

Collaborating With Community Partners to Address Social Drivers of Health: Potential Opportunities within Medicaid Transformation

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Agenda

1. **PART 1: Introduce Legal Aid of North Carolina and our Medical-Legal Partnership (MLP) Program**
 - a) Our role in addressing health equity and health disparities
 - b) Examples of “legal remedies” to social drivers of health
 - c) Our Medical-Legal Partnership Program – Integrating legal advocates within team-based care
2. **PART 2: Share News You Can Use TODAY! Helping Your Patients Access Safety Net Services to Address Social Drivers of Health**
 - a) North Carolina Medicaid Ombudsman
 - b) NC Navigator Consortium - ACA Marketplace Coverage
 - c) Nutrition Assistance
 - d) Advance Child Tax Credit
 - e) Rental and Utility Assistance, Foreclosure Assistance
3. **PART 3: Describe Opportunities to Address Social Drivers of Health for Medicaid Managed Care Members**
 - a) NC DHHS Goal and Vision
 - b) Care Management Requirements for All Medicaid Managed Care Members Enrolled in Pre-Paid Health Plans
 - c) Additional Care Management Requirements for Priority Populations and High-Need Members
 - d) Members Eligible for Healthy Opportunities Pilot Services



What Drives Health?

Which of these are “**social drivers**” of health?

As discussed by Kathy Colville earlier this morning, See NCIOM report, Healthy North Carolina 2030 (Jan. 2020)!

County Health Rankings Model

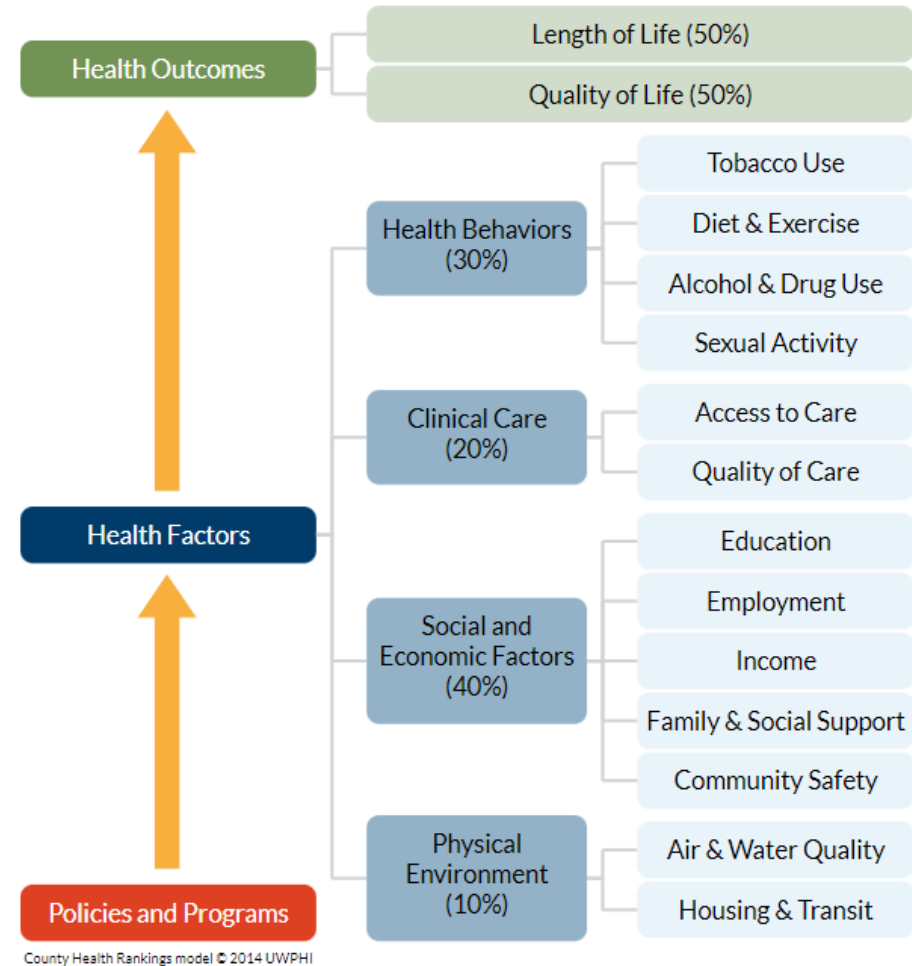


Image from www.countyhealthrankings.org/explore-health-rankings/measures-data-sources/county-health-rankings-model

Legal Aid of North Carolina's Role in Addressing Health Equity and Health Disparities

Health equity means that everyone has a fair and just opportunity to be as healthy as possible.

- This requires removing obstacles to health, such as poverty, discrimination, and their consequences including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care.






Health disparities are differences in health or in the key determinants of health, such as education, safe housing, and discrimination, which adversely affect marginalized or excluded groups.

- Reducing and ultimately eliminating disparities in health and its determinants of health is how we measure progress toward health equity.

*Braveman P, Arkin E, Orleans T, Proctor D, and Plough A. What is Health Equity? And What Difference Does a Definition Make? Robert Wood Johnson Foundation. May 2017.



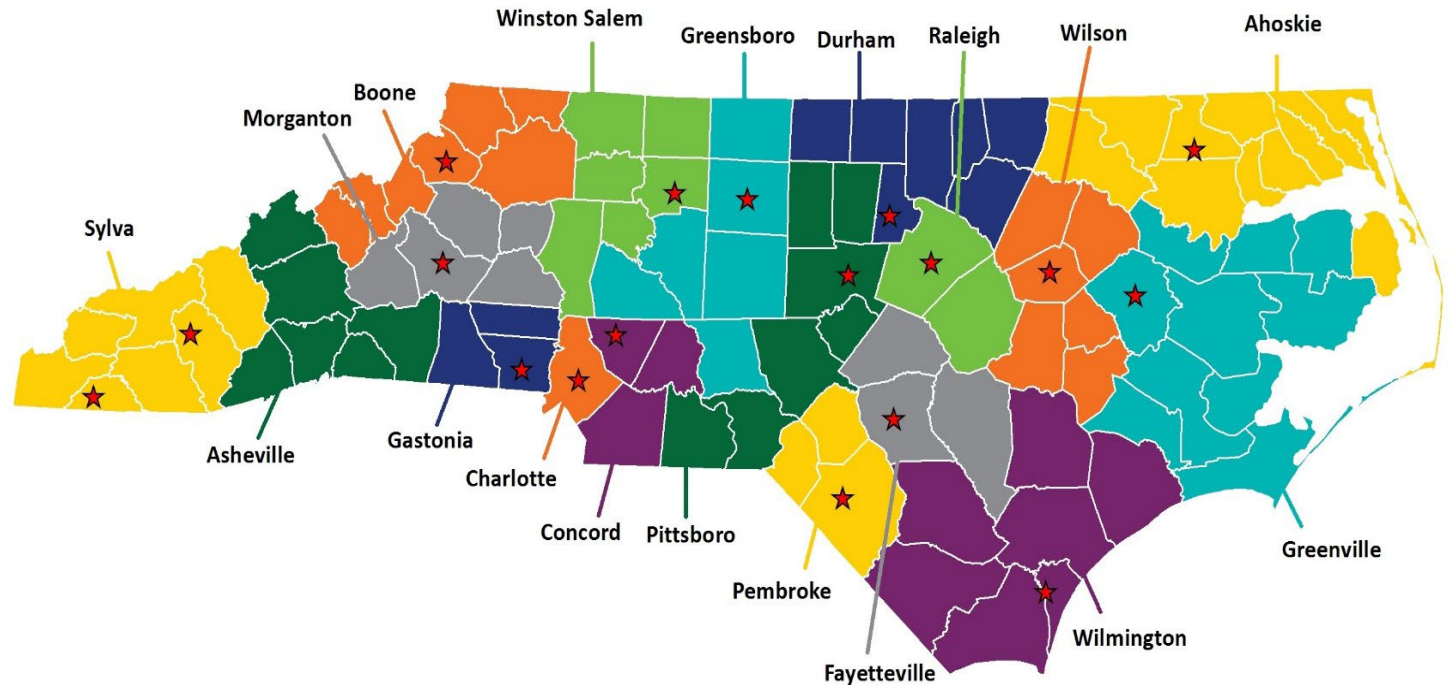
Is there a Lawyer in the House? Integrating Access to Legal Remedies in Collaborative Efforts to Address Social Drivers of Health

