



# KICK-OFF MEETING

CHW Infrastructure Grant

06/06/2023

# Agenda

06/06/23

1. TennCare and Grantee Introductions
2. CHW Background
3. CHW Infrastructure Grant Background
4. Grant Deliverables
5. Ongoing TennCare Support
6. Invoicing Process
7. Next Steps & Questions



# TennCare Introduction

# Who are we?



Victor Wu,  
Chief Medical Officer



Karly Campbell,  
Chief Quality Officer



Nicolette Wise,  
SDOH Director



Rachael Jameson,  
SDOH Program Manager



Megan Davis,  
SDOH Program Coordinator

# Grantee Introductions

- Welcome! When we call your organization, please state your:
  - Name
  - Where you are located

# TennCare

TennCare (TennCare) – Tennessee’s State Medicaid Agency, covers more than 1.4 million Tennesseans including low-income individuals such as pregnant women, children, caretaker relatives of young children and older adults and adults with disabilities

Our continuing mission is to improve lives through **high-quality, cost-effective care** to support our vision of a healthier Tennessee.



# TennCare Health Starts Initiative

TennCare's approach to improving the health of Tennesseans by focusing on the conditions where they live, work, and play.

*Health Starts...*



before illness



in our communities



in our homes



in our schools



in our jobs

# Health Starts Initiative

TennCare's Health Starts Initiative focuses on three workstreams with **interconnected goals** to address non-medical risk factors, connect members to community resources, and ultimately improve health outcomes of the members we serve

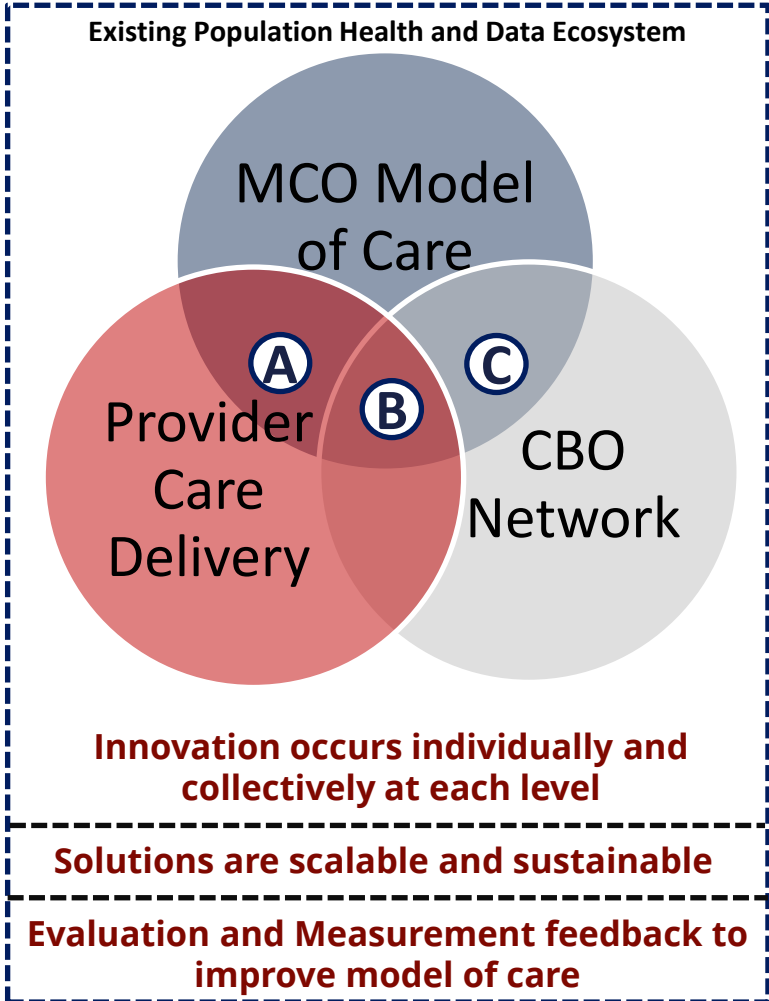
- **Provider Partnerships:** form and grow partnerships between MCOs, providers, and CBOs to broaden capabilities of different provider groups and determine pathway for greatest impact and sustainability
- **Technology Supports:** Implement technology to support and facilitate the connection to resources and the ability to track outcomes related to referrals
- **Workforce Development:** invest in workforce development with non-traditional providers to either directly address a members health needs or to improve navigation through community resources and health care system



# TennCare's Health Starts Vision and Strategy



All TennCare members are screened for SDOH with a unified screening tool, identified needs are met by community resources, resulting in improved health of each TennCare member.



Focus areas for collective innovation

**A Provider Partnerships**  
Partnering with health care providers to screen and identify health related social needs for TennCare members and connect members to community-based services

**B Technology Supports**  
Implement and scale technology tools to providers and community organizations that can help support screening and referrals as well as tracking referral completion and outcome data.

