

Scaling Network Lead Entities Grantee Profile

Network Name: Partners in Care



Grant Goal:

To strengthen the role of Partners in Care (Partners) as the network lead entity (NLE) by developing an integrated information technology (IT) solution to support all NLE functions and deliver the highest quality evidence-based social determinants of health services for California adults. Partners will implement a software solution that support NLE functions.

Grant Partners:

- Blue Shield of California
- California Department of Aging
- Health Projects Center
- Life ElderCare
- Los Angeles County Workforce Development Aging and Community Services
- Los Angeles Department of Aging
- Meals on Wheels Orange County
- Partners in Care Network Partners
- Providence Health System

Grant Summary:

Partners serves as the NLE for the California community integrated health network (CIHN), creating a single point of contact and setting common expectations for contracting and service delivery between payers and community-based organization networks. There are 22 agencies in the statewide CIHN, including Partners, and Partners contracts with each of the CIHN's community-based organizations to deliver the services required.

The State of California leverages Aging and Disability Resource Connections (ADRCs) that are intended to act as a NWD system on a regional level. There are 17 county-based ADRCs acting as designated sites, or still emerging ADRCs. Partners, in coordination with county and state aging systems, is working to help establish the first ADRC in Los Angeles County. In the absence of a statewide NWD system or county ADRC, Partners implements the NWD strategy in all of their services. Partners works with hospitals, physicians, health plans, and large public systems that contract with them for services for members, hospitals, and/or patients.

Partners in Care holds 35 contracts with major California health payers, and uses these relationships to align healthcare with social services by addressing and mitigating social determinants of health. Partners manages these extended services as the NLE for the statewide CIHN. By doing so, they create a single point of contact and set common expectations for contracting and service delivery between payers and CBO networks. The statewide CIHN is a model collaborative of credentialed CBOs.

Partners in Care's greatest strengths as an NLE lie in the domains of Leadership, Finance, and Business Development.

Planned activities for NLE enhancement will focus on:

- Leadership
- Finance
- Business Development
- Network Development and Support
- Network Administration

Partners in Care recognizes that Network Development and Support and Network Administration are identified areas for improvement. They will use this grant to develop a more robust IT system and use that to manage contracts, meet compliance standards, and address billing and payments.

Target Population:

Older adults and people with disabilities

Award:

\$287,851

Grant Objectives:

1. Develop an IT data solution to produce financial, clinical, and quality performance reports and analytics.
2. Integrate Partners in Care's evidence-based tools into the new IT solution.
3. Integrate all Partners in Care's services to streamline oversight and increase productivity and effectiveness.

Anticipated grant outcomes include:

1. No double-entry required of NLE, health plan, or network staff.
2. Performance standards and parameters for each contract can be set and will generate alerts to NLE staff to increase compliance and quality.
3. Health plans and providers will accept bidirectional data exchange with software.
4. HomeMeds and Vital@Home360 will be fully integrated with IT solution.
5. NLE will support a dashboard of quality and performance measures and support QI and NCQA standards.

Grant Contact:

Ester Sefilyan, Partners in Care, esefilyan@picf.org