Accountable Health Communities
Route 66 Consortium

Project Overview

Contact
www.myhealthaccess.net
AHC@myhealthaccess.net
(918) 703-4766
What is MyHealth?

Nonprofit coalition of Oklahoma health providers who use technology to:

| Link medical providers | Exchange timely information | Improve delivery of local healthcare |

Health Information Exchange that seeks to deliver the right information to the right doctor, at the right time, to care for patients.
MyHealth and CMS

- January ’16- CMS released a Funding Opportunity Announcement to test the AHC model
  - MyHealth formed the Accountable Health Communities Route 66 Consortium to apply for the cooperative agreement as a bridge organization

- 32 organizations across the country were selected to implement the Accountable Health Communities project
  - April ’17- MyHealth received a notice of award for 5 years
  - MyHealth went live with AHC on 8/1/18
What is Accountable Health Communities

• Cooperative agreement between MyHealth (Bridge Organization) and CMS

• Study to determine if identifying and addressing health-related social needs impacts health care cost and reduce health care utilization

• Focused on screening for 5 major social needs:
  - Housing Instability and Quality
  - Food Insecurity
  - Transportation Needs
  - Utility Needs
  - Safety/Interpersonal Violence

Relative Impact on Health & Well-being

- Social & Economic factors 40%
- Health Behaviors 30%
- Physical environment 10%
- Genes & Biology 10%
- Healthcare delivery 10%

Bridge Organization Responsibilities

- Provide screening for patients to assess social needs
- Minimize burden of screening for clinics
- Use standardized screening tool to measure study outcomes
- Provide individualized Community Resource Summary to patients with identified social needs
- Refer high-risk patients for navigation services  
  - Provided by Tulsa and Oklahoma City Health Departments
- Build relationships with community resource agencies to ensure quality referral processes
Text Message, Screening & Navigation Details

• Patients receive a text with a brief introduction of AHC and a link to the social needs screening
  o Screening contains:
    ✓ Required privacy notice
    ✓ CMS qualifying questions
    ✓ Social needs questions
    ✓ Demographic questions
  o Screening Demo found at: https://www.research.net/r/AHCdemo

• We collect answers after each question and receive valuable data even if only partially complete

• All patients with identified social needs receive a follow-up text message with a link to their customized Community Resource Summary

• Medicaid and Medicare patients with 2 or more ER visits in the last 12 months will be referred for Navigation services
AHC HRSN Mobile Screening Process

**Patient Cell Phone**
- Receive text & complete screening

**Clinical Delivery Site**
- Patient check in
- Link to screening sent via text message to patient
- Process results
- Positive for HRSN → Yes: Custom Community Referral Summary sent via text message to patient → Report of all patients screened and results sent back to provider from MyHealth
- No: End

**MyHealth**
- Yes: Yes
- No: Yes

**OCCHD & THD**
- Medicare/Medicaid patient identifies 2+ ER visits in the previous 12 months → Yes: Navigator contacts patient and connects with community resource
- End

- Navigator contacts patient and connects with community resource

Report of all patients screened and results sent back to provider from MyHealth
Mobile Screening

1. Which of the following languages would you feel comfortable completing a survey in?
   - English
   - Spanish

7. Within the past 12 months, you worried that your food would run out before you got money to buy more.
   - Often true
   - Sometimes true
   - Never true

9. In the past 12 months, has lack of reliable transportation kept you from medical appointments, meetings, work or from getting to things needed for daily living?

10. In the past 12 months has the electric, gas, oil, or water company threatened to shut off services in your home?
   - Yes
   - No
   - Already shut off

Click the link below if you would like to view the Privacy Act Notice for the Accountable Health Communities Model: https://myhealthaccess.info/privacy-act-notice-ahc
Community Resources

- 2016 - Original geographic target area of Tulsa and Oklahoma Counties
- 2019 – Expanded geographic target area now includes the entire state of Oklahoma

4,800+ Resources in CRS Database, All 77 Counties in OK Covered by CRS Database
Community Resource Summary

Thank you for completing the Accountable Health Communities Screening!