**C Workforce Development**  
Invest in development of evidence-based models of care incorporating non-traditional healthcare providers, such as Community Health Workers, to better address TennCare members' health related social needs.



**CHW Background**

# Community Health Workers: TennCare Research and Landscape Analysis

- According to the American Public Health Association<sup>1</sup>, a community health worker (CHW) is “a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.”
- CHWs serve **as links between the community and health/social services** to expand access to care and improve health outcomes
- CHWs have been shown to improve health outcomes, lower health care costs, and reduce health disparities when integrated into communities in a **coordinated intentional model of care**

# Community Health Workers: TennCare Best Practices and Evidence Review

## Guiding Principles for TennCare's Investment into CHW Workforce

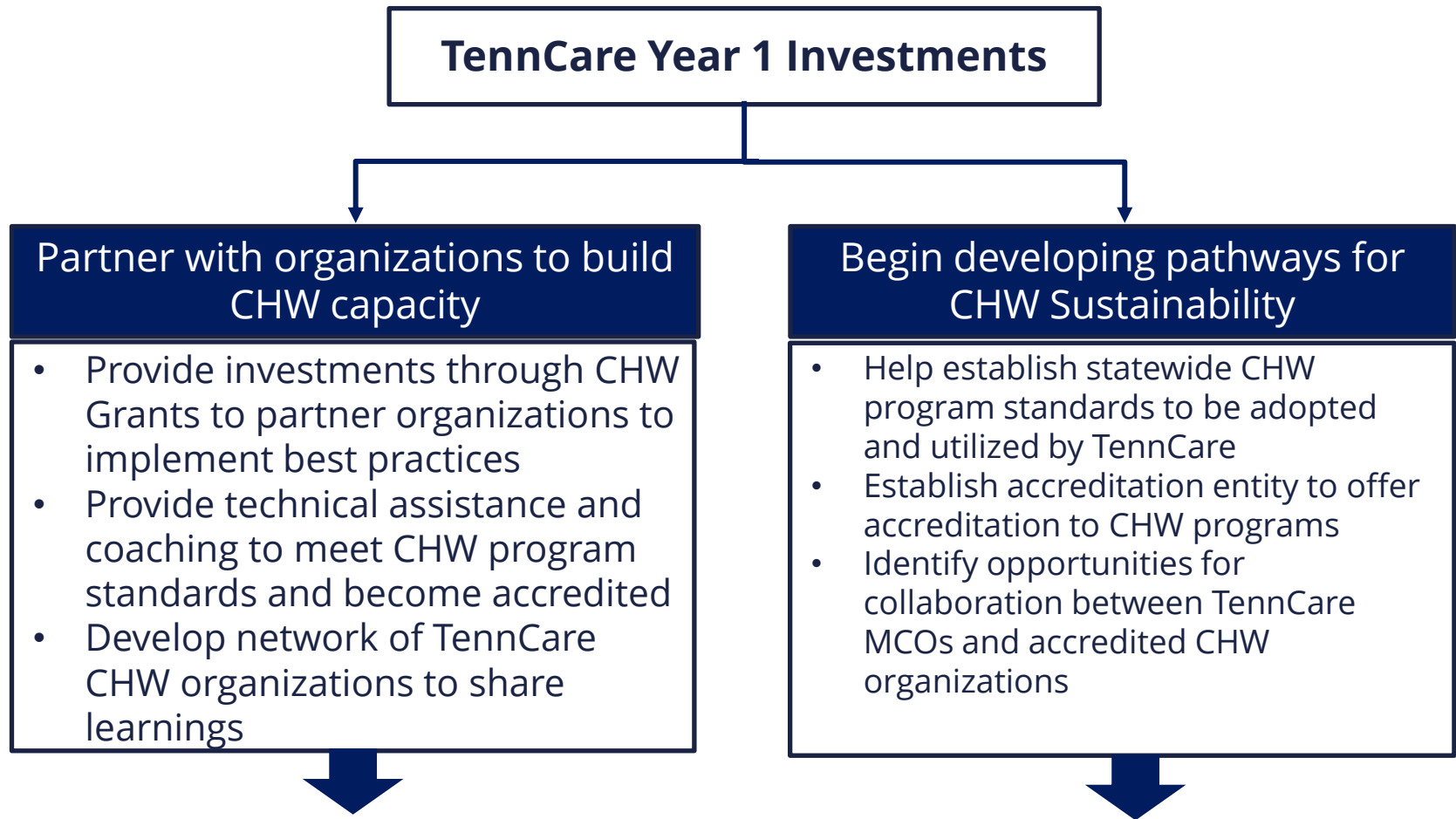
- Hiring individuals with shared experience and similar backgrounds as the population they are serving is critical to the success of CHWs
- Training is key but not sufficient to adequately connect with and serve individuals. CHWs should have established community relationships to aid in the connection of resources to meet needs
- Effective CHW programs strive to meet standards for individual CHWs, CHW supervisors and for the CHW organization to standardize care and increase impact of interactions
- **Sustained CHW return on investment for health outcomes and cost effectiveness** are most reliably achieved through high fidelity to evidence-based practices

