

Attachment N: Health-Related Social Needs Infrastructure Protocol

Health-Related Social Needs Infrastructure

The Health-Related Social Needs (HRSN) infrastructure protocol addresses the requirements of infrastructure investments for the HRSN services program. The Colorado HRSN services program will allow certain eligible Medicaid beneficiaries to receive evidence-based services. As required in Section 10.9 of the Special Terms and Conditions (STCs), this protocol details the proposed uses of HRSN infrastructure expenditures, types of entities that will receive funding, intended purposes of funding, projected expenditure amounts, and an implementation timeline. According to the STCs, the state is authorized to spend up to \$6.9 million on infrastructure investments necessary to support the development and implementation of HRSN services.

Implementation Approach and Timeline

The State may begin awarding infrastructure funds to eligible entities and contractors following approval of this infrastructure protocol document. The State will use a phased approach to disbursing infrastructure funds. Much of the initial phase of the disbursement of infrastructure funding will be for technological updates and procurements as well as business practice development.

Implementation Approach

- A. The State will Develop application, distribution, or contracting processes for eligible entities seeking infrastructure funds from the State.
 - i. Evaluate applications and allocate funds for activities to be performed in each of the four approved infrastructure categories.
 - ii. Award infrastructure funding based on the application and disburse those funds.
- B. Ensure that any HRSN fund disbursements to eligible entities and contractors are consistent with the STCs.

Monitoring and Oversight

The State will take action to address non-compliance, ensure non-duplication of funds, and perform other monitoring and technical assistance, as necessary.

The State may claim federal financial participation (FFP) in infrastructure investments to support the development and implementation of HRSN services across the following domains, in accordance with the categories specified in the STCs:

1. Technology
2. Development of business or operational practices
3. Workforce development
4. Outreach, education, and stakeholder convening

The specific activities that may be funded with infrastructure fund are as follows:

1. Technology:
 - A. Procuring information technology (IT) infrastructure and data platforms needed to enable, for example:
 - i. Authorization of HRSN services
 - ii. Referral to HRSN services
 - iii. HRSN service delivery
 - iv. HRSN service billing
 - v. HRSN program oversight, monitoring, and reporting
 - B. Modifying existing systems to support HRSN service delivery and closed-loop referrals
 - C. Developing an HRSN services eligibility screening tool
 - D. Integration of data platforms, systems, and tools
 - E. Supporting successful adoption of IT infrastructure and data platforms related to HRSN
2. Development of business or operational practices:
 - A. Development of policies and procedures related to:
 - i. HRSN referral and service delivery workflows
 - ii. Billing and invoicing
 - iii. Data sharing and reporting
 - iv. Program oversight and monitoring
 - v. Evaluation
 - vi. Privacy and confidentiality
 - B. Training and technical assistance on HRSN program roles and responsibilities
 - C. Administrative and/or overhead costs necessary to perform HRSN duties or expand HRSN service delivery capacity, including development and implementation of community hubs
3. Workforce development:
 - A. Cost of hiring staff
 - B. Cost of training staff members on HRSN policies and procedures
 - C. Salary and benefits for staff that will have a direct role in overseeing, designing, implementing, or executing HRSN responsibilities prior to launch of delivery of HRSN services

- D. Necessary certifications, training, technical assistance, or education for staff participating in the HRSN program
- E. Privacy and confidentiality training or technical assistance related to HRSN service delivery
- F. Production costs for training materials or experts as it pertains to the HRSN program
- 4. Outreach, education, and stakeholder convening:
 - A. Development and production of materials necessary for marketing, outreach, training, or education
 - B. Translation of materials
 - C. Development of culturally competent materials
 - D. Planning for and facilitation of community-based outreach events to support awareness of HRSN services
 - E. Planning for and facilitation of learning collaboratives or stakeholder convenings
 - F. Community engagement activities necessary to support HRSN program implementation and launch
 - G. Administrative or overhead costs associated with outreach, education, or convening

Eligible Entities

The following entities may be eligible to apply for and receive HRSN infrastructure funding:

1. **Providers of HRSN services, including, but not limited to:**
 - A. Community-based organizations
 - B. Social-services agencies
 - C. Housing agencies and providers
 - D. Food and nutrition service providers
 - E. Case management providers
 - F. Traditional health workers
 - G. Child welfare providers
 - H. State, county, city, and local governmental agencies
 - I. Tribes and Indian health care providers
 - J. Physical and behavioral health care providers
2. Other entities supporting the infrastructure and delivery of HRSN services such as technology and technical assistance providers
3. State-contracted, third-party administrator and/or financial executor to support HRSN contracting, implementation, and service delivery

1. State and local agencies to support technology; development of business or operational practices; workforce development; and outreach, education, and stakeholder convening

Available Infrastructure Funds and Projected Amounts

Per STC 10.5b, Colorado is approved to use the following infrastructure funds:

HRSN Infrastructure

Pop Type: HRSN Infrastructure	DY 05	Total
Total Expenditure	\$6,915,303	\$6,915,303

Allowable Use	Percent of Infrastructure Pool	Amount
Technology	40%	\$2,766,121
Development of operational or business practices	25%	\$1,728,826
Workforce development	25%	\$1,728,826
Outreach, education, and stakeholder convening	10%	\$691,530
Total	100%	\$6,915,303

The State provides current estimates for infrastructure expenditure amounts use category. The estimates were developed using anticipated need by category.