Social Drivers of Health	Examples of How Legal Services Can Help
 Safe, Affordable Housing	<ul style="list-style-type: none"> ▪ Prevent improper and illegal evictions and terminations of housing subsidies ▪ Ensure that repairs and services are made to unsafe rental homes ▪ Save homes from foreclosure ▪ Help homeowners and renters displaced by natural disasters
 Family Safety and Stability	<ul style="list-style-type: none"> ▪ Secure protective orders for victims of domestic violence ▪ Assist victims of domestic violence to retain custody of their children ▪ Protect seniors from financial exploitation
 Access to Economic Opportunity	<ul style="list-style-type: none"> ▪ Provide immigration assistance for victims of domestic violence, sexual assault, human trafficking, and other violence ▪ Remove barriers to employment, housing, and other supports for people involved with the justice system ▪ Protect farmworkers' rights to housing and workplace safety, enforce employment contracts ▪ Prevent discrimination in employment, housing, and education
 Food Security, Health Insurance, Access to Other Safety Net Supports	<ul style="list-style-type: none"> ▪ Appeal improper denial, termination, or reduction of safety net support services <ul style="list-style-type: none"> ○ Medicaid ○ Supplemental Nutrition Assistance Program (SNAP)/Food Stamps ○ Unemployment Benefits ○ Disability Income ○ Veteran's Benefits ○ Disaster-Related Services
 Access to Quality Education	<ul style="list-style-type: none"> ▪ Help children in public schools get the quality education they deserve ▪ Enforce special education rights ▪ Challenge improper school disciplinary actions, including suspensions and expulsions ▪ Protect children from bullying/harassment ▪ Help students experiencing academic failure



Legal Aid of North Carolina

- Statewide, non-profit law firm
 - We serve all 100 counties
 - ~ 22 local offices
- Mission
 - To provide free legal assistance
 - in civil matters
 - to low-income people
 - in order to ensure equal access to justice and
 - to remove legal barriers to economic opportunity



Legal Aid of North Carolina: How to Apply for Assistance?

1. Apply Online

- <https://www.legalaidnc.org/get-help/apply-online>

2. Apply by Phone (Toll-Free #s)

- <https://www.legalaidnc.org/get-help/apply-phone>

3. Direct Referrals from selected community partners

- Domestic violence agencies
- Clinics, hospitals, health systems in our Medical-Legal Partnership Program

APPLY ONLINE

Our online application is an easy-to-follow interactive interview that walks you step by step through our intake process. The interview will ask you a number of questions so we can understand your problem in order to give you the best help possible. You will be asked to answer questions about your legal problem, income and property, and the people living in your household. It may take up to 30 minutes to finish the interview.

Click the button below to get started.

Apply Online

Apply by Phone

Legal Aid Helpline

Toll-Free 1 (866) 219-LANC (5262)

8:30 AM - 4:30 PM, Monday - Friday

5:30 PM - 8:30 PM, Monday & Thursday

To apply for free help with civil (non-criminal) legal problems. Learn more: [Our Services](#)

Senior Legal Helpline

Toll-Free 1 (877) 579-7562

9:00 AM - 4:00 PM, Monday - Friday

Free legal help for North Carolinians 60 years of age or older. Learn more: [Senior Law Project](#)

NC Navigator Helpline

Toll-Free 1 (855) 733-3711

9:00 AM - 5:00 PM, Monday - Friday

Free help enrolling in affordable health insurance on the Health Insurance Marketplace (HealthCare.gov). Learn more: [NC Navigator Consortium](#)

Fair Housing Helpline

Toll-Free 1 (855) 797-FAIR (3247)

9:00 AM - 5:00 PM, Monday - Friday

Free help with housing discrimination. Learn more: [Fair Housing Project](#)

Battered Immigrant Helpline

Toll-Free 1 (866) 204-7612

3:30 PM - 7:30 PM, Tuesday

9:00 AM - 1:00 PM, Thursday

Free help for immigrants who are victims of domestic violence. Learn more: [Battered Immigrant Project](#)

Image is a screen shot from our website





Legal Aid of North Carolina: Eligibility and Levels of Assistance

Eligibility Criteria for Clients*

- Income (typically <125% FPL) and assets
- Legal status for most types of services
 - Exceptions
 - Domestic Violence Protective Orders
 - VISA Assistance for Battered Immigrants
 - Human Trafficking

* As established by our federal funding agency, Legal Services Corporation

“Level” or “Dose” of Service**

- Advice and Information
- Brief Service
- Litigation
- Administrative Hearings

** Established for each client



Legal Aid of North Carolina

Areas of Expertise

- Housing
- Domestic Violence
- Public Benefits
- Education
- Consumer Law
- Employment
- Community Economic Development

Examples of Statewide and Regional Projects

- Medical-Legal Partnership Program
- Domestic Violence Prevention Initiative
- Battered Immigrant Project
- Mortgage Foreclosure Project
- Fair Housing Project
- Eviction Diversion
- Senior Law Project
- Veterans' Law Project
- Outreach and Enrollment for Coverage Under ACA
- Farm Worker Unit, Human Trafficking Project
- Advocates for Children's Services
- Community Economic Development, Disaster Relief and Recovery

For more information about our services, see <https://www.legalaidnc.org/get-help/our-services>

Madlyn Morreale, Legal Aid of North Carolina, September 24, 2021



Legal Aid of North Carolina - General Information and Resources

See our website for know-your-rights classes, videos, written materials, other information

Short “Know Your Rights” videos
www.youtube.com/legalaidnc

The screenshot shows two event listings on the Legal Aid of North Carolina website. The first event, 'Housing on Monday Evening (HOME)', is scheduled every Monday until August 31 at 4:00 PM EDT. The second event, 'Free Forum Friday', is scheduled every Friday until August 28 at 11:00 AM EDT. Both events are described as opportunities to hear from Legal Aid attorneys and discuss legal issues.

Weekly updates on legal issues
[Facebook: Legal Aid of North Carolina @LegalAidNC](https://www.facebook.com/LegalAidNC)

The screenshot shows the 'Self-Help Library' page on the Legal Aid of North Carolina website. The page features a navigation bar with links to Home, Get Help, Give Help, and About Us. The main content area lists various legal topics available for self-help, including Small Claims Court, Child Tax Credit Payments, Consumer Rights, Criminal Record Expunction, Disaster Relief, Domestic Violence and Sexual Assault, Education, Employment, Health Insurance, Housing, and Self-Help Videos. A sidebar on the left lists 'Our Services' such as Apply Online, Apply by Phone, Find an Office, Self-Help Clinics, Self-Help Library, Other Help, and Client Complaints.

