



Chief Operating Officer, Dr. Brian Robertson

Chief of Clinical Operations, Jennifer Hale-Coulson

Health Neighborhood

How we engage health neighborhoods and partner with local organizations, members, and leaders to improve community health.

Importance of Local Engagement



Better Health Outcomes

Community engagement leads to improved health behaviors, access to care, and social support for members and community partners.



Improved Equitable Access

Engaging marginalized groups in the community ensures their voices are heard and their needs are met.



Improved Population Health

Community health improves when all members can access care and resources necessary for wellbeing.

NHP Engagement Strategies



Provider Support

Providers help identify disparities and areas of care that need increased focus from a member care perspective.



Member Centric

Our members are at the center of each decision.



Community Forums

Community forums allow members and providers to discuss local issues and provide input and innovative healthcare solutions.

Health Neighborhood

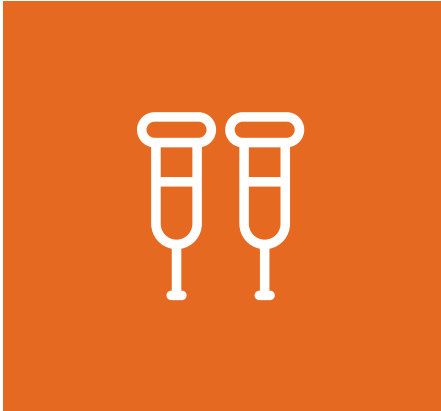
A network of Medicaid providers ranging from specialists, hospitals, oral health providers, LTSS providers, home health care agencies, ancillary providers, local public health agencies, and county social/human services agencies that support Members' health and wellness.



Hospitals



Primary Care and Behavioral Health Providers



Local Public Health Agencies



Oral Health Providers



Long Term Services & Support Providers

Health Neighborhood Partners



Community

For the Accountable Care Collaborative, Community is defined as the services and supports that impact Member well-being, including those provided by organizations that address the social determinants of health including spiritual, social, educational, recreational, and employment aspects of a Member's life.



School Districts and
School Boards



Collaborative
Management Programs



Advocacy Organizations
Immigrant and Refugee
Centers



Care Coordinators

Regional Community Partners



IMAGINEZERO

Family Resource Center
Serving Logan County Families
Click for more details!



Bright Futures
For Early Childhood and Families



COLORADO BLUEPRINT
TO END HUNGER



Thriving Weld

Health Neighborhood & Community Partnerships

- **Build Trust and Relationships**

Engaging with community members and local partners helps build trust and rapport.

- **Enhances Collaboration**

Engagement fosters collaboration with community partners.

- **Improves Access and Referral Process**

Collaboration leads to improved referrals and access to care.

- **Advances Equity**

Engaging marginalized groups advances health equity.

- **Increased Data Sharing**

Input from the community informs organizational decisions and strategies.

- **Boosts Innovation**

Fresh perspectives spur innovation in programs and services.

- **Efficient Utilization of Specialty Care**

Improves access and cost of care.

- **Enhances Accountability**

Engagement makes our RAE more accountable to the public.

- **Improves Health**

Community participation leads to better health outcomes.

NHP Support



1 SDoH Initiatives

Grants to support social determinants of health such as food security, housing, and transportation.

2 Community Based Organizations

Active participation with several multiagency committees.

3 Behavioral Health Access

Efforts to expand our network and enhance services.

4 PCMP Support

Collaboration on Population Health management and practice level support.

5 Health Equity, Diversity, Inclusion

Regional Health Equity Committee and subcommittees.

6 Financial Distribution

\$19,334,177.37



Health Neighborhood Highlight

NHP created a secure, internal system with our Eastern Plains Healthcare Consortium providers who are not connected to Colorado Regional Health Information Organization (CORHIO, a Contexture organization) to streamline processes to notify NHP of members who meet HTP criteria.

This HTP Hospital Provider Portal provides a singular place for hospitals to input member information. It includes recent member eligibility lists and a pre-populated form that mimics COHRIOs format, as well as information that allows hospital managers to easily access and input member information. The alignment with COHRIOs format will help hospitals be better prepared when it comes time for them to transition to COHRIO once connected.

The portal also provides notifications individually to NHP immediately after hospitals input member information. NHP receives a notification of each submission, improving timeliness of receiving and ultimately connecting members to care coordination.