Listed below are free or reduced cost resources that could help meet your needs.

We strongly encourage you to call ahead before you visit any service or program! It is important to confirm the hours the program is open, the qualifications for the program and how they can help before you visit any location.

For additional resources, you can text your zip code to 898-211, call 2-1-1 or visit www.211ok.org.

We hope that these resources benefit you, improve your health and meet your needs.

**BOSTON AVENUE HELPING HANDS**

- Provides food to clients every 6 months. Must bring some form of ID

**Phone**

9185821356

**Address**

709 S Boston Ave
Tulsa, OK 74119

**Website**

Service Website: https://www.firstchurchtulsa.org

**Location**

Website: https://www.firstchurchtulsa.org

**Hours of Operation**

Mon- Fri 9am-12pm

**DAY CENTER FOR THE HOMELESS**

- Provides shelter for women and men.

**Phone**

9185835588

**Address**

415 W Archer St
Tulsa, OK 74103

**Website**

Location
Website: http://www.tulsadaycenter.org

**Hours of Operation**

Mon-Sun 5:30pm-7am

**Eligibility**

Must be a woman of any age, or a
## Community Resource Inventory

### Route 66 Accountable Health Communities

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location City</th>
<th>Location Zip</th>
<th>Services Available</th>
<th>Areas Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>SKYLINE URBAN MINISTRY</td>
<td>Oklahoma City</td>
<td>73129</td>
<td>Family Community Support, Food</td>
<td>Zip codes: 73129, 73109, 73110, 73112, 73117, 73119, 73120, Oklahoma City</td>
</tr>
<tr>
<td>THE BRIDGE MUSTANG</td>
<td>Mustang</td>
<td>73064</td>
<td>Food</td>
<td>Zip codes: 73064, 73099, 73097, 73069, 73160</td>
</tr>
<tr>
<td>LAWTON AREA TRANSIT SYSTEM</td>
<td>Lawton</td>
<td>73501</td>
<td>Disability, Transportation</td>
<td>Zip codes: 73501, 73503, 73505, 73507</td>
</tr>
<tr>
<td>CHRISTIAN SERVICE CENTER</td>
<td>Oklahoma City</td>
<td>73109</td>
<td>Family Community Support, Food</td>
<td>Zip codes: 73123, 73149, 73155, 73160, 73180, Oklahoma City</td>
</tr>
<tr>
<td>NEW HORE UNITED METHODIST CHURCH</td>
<td>Oklahoma City</td>
<td>73162</td>
<td>Food</td>
<td>Zip codes: 73162, 73142 and 73162</td>
</tr>
<tr>
<td>STH ST CHURCH OF CHRIST</td>
<td>Oklahoma City</td>
<td>73122</td>
<td>Food</td>
<td>Zip codes: 73122, 73132 and 73008 only</td>
</tr>
<tr>
<td>MINNIE CHURCH OF CHRIST</td>
<td>Oklahoma City</td>
<td>73112</td>
<td>Food</td>
<td>Zip codes: 73192, 73199, 73197, 73112, 73116 and 73118</td>
</tr>
<tr>
<td>MOORE FOOD &amp; RESOURCE CENTER</td>
<td>Moore</td>
<td>73160</td>
<td>Food</td>
<td>Zip codes: 73160, 73008, 73107, 73112, 73120, Oklahoma City</td>
</tr>
<tr>
<td>BETHANY FIRST NAZARENE CHURCH</td>
<td>Bethany</td>
<td>73008</td>
<td>Utilities</td>
<td>Zip codes: 73008 and 73122</td>
</tr>
<tr>
<td>COMMUNITY ACTION AGENCY OF OK &amp; OKLAH</td>
<td>Oklahoma City</td>
<td>73149</td>
<td>Education, Family Community Support, Transportation</td>
<td>Zip code areas served: 73115, 73126, 73140. Zip code areas served: 73115, 73126, 73140.</td>
</tr>
</tbody>
</table>