<https://www.legalaidnc.org/get-help/self-help-library>

Images are screen shots from our website



Legal Aid of North Carolina's Medical-Legal Partnership (MLP) Program

Now That You've Asked



- Brings together physicians, nurses, social workers, care managers, other health care professionals, attorneys, paralegals, and other community partners
- To address the social and environmental conditions that influence patient and population health, including:
 - Food, income, and housing insecurity;
 - Substandard housing conditions;
 - Domestic violence; and,
 - Failure to provide children with educational services to which they are entitled.

Cartoon credit: Jack Maypole, MD; available at blogs.ubc.ca/amalgamateinnovators/files/2013/11/anything-else.cartoon.jackmaypole.jpg

“The WHY”: Medical-Legal Partnerships as Collaborative, Team-Based Care

Collaborative, team-based care can improve outcomes for patients/members/clients

- Patient and family-centered solutions
 - Ability to “go wide and deep” to address root causes
 - Some solutions require looking beyond the “presenting issue”
- With limited resources, multiple disciplinary efforts help us focus on what we do best
 - Work “at the top of our licenses”
 - Some things require specialized knowledge/skills
- Value of “integrated service delivery model” vs. “referral source”

Strategic partnerships help us focus on community-level priorities and “impact”

- Use experience and data about locally-defined needs to align resources for most important, “impact” work
- Leverage organizational capacity and assets
 - Experience serving low-income, Medicaid enrollees
 - Long-standing relationships with trusted community partners



“The HOW”: Focusing on the “P” of Medical-Legal Partnership Work

It’s Not Just About the Direct Referral ... Or Even a Soft Handoff!

Elements of Effective Collaboration

- 1. Clear alignment with each partners’ mission**
- 2. Recognition of “value added” for each partner – unique/complementary skills, expertise, contributions**
- 3. Commitment, buy-in of leadership and core staff to the collaborative process**
 - a) Shared goals, priorities, decision-making
 - b) Focus on capacity building to carry out essential work
 - c) Efficient work-flow processes, e.g. referrals and dedicated intake
 - d) Effective communication, protocols for sharing and use of data/information
 - e) Tracking outcomes and measuring impact
 - f) Identifying operational challenges and seeking solutions - willingness to learn and adapt
 - g) Shared responsibility for securing and leveraging resources to build and sustain the work



PART 2: News You Can Use TODAY! Helping Your Patients Access Safety Net Services to Address Social Drivers of Health

- 1. North Carolina Medicaid Ombudsman**
- 2. North Carolina Navigator Consortium - ACA Marketplace Coverage**
- 3. Nutrition Assistance**
- 4. Advance Child Tax Credit**
- 5. Housing Insecurity**
 - a) Rental and Utility Assistance**
 - b) Foreclosure Assistance – Coming Soon**



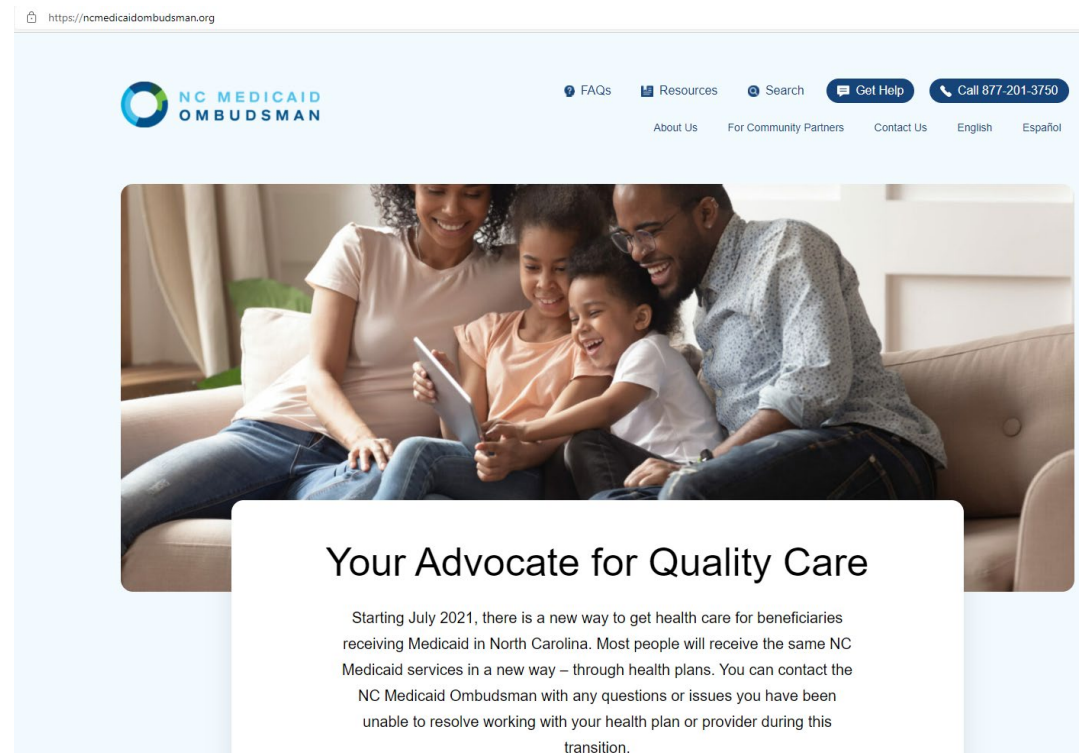
NC Medicaid Ombudsman

<https://ncmedicaidombudsman.org/>

Image is screen shot of this web page

- Helps North Carolina Medicaid and NC Health Choice beneficiaries understand the Medicaid program and changes happening as the State moves to NC Medicaid Managed Care.
- Offers help if people with Medicaid have trouble getting access to health care, and we connect people to resources like legal aid, social services, housing resources, food assistance and other programs. We provide free, confidential support and education about the rights and responsibilities people have under NC Medicaid.
- We are here to:
 - **Educate** about NC Medicaid, NC Health Choice, resources available to meet health care needs, rights and responsibilities under NC Medicaid Managed Care.
 - **Advocate** to resolve any issues so you can get the care you need.
 - **Refer and connect** you to community services to support your health-related needs, including legal aid, social services and other supports for a wide variety of issues.
 - **Communicate** to the State regarding issues we learn from your experiences to track them and work toward solutions. This will help ensure that your voice is heard and that you receive access to high quality health care.