Eastern Plains Healthcare Consortium

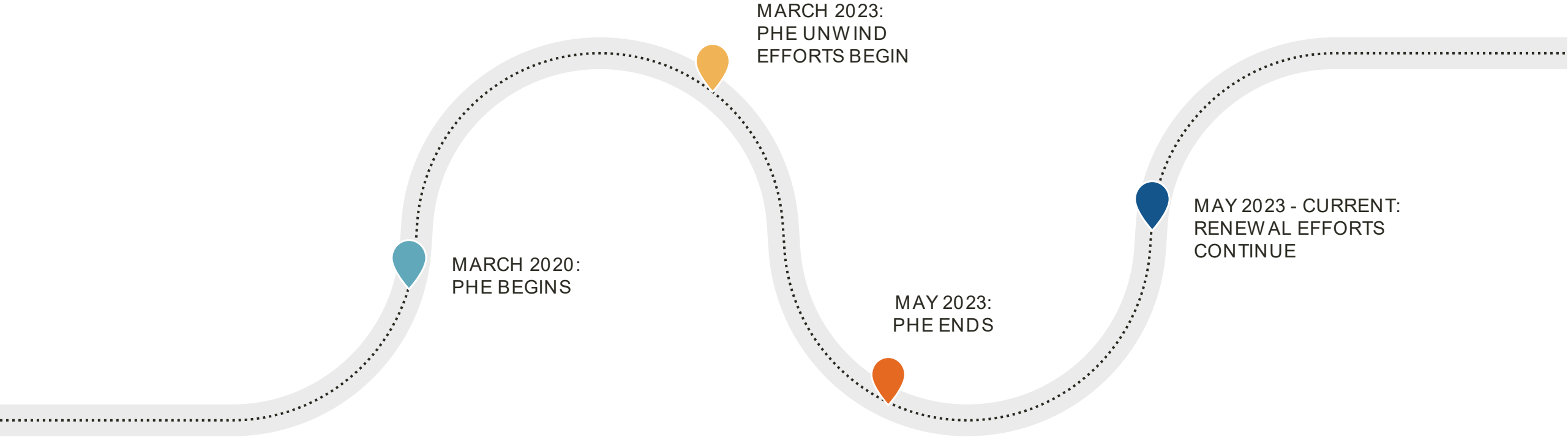
Community Highlight

The City of Greeley approached NHP to request aggregate information for a research project facilitated by the University of Northern Colorado (UNC) on the cost benefits of housing members. NHP worked alongside the assistant city manager and the Homeless Solutions teams for the City of Greeley to build a cost report based on NHPs homeless Health First Colorado population over the last 12 months. This information also helped to inform expanded programming the Homeless Solutions team begin implementing in January 2024.



