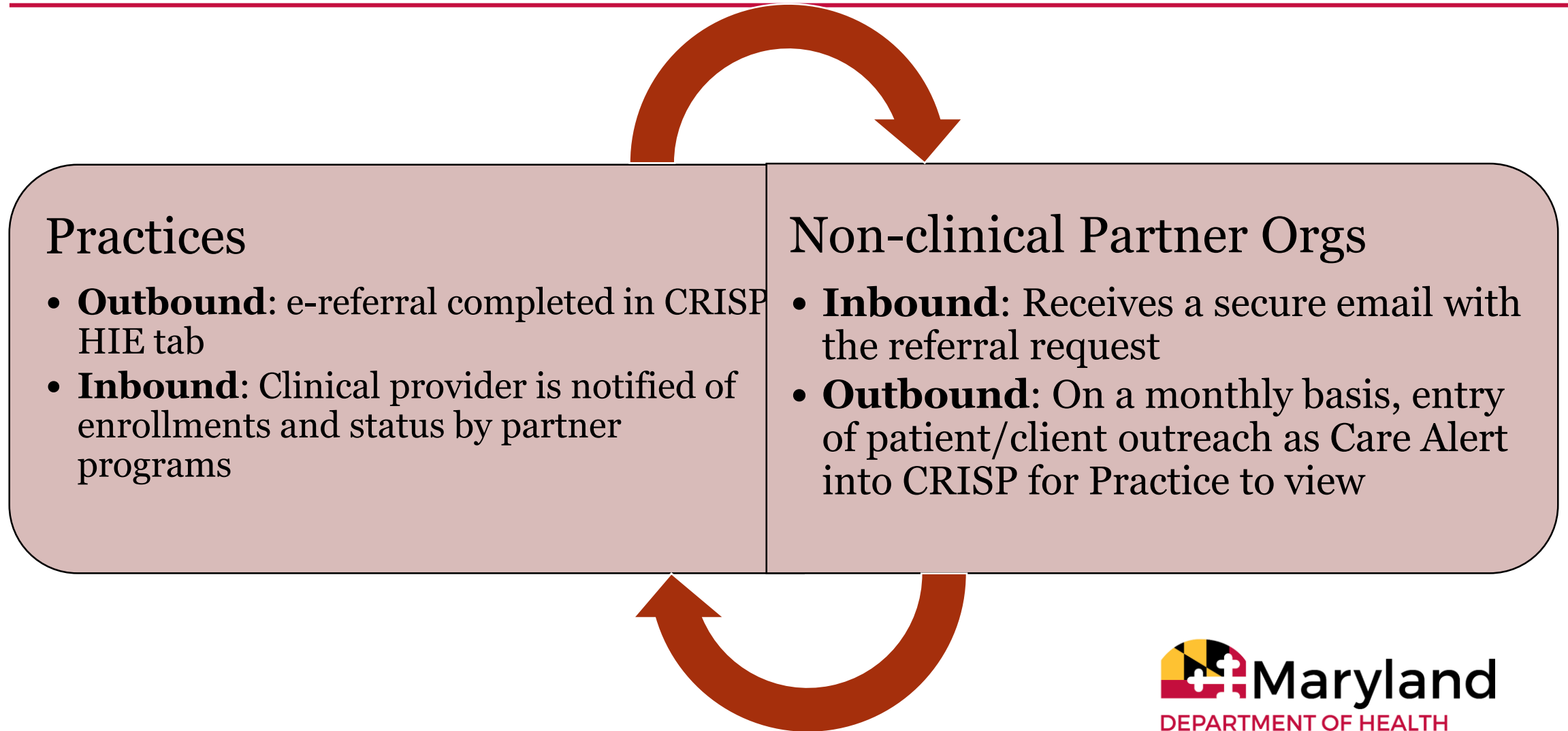
For interested vendors, please complete the form below and indicate your areas of support and contact information. For prospective program participants, please see summary of available vendor services in the market. This list will be updated on a regular basis. The State does not endorse any vendor listed.

- [Vendor Form](#)
- [Summary of Vendors](#)

**** Please note that these service providers are not endorsed by the State.**

CRISP eReferral Tool

eReferral: Workflow – Screening and Referral Integrated into CRISP





CRISP Program Referral

Patient Information

* First Name

Gilbert

Middle Name

* Last Name

Grape

* Date of Birth (Format MM/DD/YYYY)

01/01/1984

* Home Address 1

4145 EARL C ADKINS DR

* Phone Number

555-5555555

* Type

Home

Home Address 2

Alternate Phone Number

Type

* City

River

* State

WV

Prefilled demographics

Patient Vitals

BMI

HbA1c

Cholesterol

Fasting Glucose

Patient Vitals

BMI

Pressure

Cholesterol

Fasting Glucose

Referral CBO drop down

Description of need

Referral Program

ProgramNames

* Please enter all relevant information

Referral Program

ProgramNames

National Diabetes Prevention Program Life

* Please enter all relevant information that you would like relayed to the accepting provider below:

Example: Luke Skywalker is a 44 y.o. male who presented to ABC Family Practice and qualifies for enrollment into a DPP. Per most recent encounter on 4/1/19, BMI is 32, HbA1c level is 6.2. No previous diagnosis of DM1 or DM2. Counseled patient on lifestyle changes including healthy eating habits and fitness regimens.

Please keep a copy of this referral for your records.