Madlyn Morreale, Legal Aid of North Carolina, September 24, 2021



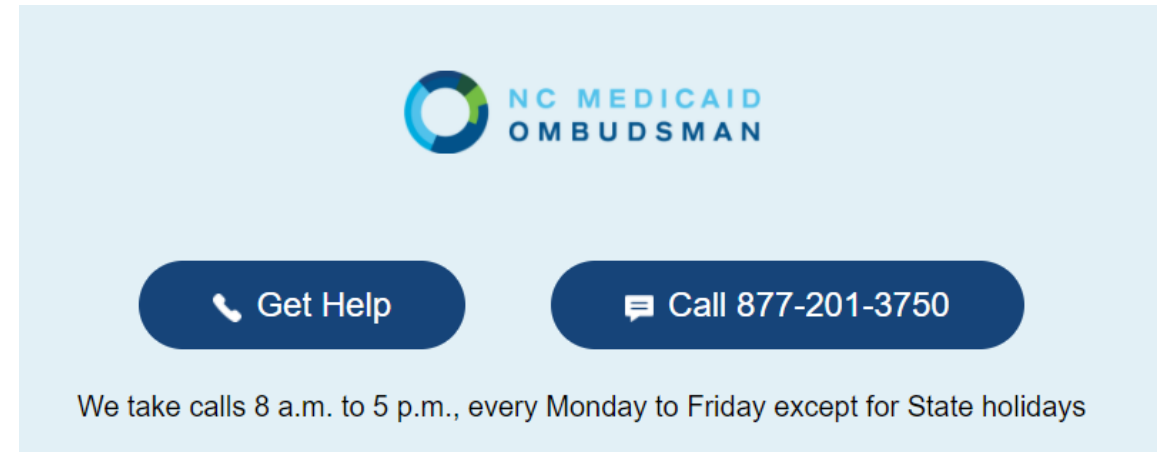
- Call the Ombudsman when:
 - You are not getting the care that you need.
 - You have questions about a notice or bill you have received.
 - You have already talked with your health care provider or health plan and have not been able to solve the problem.
 - You have questions about the complaint or appeal process.
- You can call us at 877-201-3750 from 8 a.m. to 5 p.m., every Monday through Friday except for [State holidays](#).



NC Medicaid Ombudsman

<https://ncmedicaidombudsman.org/for-community-partners/>

Image is screen shot of this web page



- **Download outreach materials for patients and families** -FAQs, posters, flyers, etc.
 - <https://ncmedicaidombudsman.org/resources>
- **To order printed copies of these materials to distribute or to invite the NC Medicaid Ombudsman staff to make a presentation**
 - <https://ncmedicaidombudsman.org/for-community-partners> OR
 - Send an email to info@ncmedicaidombudsman.org



NC Navigator Consortium – Free Assistance to Help With ACA Coverage

- Open Enrollment Period begins Nov. 1, 2021
- Examples of Life Changes That May Help Someone Qualify for a **Special Enrollment Period**
 - Get married or divorced
 - Have a child, adopt a child, or place a child for adoption
 - Have a change in income
 - Get health coverage through a job or a program like Medicare or Medicaid
 - Change your place of residence
 - Have a change in disability status
 - Gain or lose a dependent
 - Become pregnant
 - Experience other changes that may affect your income and household size



Visit us

Free Assistance Resources



Schedule Assistance

North Carolina Affordable Care Act enrollment assisters are federally certified to provide free, unbiased, in-person or virtual assistance to help you and your family explore your options and enroll in quality, affordable coverage through the Health Insurance Marketplace.

Simply input your zip code and select a radius to search for an appointment near you, or call us toll-free at 1-855-733-3711.

Keep in mind that there are some things you'll need to bring with you to your appointment.

<https://www.NCNavigator.net>

Image is screen shot of this web page



SNAP, WIC, and Other Nutrition Assistance Programs

Pandemic Assistance

Getting Food on the Table

As many as 30 million adults and 12 million children may not always have access to nutritious food. The American Rescue Plan provides bold solutions that work toward the goal of ending food insecurity by providing:

- Access to the [Pandemic EBT \(P-EBT\)](#) program available for the duration of the health emergency, including through the summer.
- An extension to the [15 percent increase](#) in [SNAP](#) benefits for all participants through Sept. 30, or about \$27 per month per person.
- Investments to expand [SNAP online purchasing](#).
- \$880 million to deliver expanded access to more fruits and vegetables for moms and babies and investments in innovation to [WIC](#).
- \$37 million for senior nutrition through the [Commodity Supplemental Food Program](#).
- \$1 billion in nutrition assistance for [American Samoa, CNMI, and Puerto Rico](#).

Through support provided by the American Rescue Plan Act, USDA is [increasing support for families struggling to put food on the table](#).

<https://www.fns.usda.gov/coronavirus>; Image taken from this website

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SNAP Benefit Increases – Eff. Oct. 1, 2021



Food and Nutrition Service
U.S. DEPARTMENT OF AGRICULTURE

ESTIMATED INCREASE IN SNAP BENEFITS, FY 2022 BY STATE, FROM RE-EVALUATED THRIFTY FOOD PLAN

As a result of the Thrifty Food Plan re-evaluation, SNAP-participating households will receive an increase in benefits of , on average, \$36 per person – or about \$1.20 per day.

State	Projected Total SNAP Benefits (\$millions), FY 2022*		
	Under Prior TFP	Under Re-Evaluated TFP	Difference
Montana	\$155	\$198	\$43
Nebraska	\$321	\$408	\$87
Nevada	\$654	\$832	\$178
New Hampshire	\$102	\$130	\$28
New Jersey	\$1,380	\$1,756	\$376
New Mexico	\$916	\$1,166	\$250
New York	\$5,283	\$6,723	\$1,440
North Carolina	\$4,329	\$5,508	\$1,179

https://www.fns.usda.gov/TFP/state_table; Image taken from this website



SNAP, WIC, and Other Nutrition Assistance Programs

State Nutrition Action Coalition (SNAC) Guide and Materials about NC Food and Nutrition Resource Programs

- <https://www.ncdhhs.gov/divisions/social-services/food-and-nutrition-services-food-stamps/north-carolina-food-and-nutrition>

Images are screen shots from this web page

- **Posters available in English at** <https://files.nc.gov/ncdhhs/document/s/files/dss/SNAC-Flyer-Final-PRINTER-English.pdf>
- **Posters available in Spanish at** <https://files.nc.gov/ncdhhs/document/s/files/dss/SNAC-Flyer-Final-PRINTER-Spanish.pdf>

SNAC NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
This document contains information on United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) programs available in North Carolina

NC Food and Nutrition Resource Programs

Child and Adult Care Food Program (CACFP) - Ensures children and adults attending approved non-residential care facilities and at-risk afterschool programs receive nutritious meals. www.nutritionnc.com/snp

Commodity Supplemental Food Program (CSFP) - Provides a monthly package of food designed to supplement the nutritional needs of low-income senior citizens ages 60+. Food packages are distributed by approved local agencies. www.ncagr.gov/foodlist/programs.htm

Expanded Food and Nutrition Education Program (EFNEP) - Teaches youth and adult participants skills and strategies to feed their families nutritious meals on a limited budget and improve their overall health. www.ncfnep.org

Food Distribution Program on Indian Reservations (FDPIR) - Provides USDA foods to income-eligible households living on the Eastern Band of Cherokee Indians reservation and to Native American households residing in designated counties (Jackson, Swain, Cherokee and Graham) near the reservation. www.fns.usda.gov/fdpir/applicant-recipient

School Meals - National School Lunch Program, School Breakfast Program, and After School Snack Program (NSLP, SBP, ASSP) - Provides children and teenagers breakfast, lunch and snacks that meet federal nutrition standards in public schools. <https://childnutrition.ncpublicschools.gov/programs/nslp>

Senior Farmers' Market Nutrition Program (SFMNP) - Provides eligible senior participants with benefits to purchase fruits and vegetables at local farmers' markets. Program is not available statewide. www.ncdhhs.gov/documents/north-carolina-seniors-farmers-market-nutrition-program-sfmnp