# Community Health Workers: TennCare Strategic Vision

## Over the coming years, TennCare aims to:

- Increase access to community health workers implementing evidence-based practices to address social risk factors and improve members' health outcomes
- Establish program standards for CHW organizations that reflect evidence-based practices and align expectations between CHW organizations, TennCare, and TennCare MCOs
- Invest in CHW infrastructure to increase continuity, capacity, and sustainability of the CHW workforce to serve TennCare members
- Identify potential pathways to sustain CHW services for TennCare members
  - Strengthen partnerships between CHWs, MCOs, and TennCare providers across the care continuum
  - Explore opportunities for TennCare CHW organization accreditation
  - Consider TennCare financial reimbursement models for CHW services

# Community Health Workers: TennCare Strategy Vision Year 1:



**CHW Grantees (You all!) +  
IMPACT**

**TNCHWA + TennCare MCOs**

# Partner for Sustainability: Tennessee Community Health Worker Association (TNCHWA)

The **Tennessee Community Health Worker Association (TNCHWA)** is a local organization composed of CHW stakeholders that aims to address gaps that exist in Tennessee's community health worker workforce and landscape.

TennCare has contracted with the Tennessee Community Health Worker Association to support two critical components of the CHW strategy.

1. Development of CHW program standards that emphasize high-quality CHW programs.
2. Serve as the accreditation entity for CHW programs

# Partner for Technical Support: IMPACT

IMPACT is a leading evidence-based CHW intervention and care model in the U.S. for addressing health inequity and social determinants of health, will provide technical support for grantees

IMPACT will closely align with the state CHW program standards to provide technical assistance and coaching to all CHW Grantees

- IMPACT has had experience and supported development of sustainable, high functioning CHW models that can be integrated into grantee CHW programs
- IMPACT will help support efforts to implement CHW program standards
- At the conclusion of the grant, TennCare will assess the effectiveness of the model within the TennCare population and how well the model supports our members





# CHW Infrastructure Grant

# Goals of TennCare CHW Grant Opportunity (Grant Procurement Number: 31865-00017)

To invest in the CHW workforce specifically CHW infrastructure and support CHWs in meeting CHW program standards and best practices by:

Supporting organizations employing Community Health Workers to make key investments in organizational infrastructure and overhead costs

Providing technical assistance to organizations employing CHWs to implement evidence-based best practices and integrate the IMPaCT CHW model

# Term of Grant Contract

- Contract is effective **June 30th, 2023** and will extend for a period **of 12 months**.
- **Renewal Options.**
  - This Grant Contract may be renewed upon satisfactory completion of the contract period.
  - The State reserves the right to implement up to one renewal option for 12 months
  - In the event the standards in the Grant Contract are not met, TennCare reserves the right to withhold funding from Grantee.

# Ongoing Expectations of Grantees

Grantee shall provide all services as detailed in its approved application in line with the Request for Application 31865-00017. The Grantee shall, at a minimum:

- ✓ Identify physician/clinical champion(s) and operational leadership committed to CHW work
- ✓ Participate in regular meetings and training sessions with IMPaCT
- ✓ Maintain accurate data
- ✓ Actively participate in site visits and meetings
- ✓ Collaborate and share best practices
- ✓ Participate in and Report Progress on:
  1. Recruitment and Hiring Processes;
  2. Training and ongoing professional development for CHWs;
  3. Investments in technology for CHW management, workflow, and performance evaluation;
  4. Integrating IMPaCT community software into existing EHR and other clinical documentation technology tools; and
  5. Participation in CHW and supervisor training within IMPaCT community software.



# CHW Infrastructure Grant Deliverables

# Community Health Worker (CHW) Infrastructure Grant

## Task/Deliverable Timeline



### Window to hold TennCare Kickoff Meeting

May 5 – June 30

### Window to hold Blueprint Kickoff Meeting Series

Jun 30 – Oct 9

### Window to submit Initial Hiring Report

Oct 9 – Jan 2

### Window to submit Training Report

Jun 30 – Feb 29

### Window to submit Patient Enrollment Report

Jun 30 – Apr 30

**Quarterly Progress Reports** shall be submitted within forty-five (45) days following the end of each quarter

Q1 Progress Report: Tuesday, November 14<sup>th</sup>, 2023

Q2 Progress Report: Wednesday, February 14<sup>th</sup>, 2024

Q3 Progress Report: Wednesday, May 15<sup>th</sup>, 2024

An **Initial Hiring Report** shall be submitted to TennCare no later than six (6) months after the Grant Contract Effective Date: Tuesday, January 2<sup>nd</sup>, 2024