Shifting 1 to 11 of 4,040 entries

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### Location Details

**Food - FOOD RESOURCE CENTER**

- **Food**: Provides free breakfast, lunch, and social activities to senior citizens 55 years and older.
- **App Process**: Walk-ins accepted
- **Eligibility**: Must be 55 years of age or older.
- **Phones**:
  - Type: Voice
  - Number: 4056322644
  - Extension: None
  - Department: None
  - Note: None
- **Email**: clingraham@skylineurbanministry.org
- **Website**: -
- **Service Areas**: Oklahoma county
- **Fees**: None
- **Hours**: Mon, Wed, Fri 9am - 11:30am; Breakfast at 9:00am; Lunch at 11:00am.
- **Documents**: None
AHC by the Numbers
August 2018 – December 2020

1,354,000+ Offers to Screen

205,000+ Responses

43,000+ Responses with a Need

70,000+ Individual Needs Reported

5,000+ Eligible Navigation Cases
Medicare and Medicaid Only

4,900+ Navigation Needs Resolved
Medicare and Medicaid Only

Note: These patients include Medicare, Medicaid, uninsured and commercially insured patients.
AHC Key Metrics

August 2018 – December 2020

AHC Delivery, Response, and Need Rates

- Delivery Rate: 84%
- Response Rate: 18%
- Overall Need Rate: 21%

Note: These patients include Medicare, Medicaid, uninsured and commercially insured patients.
AHC Social Needs by the Payor Type

August 2018 – December 2020

Note: These patients include Medicare, Medicaid, uninsured and commercially insured patients.
### CPT E/M Coding Changes - SDOH

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>99204</td>
<td>(<em>) 1 or more chronic illnesses with exacerbation, progression, or side effects of treatment; or (</em>) 2 or more stable chronic illnesses; or (<em>) 1 undiagnosed new problem with uncertain prognosis; or (</em>) 1 acute illness with systemic symptoms; or (*) 1 acute complicated injury</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>99214</td>
<td>Moderate (Must meet the requirements of at least 1 out of 3 categories)</td>
</tr>
<tr>
<td></td>
<td>Category 1: Tests, documents, or independent historian(s)</td>
</tr>
<tr>
<td></td>
<td>Any combination of 3 from the following:</td>
</tr>
<tr>
<td></td>
<td>• Review of prior external note(s) from each unique source*;</td>
</tr>
<tr>
<td></td>
<td>• Review of the result(s) of each unique test*;</td>
</tr>
<tr>
<td></td>
<td>• Ordering of each unique test*;</td>
</tr>
<tr>
<td></td>
<td>• Assessment requiring an independent historian(s)</td>
</tr>
<tr>
<td></td>
<td>Category 2: Independent interpretation of tests</td>
</tr>
<tr>
<td></td>
<td>• Independent interpretation of a test performed by another physician/other qualified health care professional (not separately reported);</td>
</tr>
<tr>
<td></td>
<td>Category 3: Discussion of management or test interpretation</td>
</tr>
<tr>
<td></td>
<td>• Discussion of management or test interpretation with external physician/other qualified health care professional\appropriate source (not separately reported)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Moderate risk of morbidity from additional diagnostic testing or treatment</td>
</tr>
<tr>
<td></td>
<td>Examples only:</td>
</tr>
<tr>
<td></td>
<td>• Prescription drug management</td>
</tr>
<tr>
<td></td>
<td>• Decision regarding minor surgery with identified patient or procedure risk factors</td>
</tr>
<tr>
<td></td>
<td>• Decision regarding elective major surgery without identified patient or procedure risk factors</td>
</tr>
<tr>
<td></td>
<td>• Diagnosis or treatment significantly limited by social determinants of health</td>
</tr>
</tbody>
</table>
Accountable Health Communities

Project Contact Information:

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