Senior Nutrition Program - Congregate Meals and Home-delivered Meals - Provides nutritious meals and socialization to older adults. www.ncdhhs.gov/assistance/adult-services/nutrition-congregate-home-delivered-meals

Supplemental Nutrition Assistance Program known in NC as Food and Nutrition Services (SNAP - FNS) - Provides benefits to purchase food. www.ncdhhs.gov/assistance/low-income-services/food-nutrition-services-food-stamps

Supplemental Nutrition Assistance Program-Education (SNAP-Ed) - Provides approaches to improve nutrition through direct education, multi-level interventions, community and public health approaches. Nine agencies in NC provide SNAP-Ed to different ages and locations. <https://www.ncdhhs.gov/divisions/social-services/food-and-nutrition-services-food-stamps/north-carolina-nutrition-education>

Summer Nutrition Program - Provides free meals to children during summer vacation. childnutrition.ncpublicschools.gov/programs/sfsp

The Emergency Food Assistance Program (TEFAP) - Supplements the food needs of low-income households. Food packages are distributed by approved local agencies. www.ncagr.gov/foodlist/programs.htm

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) - Provides nutrition education, breastfeeding promotion and support, access to healthy foods and referrals to healthcare and social services for pregnant, breastfeeding and postpartum women, infants and children under age 5. www.nutritionnc.com/mywic/index.htm

WIC Farmers' Market Nutrition Program (FMNP) - Provides eligible WIC participants with benefits to purchase fruits and vegetables at local farmers' markets. Program is not available statewide. www.nutritionnc.com/wic/fmarket.htm

www.ncdhhs.gov/snac

SNAC NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
This document contains information on United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) programs available in North Carolina

NC Food and Nutrition Resource Programs

www.ncdhhs.gov/snac

Program Name	Food Delivery	Meal/Snack provided on site	Nutrition Education	Food Pick-up	Benefits to purchase food	Eligibility
CACFP		☑				0-18 yrs and 60+
CSFP				☑		60+
EFNEP			☑			18+
FDPIR on Indian Reservations				☑		All ages
School Meals		☑				PreK-12 students
SFMNP			☑		☑	60+
Senior Congregate Meals		☑	☑			60+
Senior Home-delivered meals	☑		☑			60+
SNAP (FNS)					☑	All ages
SNAP-Ed			☑			All ages
Summer Nutrition Programs		☑				Children 0-18 yrs
The Emergency Food Program				☑		All ages
WIC			☑		☑	0-5 yrs. & pregnant, postpartum women
WIC FMNP			☑		☑	2-4 yrs. & pregnant, postpartum women

This material was funded by USDA's Supplemental Nutrition Assistance Program - SNAP.

USDA Nondiscrimination Statement - If SNAP and FNS State or local agencies, and their subrecipients, must post the following Nondiscrimination Statement: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religion, creed, disability, age, political beliefs, or marital or relationship status or any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-4773. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (SD-1027) found online at <http://www.usda.gov>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9896. Submit your completed form or letter to USDA by (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9402, (2) fax: (202) 696-7442, or (3) email: program.discrimination@usda.gov. This institution is an equal opportunity provider.

NCDHHS is an equal opportunity employer and provider. • 80,000 copies were printed at a cost of \$4,287.02 or \$0.05358775 each. • 10/2020



Advance Child Tax Credit Payments

- Since July 15, 2021, parents can begin receiving monthly Child Tax Credit payments.
- From July to December 2021, families earning under \$150,000/year will get payments of up to:
 - \$300/month per child (age 0 – 5) and
 - \$250 per child (age 6 –17)
- Receipt of the Child Tax Credit does not change eligibility for SNAP, Medicaid, and other public benefit programs that are determined by income.
- Low-income parents who do not file taxes will not receive it **unless they sign** up at [IRS.gov](https://www.irs.gov).
 - If families want to start receiving monthly payments NOW, they must either file taxes or enroll on the IRS “non-filer” portal before October 15, 2021.
 - Otherwise they will have to wait to receive the credit when they file their taxes in 2022.

The Child Tax Credit: An important lifeline for families

SEPTEMBER 2021

You may have heard that the federal Child Tax Credit (CTC) is larger and is available to more families this year because of changes made by Congress in the American Rescue Plan in March 2021. In order to receive the new credit, **you may need to take some steps to ensure you get the funds.**

How does my family receive the credit?

If you filed a 2019 or 2020 tax return and are eligible for the credit	If you have <u>not</u> filed a tax return and you are eligible for the credit
<ul style="list-style-type: none">• No action is required• You should have started receiving automatic payments on July 15, 2021• If your family situation has changed you can update it or unenroll in advance payments at: https://irs.gov/childtaxcredit2021	<ul style="list-style-type: none">• File a full 2020 tax return to receive advance payments by 10/15/2021 OR• Claim the credit using the simplified sign-up tool by 10/15/2021 OR• Wait to file 2021 tax return in 2022 and receive the full credit at that time (see below for more information)

Image from <https://www.ncjustice.org/wp-content/uploads/2021/09/CHILD-TAX-CREDIT-flyer-ENGLISH-3.pdf>

Posters are available in English and Spanish at www.ncjustice.org/publications/the-child-tax-credit-an-important-lifeline-for-families/

Advance Child Tax Credit Payments for Non-Tax Filers

Children in families with mixed immigration status – in which the children are U.S. citizens, but the parents are not – are eligible to receive the tax credits.

- Parents will use their taxpayer ID number (TIN) to confirm their enrollment.
- The child must have a social security number to qualify.

For more information

- Go to NC Child's website: <https://ncchild.org/ctc-non-filers/>
- Watch and share Legal Aid of North Carolina's Facebook live video
 - Provides a step-by-step walkthrough for parents and caregivers on eligibility and how to apply.
 - Recording available on Facebook: <https://fb.me/e/1jnqx48ai> and YouTube: https://youtu.be/FA0lZPJ_GYE
- NC Justice Center's website: <https://www.ncjustice.org/publications/the-child-tax-credit-an-important-lifeline-for-families/>
 - **Posters are available** in English and Spanish



[IRS.gov/childtaxcredit2021](https://www.irs.gov/childtaxcredit2021)



2021 Advance Child Tax Credit Payments start July 15, 2021

- Eligible families can receive advance payments of **up to \$300 per month** for each child under age 6 and **up to \$250 per month** for each child age 6 and above.
- Payments begin July 15 and will be sent monthly through December 15 without any further action required.
- You can benefit from the credit even if you don't have earned income or don't owe any income taxes.
- The credit includes children who turn age 17 in 2021.
- The tax credit is expanded to include advance payments for 2021 only.

Filed already?

You don't need to take any action now if you've filed a 2020 tax return.

Haven't filed yet?

File your tax return as soon as possible. For people not required to file a tax return and who didn't file in 2019 or 2020, visit the special IRS **Non-filer Sign-up Tool** for more details and quickly register. You may qualify for the Child Tax Credit and Economic Impact Payments.



Eligible taxpayers who don't want to receive advance payment of the 2021 Child Tax Credit will have the opportunity to unenroll from receiving the payments.

