

UCare-FUHN

Accountable Community for Health

The **UCare-FUHN** Accountable Community for Health (ACH) is a partnership between **UCare**, an independent, nonprofit health plan and the **Federally Qualified Health Center Urban Health Network (FUHN)** in the Twin Cities metro area. UCare was the first health plan in MN to provide coordinated health coverage to people with disabilities, bringing fifteen years of experience with this population to the project. FUHN is Minnesota's third-largest Integrated Health Partnership, and the first safety-net Accountable Care Organization in the nation made up solely of federally qualified health centers. The ACH improves care management alignment between UCare and FUHN for people with disabilities enrolled in the **Medical Assistance Special Needs Basic Care (SNBC)**. UCare has over 1,200 SNBC members who are served by the 10 FUHN clinics.

Care Model

The UCare-FUHN ACH understands that care coordination is a verb, not a noun. It is a process, not a job description. Care coordination involves several elements or functions that may be performed by different people or even different organizations around the needs of a client/patient.

Elements of care coordination include:

- Intake/screening and rescreening
- Patient, family and caregiver engagement and education
- Assessment (including behavioral health and social needs)
- Care planning by a collaborative team
- Service arrangement and coordination
- Information sharing and communication
- Monitoring and follow-up

The ACH believes that the health plan, primary care clinics, community services, and other supports (such as family members) need to perform and coordinate these functions so that the individual can also engage in more proactive health behaviors. The ACH is working toward linking health plan and clinic-based care managers to identify gaps in the care process and act on opportunities for improvement.



Location

Twin Cities metro area.

Target Population

Medical Assistance-eligible people with disabilities enrolled in Special Needs Basic Care.

Key Partners

- Axis Medical Center[†]
- Community University Health Care Center[†]
- Federally Qualified Health Center Urban Health Network (FUHN)^{* †}
- Minneapolis Health Department
- People Center Health Services[‡]
- St. Paul-Ramsey County Public Health
- UCare and delegated partners[‡]
- United Family Medicine[†]
- West Side Community Health Services[‡]

^{*}Accountable Care Organization

[†]Health Care Home

[‡]Lead organization

Success Story

In many ways, each FUHN clinic operates like a small-scale “Accountable Community for Health”—linking medical, dental, behavioral health and enabling services to serve a patient’s total needs. The clinics are located in the communities they serve and their governing boards include 51% patients.

Patient advocates and community health workers employed by the clinics are embedded in the

community and seen as peers. They offer invaluable insights into community dynamics as well as the individual's challenges and barriers to achieving better health status.

UCare has been collaborating with metro area centers of excellence to provide disability-competent care coordination for SNBC (MN Disability Health Options prior to SNBC) members since 2001. These care coordinators view primary care as the center of interdisciplinary care team and are constantly seeking additional ways to enhance coordination with medical provider. This ACH will further this effort.

Establishing new methods of communication and aligned incentives between UCare and the FUHN network of clinics is being tested to show innovative means to put the patient at the center of care coordination.

Measurement

The UCare-FUHN ACH has identified several measures as part of their effort including: more effective use of primary and behavioral care, smoother transitions of care and better follow-up after hospitalization or emergency room use, and attention to how the separate functions around care management between health plan, clinic, and county can be linked.

Population Health

The UCare-FUHN ACH recognizes that social determinants of health influence health outcomes. The ACH has met with the health departments for Minneapolis and St. Paul-Ramsay County to determine how this project and the public health efforts around the target patient/population group align. Many SNBC enrollees receive non-health plan case management from county public health and human services. These entities will be a component of the enhanced coordination at the heart of this project.

Sustainability

UCare and the FUHN clinics have a long history of working together to serve Medical Assistance enrollees in the Twin Cities. This project has deepened this connection and renewed our shared resolve to find a way to improve our common outcomes. Partners are interested in sustaining any new processes or practices that are shown to be effective from the ACH project. The ACH hopes to demonstrate that improved methods of care management can yield lower

unnecessary utilization of high cost settings or services and/or increase the use of primary and behavioral health services in order to move upstream to help avoid deleterious or crisis events. Potential savings and better care outcomes could ensure the sustainability of this approach.

Minnesota Accountable Health Model – SIM Minnesota

This project is part of a \$45 million **State Innovation Model (SIM)** cooperative agreement awarded to the Minnesota Departments of Health and Human Services in 2013 by the Center for Medicare and Medicaid Innovation (CMMI) to help implement the Minnesota Accountable Health Model.

About \$5.5 million of SIM funds are dedicated to 15 **Accountable Communities for Health (ACH)** grant projects. ACHs meet the clinical and social needs of a defined population through person-centered, coordinated care across a range of providers.

ACH grantees were selected through a competitive process. Awards were for \$370,000 over a two-year period, 2015-16. Minnesota is evaluating if community-led ACH models result in improvements in quality, cost, and experience of care.