UNIVERSITY OF
**NORTHERN
COLORADO**

Public Health Emergency (PHE) Journey



Public Health Emergency (PHE) Support

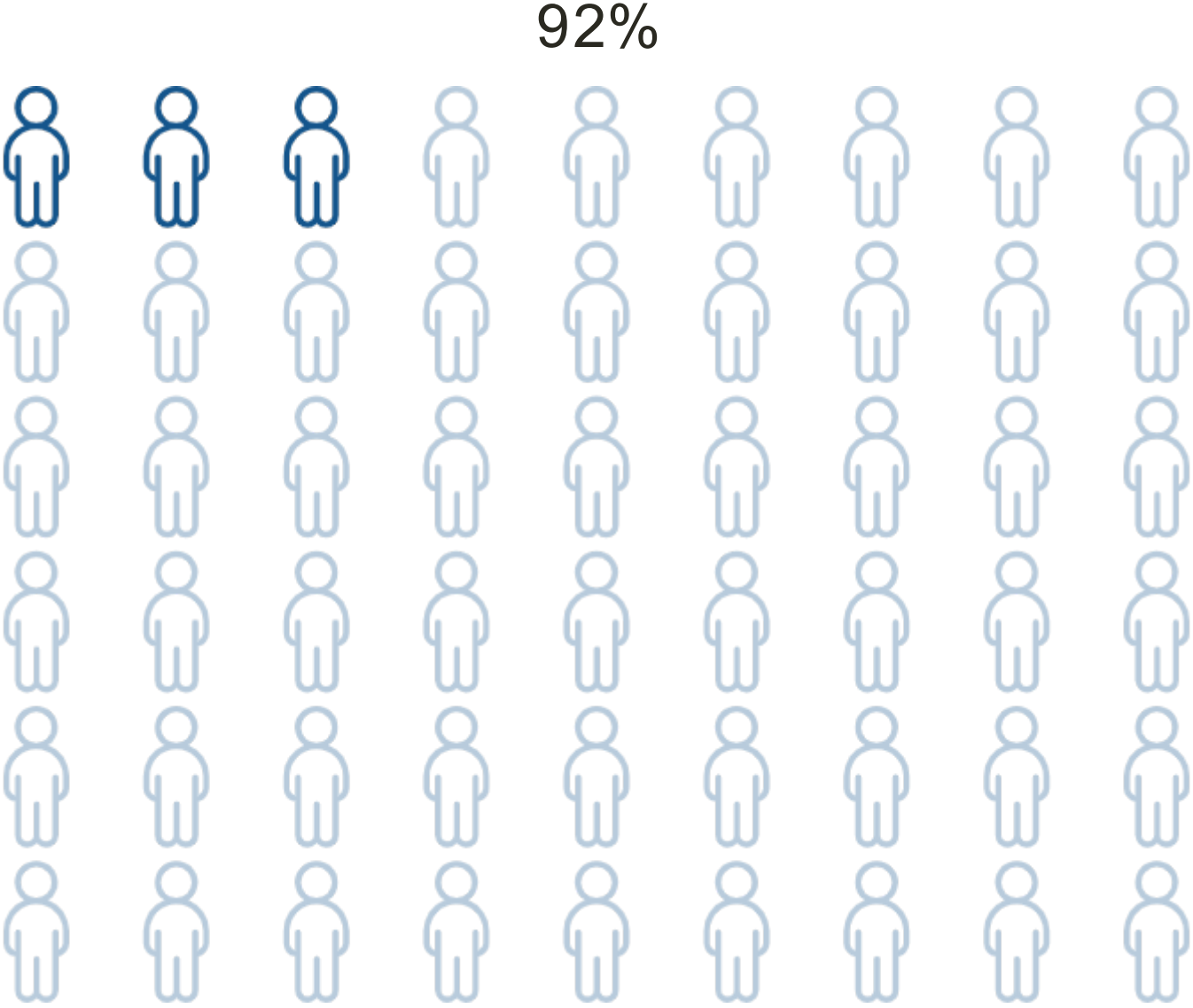
Community Education

- Distribution of HCPF toolkits to providers, community partners, and local public health agencies.
- Member Tip Sheets and Provider Newsletters
- Member and Provider Webinars
- Data sharing with providers

Member Outreach

- Text messaging and interactive voice response campaigns
- Community Engagement Specialist participation in local events
- Direct member support to alleviate administrative burden through NHP and care coordinators.

Renewal Challenges



Weld County reports applications have increased by 92%

NHP Enhanced PHE Efforts



Care Coordination

NHP directs members to NCHA, which has served as a Certified Assistance Site and Enrollment Center for over nine (9) years and provides impartial assistance to those seeking health coverage through the health insurance marketplace, Connect for Health Colorado. NCHA's My Health Connections helps members navigate their options and complete renewal packets. My Health Connections has bilingual staff members to assist members who are non-English speaking.



Community Engagement

NHP continues to discuss PHE unwind efforts during stakeholder meetings, such as our Member Experience Advisory Committee, Population Health Subcommittee, and Health Neighborhood Forums.

NHP staff attend many local events in person, sharing Update Your Address and Keep CO Covered materials with local community partners and members. Staff also demonstrate how members can check their eligibility and renewal dates through the PEAK app and may also connect members to application assistance support.



Increased Outreach

NHP collaborated with regional providers to conduct direct-to-member renewal outreach based on stratified and micro-targeted lists shared by NHP.

NHP added Interactive Voice Response (IVR) calls as a modality, in addition to texting campaigns and email messages, to increase the effectiveness of outreaching members regarding renewals in November 2023.

Local Highlight



"Sunrise was honored to have Senator Michael Bennet visit our Monfort Family Clinic in Evans today. He wanted to hear about the issues we are experiencing in our communities and how our government may be able to assist."

February 16, 2024

<https://www.facebook.com/SunriseCommunityHealth>

Regional Successes



Renewal Rates

Regionally, NHP renewal rates are higher than the statewide average, noting higher returned packet rates and lower procedural denials, according to HCPF.



White Glove Support

NHP worked hand in hand with a member who lost Medicaid coverage despite having completed renewal paperwork accurately and on time. Fearful that the loss in coverage would derail upcoming medical procedures, the member turned to NHP for assistance in escalating their case to HCPF.

NHP was able to assist and the member's benefits were reinstated in time to receive the scheduled services, ensuring continuity of care and no disruption to services rendered.



THANK YOU!

Chief of Clinical Operations, Jennifer Hale-Coulson: jennifer@nhpllc.org

Chief Operating Officer, Dr. Brian Robertson: brian@nhpllc.org

Community Engagement Specialist, Raina Ali: raina@nhpllc.org

 **NORTHEAST**
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