Publication 5534-A (8-2021) Catalog Number 38433P Department of the Treasury Internal Revenue Service www.irs.gov

Download a printable IRS Flyer on the Child Tax Credit:
English (<https://www.irs.gov/pub/irs-pdf/p5534a.pdf>)

Image is screen shot of this web page
Spanish (<https://www.irs.gov/pub/irs-pdf/p5534asp.pdf>)

Rent and Utility Assistance Available for Low Income Renters



ReBUILD NC

Search...

NC.GOV AGENCIES JOBS SERVICES

Home About Homeowners Contractors Local & Tribal Governments Resiliency **HOPE Program**

ReBuild NC Home HOPE Program

Find Your Program

Click on Map for Program Information

The HOPE Program is now accepting applications in 88 North Carolina counties. There are also 12 counties that are managing local pandemic-related rent and utility assistance programs. If you are a renter in one of these 12 counties, you should apply to the local program instead of the HOPE Program. Information about local programs is shown below.

In addition, the Eastern Band of Cherokee Indians, Coharie Tribe, Haliwa-Saponi Indian Tribe, Lumbee Tribe of North Carolina and Waccamaw-Siouan Tribe are offering rent and assistance programs for tribal members financially impacted by the pandemic. If you are a registered member of one of these tribes, you should apply to your tribal government's program instead of the HOPE Program.

County Government Programs

Buncombe County Emergency Rental Assistance Program ☎ 828-250-5500	Guilford County Guilford CARES ☎ 336-641-3000
Cabarrus County Emergency Rental Assistance Program ☎ 704-920-1400, option 4, then option 6	Johnston County Emergency Rental Assistance Program ☎ 919-999-5320
Cumberland County Emergency Rental Assistance Program ☎ 888-495-7710	Mecklenburg County and City of Charlotte COVID-19 Rent and Mortgage Program ☎ 980-406-7509
Durham County and City of Durham Emergency Rental Assistance Program ☎ 919-560-8000, option 7	New Hanover County Emergency Rental Assistance Program ☎ 910-798-3650
Forsyth County and City of Winston-Salem Emergency Rental Assistance Program ☎ 855-838-6776	Union County Emergency Rental Assistance Program ☎ 980-246-8181
Gaston County Emergency Rental Assistance Program ☎ 704-862-7901	Wake County and City of Raleigh House Watch COVID-19 Financial Assistance Program ☎ 919-899-9911

www.rebuild.nc.gov/hope-program/find

Image is screen shot of this web page

Housing Opportunities and Prevention of Evictions Program (HOPE) – Serves 88 Counties

- Provides rent and utility assistance to low-income renters experiencing financial hardship due to the economic impacts of COVID-19.
- Will pay landlords of eligible applicants up to 12 months of rent, which may include up to nine months of past due rent.
- Once a tenant applies for assistance, a check may be issued to a landlord in as little as 14 days.
- Immigrants are eligible for benefits regardless of current legal status
 - Applying for or receiving rental relief money has no impact on an immigrant's green card process.

HOPE Call Center: (888) 927-5467, 8am-5pm Monday-Friday

12 NC counties are managing local pandemic-related rent and utility assistance programs

For additional information about the eviction moratorium, see www.legalaidnc.org/get-help/self-help-library/housing/cdc-eviction-moratorium



Assistance for Homeowners

<https://www.legalaidnc.org/about-us/news/homeowner-assistance-fund-starts-soon>

Image is screen shot of this web page

HOMEOWNER ASSISTANCE FUND STARTS SOON

Sign up NOW to get an alert when the application opens

August 12, 2021

Are you a homeowner who has suffered hardships because of the COVID-19 pandemic? Are you having trouble making your house payments or paying other housing expenses?

Help is on the way! North Carolina's Homeowner Assistance Fund is scheduled to start this fall. Don't miss it!

Sign up NOW to get an alert when the application opens (click the button below).



The fund will help eligible North Carolina homeowners pay for:

- Mortgage payments
- Homeowner insurance
- Flood insurance
- Mortgage insurance
- Homeowners Association (HOA) fees
- Unpaid property taxes

To learn more, visit the [Homeowner Assistance Fund page](#) on the NC Housing Finance Agency's website.

If you have an open case with Legal Aid of North Carolina, contact your attorney for help signing up. If you sign up yourself, please contact your attorney to let them know.

Sign up now!

The information above is based on a [summary of the fund](#) on the website of the North Carolina Housing Finance Agency, the organization that will administer the fund. Details of the fund may change between now and when it starts in the fall.

Are you a renter? Learn about the NC HOPE Program and other rental-assistance programs at hope.nc.gov.



PART 3: Describe Opportunities to Address Social Drivers of Health for Medicaid Managed Care Members

1. NC DHHS Goal and Vision
2. Care Management Requirements for All Medicaid Managed Care Members Enrolled in Pre-Paid Health Plans
3. Additional Care Management Requirements for Priority Populations and High-Need Members
4. Members Eligible for Healthy Opportunities Pilot Services (selected regions)



NC DHHS Secretary Mandy Cohen: The State's goal is to reframe and redefine the system from “buying healthcare” to “buying health.”



North Carolina's Vision for Medicaid Transformation

“To improve the health of North Carolinians through an innovative, whole-person centered, and well-coordinated system of care that addresses both the medical and non-medical drivers of health.”

NCDHHS | NC Medicaid Managed Care | January 8, 2021

Image from NC DHHS, NC Medicaid Transformation Update, Michael Leighs, January 8, 2021

Image from NC DHHS, Healthy Opportunities Webinar: Focus on Human Services Organizations, August 31, 2021

Priority Domains for All Healthy Opportunities Initiatives

Housing



Food



Transportation



Interpersonal Violence



Care Management Requirements to Address Social Drivers of Health

Prepaid Health Plans (PHPs) must have “robust system” of local care management

- Services performed **at site of care, in the home, or in the community** with face-to-face interaction wherever possible
- **PHPs responsible for oversight** of local care management, but can **delegate** primary responsibility to **“Advanced Medical Home Tier 3” practices**

For **ALL** Members, PHPs **MUST**:

1. **Conduct “Care Needs Screening”** to identify unmet health-related resource needs
 - Must use standardized screening tool to identify unmet health-related resource needs **(see next slide)**
 - Must undertake **“best effort”** to complete screening **within 90 days of enrollment**
 - Must attempt at **least annually** for individuals not engaged in care management
2. **Provide general care coordination**, including **linking members to community resources and social support providers** to address those needs
 - **Use NCCARE360** to track connections and outcomes through “closed loop” referral capacity **(stay tuned for next presenters!)**
3. **Share results of care needs screening** with member’s PCP/AMH or any other designated care management entity who may be serving the member **within 7 calendar days of screening or assignment to new PCP/AMH**, whichever is earlier
4. Provide **transitional care management**
5. Participate in **prevention and population health management programs**



Health Screening

We believe everyone should have the opportunity for health. Some things like not having enough food or reliable transportation or a safe place to live can make it hard to be healthy. Please answer the following questions to help us better understand you and your current situation. We may not be able to find resources for all your needs, but we will try and help as much as we can.