Submit

Clear



Patient Consent



Patient Consent required

MDPCP e-Referral Partners



CHERISHING THE DIVINE WITHIN ALL



Coming Soon!



COVID-19 Considerations and Resources

Support for Patients at Home

❖ Food

- Meals on Wheels

❖ Caregivers

- Visiting nurses and caregivers

❖ Emotional support

- Support from family
- Phone calls and video chat to fight loneliness
- MD Department of Aging [Senior Call Check Program](#)

Caregiver Services Corps (CSC)



- ❖ The **CSC** call center (**800-337-8958**), staffed with specialists 7 days a week, matches volunteers to senior citizens in their homes to help with:
 - Individuals' self-administration of medications
 - Ambulation and transferring
 - Bathing and completing personal hygiene routines
 - Meal preparation and arranging for delivery of groceries and/or prepared meals
 - Teaching how to use video technologies to connect with loved ones and/or healthcare providers
- ❖ Healthcare providers should alert their patients that they are being referred
- ❖ Seniors, their families and friends may call 211 to seek help and referrals to the elderly in need
- ❖ **The CSC is functioning now in 8 counties on the Eastern Shore (all but Cecil)**



Food Resources

- ❖ Nutrition: Inform patients that children can receive three free meals/day at sites listed on:
 - [Maryland Summer Meals](#)
 - [Montgomery County](#)
 - [Prince George's County](#)
 - [Charles County](#)
 - [Frederick County](#)
 - [Howard County](#)
 - [Anne Arundel County](#)
 - [St. Mary's County](#)
 - [Harford County](#)
 - [Calvert County](#)
- ❖ Free meals available from 42 rec centers in Baltimore
 - Call 311 for locations and to schedule pickup time

Staying Current - Sources

- ❖ [CDC](#)
- ❖ [MDH COVID-19 information page](#)
- ❖ [MDPCP COVID-19 webpage](#)
- ❖ Local Health Departments
- ❖ [CONNECT](#)
- ❖ Clinician Letters

Key Points

- Track Two Comprehensiveness & Coordination requirements include addressing Social Determinants of Health by facilitating patient access to social resources.
- There are a variety of resource directories to choose from.
- Local nonprofit organizations can be great community partners and offer the mission-driven care vulnerable patients need.
- The CRISP eReferral Tool can be integrated into a screening-to-referral workflow.
- Stay up-to-date with COVID-19 information by checking reliable sources (MDH, MDPCP, etc.)

MDPCP Staff Training Academy



MedChi approved: 3.5 AMA PRA Category 1 Credits™

New PY1 MDPCP Practices: Virtual Training 001

Friday, May 15 (1:00 pm - 4:00 pm) - Please register [Here](#)

PY2 MDPCP Practices: Virtual Training 002

Friday, May 22 (1:00 pm - 4:00 pm) - Please register: [Here](#)

Upcoming Events

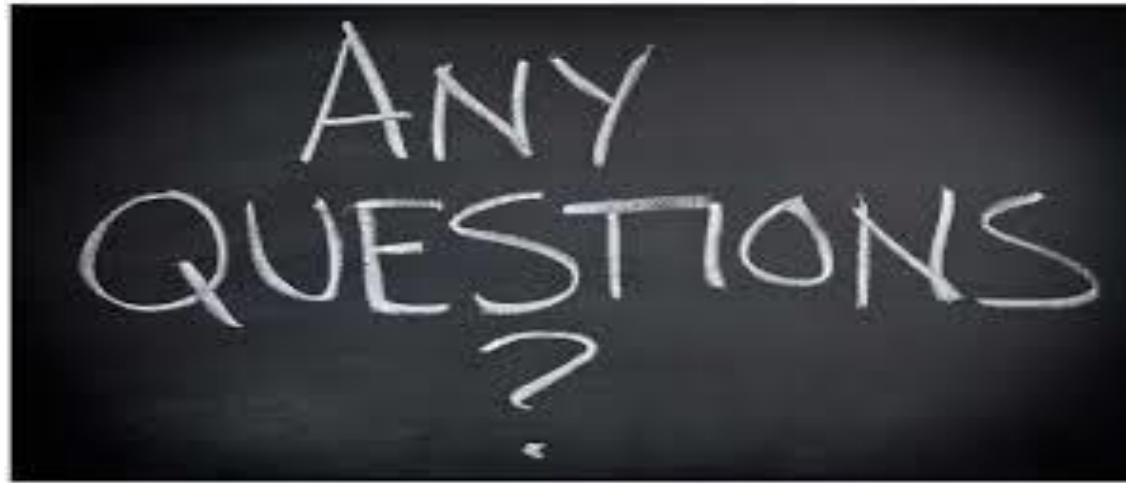
❖ Upcoming Webinars/Events

Date/Time	Event
May 15, 2020 (1:00 pm – 4:00 pm)	Staff Academy #1
May 22, 2020 (1:00 pm – 4:00 pm)	Staff Academy #2
May 19, 2020 (5:00 pm – 6:00 pm)	PY 2021 Application Requirements
May 21, 2020 (5:00 pm – 6:00 pm)	Advance Care Planning
June 4, 2020 (5:00 pm – 6:00 pm)	Pharmacy: Comprehensive Med Management

❖ CRISP

Date	Event
May 28, 2020 (5:00 pm – 6:00 pm)	CRISP Best Practices for Transition to Track 2 - Care Alerts, ENS Panels, and Pre-AH

Thank you!



Contact your Practice Coach if you have any additional questions
or would like more information