Food

1. Within the past 12 months, did you worry that your food would run out before you got money to buy more? (Y/N)
2. Within the past 12 months, did the food you bought just not last and you didn't have money to get more? (Y/N)

Housing

3. Within the past 12 months, have you ever stayed: outside, in a car, in a tent, in an overnight shelter, or temporarily in someone else's home (i.e. couch-surfing)? (Y/N)
4. Are you worried about losing your housing? (Y/N)
5. Within the past 12 months, have you been unable to get utilities (heat, electricity) when it was really needed? (Y/N)

Transportation

6. Within the past 12 months, has a lack of transportation kept you from medical appointments or from doing things needed for daily living? (Y/N)

Interpersonal Safety

7. Do you feel physically and emotionally unsafe where you currently live? (Y/N)
8. Within the past 12 months, have you been hit, slapped, kicked or otherwise physically hurt by anyone? (Y/N)
9. Within the past 12 months, have you been humiliated or emotionally abused by anyone? (Y/N)

Optional: Immediate Needs

10. Are any of your needs urgent? For example, you don't have food for tonight, you don't have a place to sleep tonight, you are afraid you will get hurt if you go home today. (Y/N)
11. Would you like help with any of the needs that you identified? (Y/N)

- Developed by Technical Advisory Group
- Pilot tested in 18 clinical sites, including about 800 patients and 735 clinic staff

<https://www.ncdhhs.gov/about/departments-initiatives/healthy-opportunities/screening-questions>

Madlyn Morreale, Legal Aid of North Carolina, September 24, 2021



Additional Care Management Requirements to Address Social Drivers of Health

- A PHP shall perform a Comprehensive Assessment to determine a member's care management needs for every member who is:
 - 1) **Identified** through Care Needs Screening and/or risk stratification as being within priority population, including those at risk of requiring LTSS (see definition on next slide); or
 - 2) **Referred** to the PHP for care management by a provider, Member (self-referral), family member, or other person or entity, including social services
- PHPs must undertake “**best effort**” to complete the Comprehensive Assessment **within 30 days** of either of two events
- **PHPs shall share the results** of the Comprehensive Assessment with the member, member's PCP/AMH or any other designated care management entity who may be serving the member **within 14 calendar days of completion**

Additional Care Management Requirements to Address Social Drivers of Health

- PHPs **shall** use the findings of the **Comprehensive Assessment** to **develop** a **Care Plan** for each **High-Needs Member**
- [To] ensure that the care management approach includes help for Members in addressing unmet resource needs, **the PHP shall, at a minimum**:
 1. Use NCCARE360 to **identify and connect members to community-based resources**;
 2. Provide in-person assistance to **help with applications** for SNAP, TANF, Child Care subsidies, and Low Income Energy Assistance Program;
 3. Have on staff or by contract a **housing specialist to assist homeless individuals** secure housing;
 4. Provide access to **Medical-Legal partnerships** for legal issues adversely affecting health, subject to availability and capacity of Medical-Legal assistance providers;
 5. Provide every high-need Member with a **designated care manager**;
 6. Establish a **multi-disciplinary care team** for each high-need Member that consists of, where applicable depending on the member's needs
 - The Member, Caretaker(s)/legal guardians, AMH/PCP, Behavioral health provider(s), specialists, nutritionists, pharmacists and pharmacy techs, and community health workers



Healthy Opportunities Pilots Overview

Through NC's 1115 waiver, CMS authorized up to \$650 million in Medicaid funding to test evidence-based, non-medical interventions designed to improve health outcomes and reduce healthcare costs for a subset of Medicaid members.

Pilot funds will be used to:

- **Cover the cost of federally-approved Pilot services**
 - NC DHHS has developed service definitions and a fee schedule to reimburse entities that deliver these non-clinical services
 - The fee schedule will promote value and increasingly link payment to outcomes
- **Support capacity building to establish “Healthy Opportunity Network Leads” (formerly “Lead Pilot Entities”) and strengthen the ability of human service organizations (HSOs) to deliver Pilot services**
 - NC DHHS procured three Network Leads with deep roots in their community to facilitate collaboration across the healthcare and human service providers through building partnerships.

NC's priority “Healthy Opportunities” domains

Housing



Food



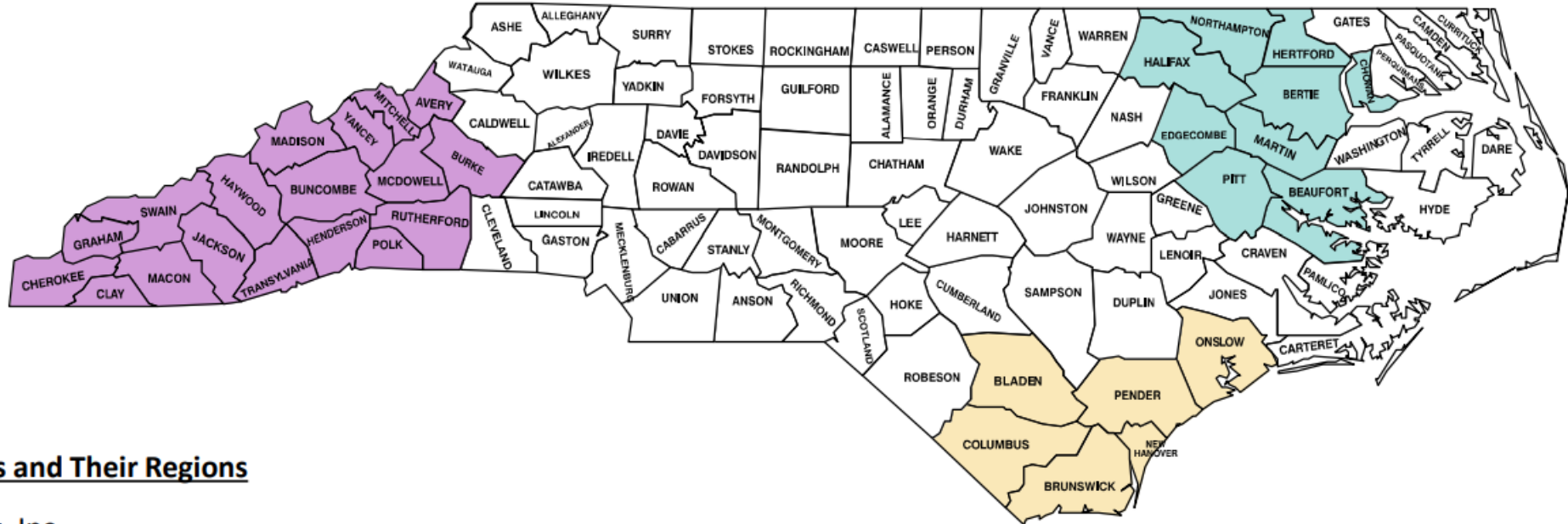
Transportation



Interpersonal Safety



Where in North Carolina Will the Pilots Operate?



Network Leads and Their Regions



Access East, Inc.

Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt



Community Care of the Lower Cape Fear

Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender



Impact Health (Dogwood Health Trust)

Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

Slide from NC DHHS, Healthy Opportunities Webinar: Focus on Human Services Organizations, August 31, 2021; available at <https://www.ncdhhs.gov/about/departments-initiatives/healthy-opportunities/healthy-opportunities-pilots>

CMS-Approved Healthy Opportunities Pilot Services



Housing

- Housing navigation, support and sustaining services
- Inspection for housing safety and quality
- Housing Move-In Support
- Essential Utility Set-Up
- Home Remediation Services
- Home Accessibility and Safety Modifications
- Healthy Home Goods
- One-Time Payment for Security Deposit and First Month's Rent
- Short-Term Post Hospitalization Housing



Food

- Food and Nutrition Access Case Management Services
- Evidence-Based Group Nutrition Class
- Diabetes Prevention Program
- Fruit and Vegetable Prescription
- Healthy Food Boxes (for pick-up or home delivered)
- Healthy Meals (for pick-up or home delivered)
- Medically Tailored Home Delivered Meal



CMS-Approved Healthy Opportunities Pilot Services



Transportation

- Reimbursement for Health-Related Public Transportation
- Reimbursement for Health-Related Private Transportation
- Transportation Per Member Per Month Add-On for Case Management Services



Interpersonal Safety

- IPV Case Management Services
- Violence Intervention Services
- Evidence-Based Parenting Curriculum
- Home Visiting Services
- Dyadic Therapy



Cross-Domain Services

- Holistic High Intensity Enhanced Case Management
- Medical Respite
- Linkages to Health-Related Legal Supports



Who is Eligible to Receive Pilot Services?

Individuals must have co-occurring physical/behavioral and social needs in order to receive Pilot services.
Individuals will not receive Pilot services (e.g., food boxes) based on social needs alone.

To qualify for pilot services, Medicaid managed care enrollees in Standard Plans and Behavioral Health I/DD Tailored Plans must live in a Pilot Region and have:



**At least one
Physical/Behavioral
Health Criteria:**
(varies by population)

- **Adults** (e.g., having two or more qualifying chronic conditions)
- **Pregnant Women** (e.g., history of poor birth outcomes such as low birth weight)
- **Children, ages 0-3** (e.g., neonatal intensive care unit graduate)
- **Children 0-20** (e.g., experiencing three or more categories of adverse childhood experiences)



**At least one
Social Risk Factor:**

- Homeless and/or housing insecure
- Food insecure
- Transportation insecure
- At risk of, witnessing or experiencing interpersonal violence

Pilot services also have minimum eligibility criteria and other restrictions. For example, the “Housing Move-In Support Service” is only available for enrollees who are receiving concurrent housing case management and moving for a qualifying reason, such as transitioning from homelessness to stable housing.

Slide from NC DHHS, Healthy Opportunities Webinar: Focus on Human Services Organizations, August 31, 2021; available at <https://www.ncdhhs.gov/about/departments-initiatives/healthy-opportunities/healthy-opportunities-pilots>

Healthy Opportunities Pilots Fee Schedule: Sample Service Definition

HSOs must deliver authorized Pilot services to enrolled Members in accordance with the service definitions in the Pilot Fee Schedule

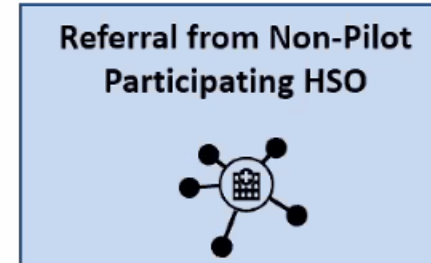
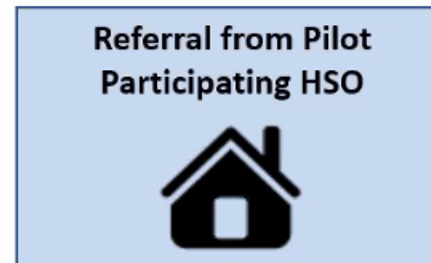
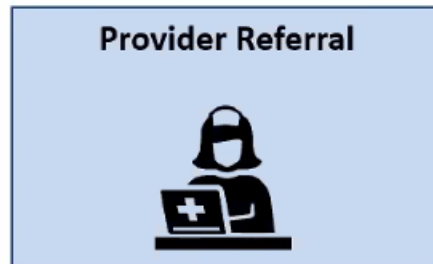
- Service definitions provide additional detail on each Pilot service, including:
 - Service description,
 - Anticipated frequency,
 - Duration,
 - Setting of service delivery, and,
 - Minimum eligibility criteria for receiving the service.
- The service definitions are final as approved by CMS and not subject to change prior to the initial service delivery period.
- The full fee schedule is available here:
https://www.manatt.com/Manatt/media/Documents/Articles/N C-Pilot-Service-Fee-Schedule_Final-for-Webpage.pdf

Home Remediation Services	
Category	Information
Service Name	Home Remediation Services
Service Description	Evidence-based home remediation services are coordinated and furnished to eliminate known home-based health and safety risks to ensure living environment is not adversely affecting occupants' health and safety. Home remediation services may include for example pest eradication, carpet or mold removal, installation of washable curtains or synthetic blinds to prevent allergens, or lead abatement.
Frequency (if applicable)	Enrollees may receive home remediation services at any point at which they meet minimum service eligibility criteria and have not reached the cap.
Duration (if applicable)	N/A
Setting	Home remediation services occur in the enrollee's current place of residence or potential residence.
Minimum Eligibility Criteria	<ul style="list-style-type: none">• Enrollee must be moving into a new housing unit or must reside in a housing unit that is adversely affecting his/her health or safety.<ul style="list-style-type: none">◦ The housing unit may be owned by the enrollee (so long as it is their primary place of residence) or rented.• Landlord has agreed to and provided signed consent for approved home remediation services prior to service delivery (if applicable).• Landlord has agreed to and provided signed consent to keep rent at current rate for a period of twenty-four months after receiving Pilot Home remediation services prior to service delivery (if applicable).• Services are authorized in accordance with PHP authorization policies, such as but not limited to service being indicated in the enrollee's person-centered care plan.• Enrollee is not currently receiving duplicative support through other federal, state, or locally-funded programs.

Slide from NC DHHS, Healthy Opportunities Webinar: Focus on Human Services Organizations, August 31, 2021; available at <https://www.ncdhhs.gov/about/departments-initiatives/healthy-opportunities/healthy-opportunities-pilots>

No Wrong Door: Entry Points into the Pilots

The Pilots will utilize a “no wrong door” approach to identifying and enrolling individuals in the Pilots, aiming to ensure that individuals who first show up at various “entry points” can effectively be assessed for Pilot eligibility.



Members at all entry points will be connected to their care manager.

PHPs must ensure there are multiple mechanisms for providers, HSOs and members/families to refer Medicaid enrollees to their PHP.

How Will the Pilots be Evaluated?



Key Learning Objectives

- **Evaluate the effectiveness** of select, evidence-based, non-medical interventions and the role of the Network Lead in improving health outcomes and reducing health care costs for high-risk members
- **Leverage evaluation findings** to embed cost-effective interventions that improve health outcomes into the Medicaid program statewide to promote sustainability
- **Support the sustainability** of delivering non-medical services identified as effective through the evaluation, including by strengthening the capabilities of HSOs and partnerships with health care payers and providers



Hypotheses Tested

- Network Leads will enable **effective delivery of Pilot services**
- The Pilot program will increase rates of Medicaid enrollees **screened** for social risk factors and **connected to** services that address these risk factors
- The Pilot program **will improve the qualifying social risk factors, health outcomes, healthcare utilization, and healthcare costs of participants** (overall and by sub-populations)



Evaluation Phases

- **Rapid cycle assessments:** To gain “real-time” insights on whether Pilots are operating as intended, if services are having their intended effects, and what mid-course adjustments need to be made to improve delivery of effective services
- **Summative Evaluation:** To assess the global impact of the Pilots, learn which interventions are effective for specific populations, and plan for incorporation into the Medicaid program

Questions, Comments, Conversations to Continue?