A **Training Report** Shall be submitted to TennCare no later than eight (8) months after the Grant Effective Date: Thursday, February 29<sup>th</sup>, 2024

A **Patient Enrollment Report** shall be submitted to TennCare no later than ten (10) months after the Grant Contract Effective Date: Tuesday, April 30<sup>th</sup>, 2024

An **Annual Report** shall be submitted to TennCare within three (3) months following the end of Year 1 of the Grant Contract term: Monday, September 30<sup>th</sup>, 2024

Submit any **final invoice** and a grant disbursement reconciliation report within ninety (90) days of the Grant Contract end date: Monday, September 30<sup>th</sup>, 2024

# Service Reporting

The Grantee shall submit the following:

IMPACT Blueprint Kickoff Meeting Series Summary	Initial Hiring Report	Training Report	Patient Enrollment Report	Quarterly Progress Reports	Annual Report
Oct 15, 2023	Jan 2, 2024	Feb 29, 2024	Apr 30, 2024	Nov 14, 2023; Feb 14, 2024; May 15, 2024	Sep 30, 2024

# IMPACT Blueprint Kickoff Meetings

- **Blueprint Kickoff Meetings** with IMPACT should be held **within the first 100 days after the Grant Contract Effective Date.**
  - Each organization must have an executed contract with IMPACT in place in order to begin the Blueprint Kickoff Meetings
  - The Blueprint process is typically a series of 3 or 4 meetings with IMPACT that occur over a 4-6 week period
- Grantees will submit an IMPACT Blueprint **meeting summary** via email to [Health.Starts@tn.gov](mailto:Health.Starts@tn.gov) **within five business days** of the final Blueprint meeting.
- **Deadline for Blueprint Kickoff Meeting Series: October 9, 2023**
- **Due Date for Summary Email: October 15, 2023**



# Initial Hiring Report

- An **Initial Hiring Report** will be sent to TennCare **no later than six months after the Grant Contract Effective Date.**
- **Due Date: January 2, 2024**

% of CHWs and CHW Supervisors Actively Employed to meet TennCare Funding Tier Requirements	Initial Hiring Report
At least 90%	The Grantee shall provide a named list of all actively employed CHWs and supervisors.
50-90%	The Grantee shall provide a named list of all actively employed CHWs and supervisors <u>and</u> a report outlining ongoing recruitment and hiring efforts.
Less than 50%	The Grantee shall provide a named list of all actively employed CHWs and supervisors <u>and</u> a report outlining ongoing recruitment and hiring efforts. <b>The Grantee will not be eligible to receive funding related to this requirement.</b>

# Training Report

- A **Training Report** will be sent to TennCare **no later than eight months after the Grant Contract Effective Date.**
- The Training Report should show that **at least 75%** of employed CHWs and supervisors have completed or are in the process of completing the role specific IMPaCT training.
  - Format Example: Screenshot of IMPaCT portal that shows the number of staff that have completed the training
- **Due Date: On or before February 29, 2024**

# Patient Enrollment Report

- A Patient Enrollment Report will be sent to TennCare **no later than 10 months after the Grant Contract Effective Date** and indicate that the Grantee is using IMPaCT software to enroll patients.
- The Patient Enrollment Report should include data showing **at least 70%** of employed CHWs have enrolled one or more patients using IMPaCT software.
  - Format Example: Screenshot of IMPaCT portal that shows the number of patients enrolled and utilizing the software
- **Due Date: On or before April 30, 2024**

# Quarterly Progress Reports

- Quarterly Progress Reports will be sent to TennCare **within 45 days** following the end of each quarter in a format provided by TennCare.
- These Quarterly Reports will include updates on all activities listed in Section A.5.
- An annual report will replace the Quarter 4 progress report.
- **Due Dates:**
  - **November 14, 2023**
  - **February 14, 2024**
  - **May 15, 2024**

# Annual Report

- An Annual Report should be sent to **TennCare within three months following the end of Year 1 of the Grant Contract term.**
- The Annual Report should include updates on all activities listed in Section (A.5) and all parts listed in Section D.18. It will also include a final hiring report of CHWs and supervisors hired over the course of the Grant Contract Term.
- **Due Date: On or before September 30, 2024**



Ongoing TennCare  
Support

# Ongoing Touchpoints

TennCare will schedule quarterly meetings to discuss Grant progress

## Format

- Each meeting, 2-3 grantees will individually present for 10 minutes each on their progress, challenges, and best practices that have arisen over the course of the grant period
- All grantees should come prepared to engage through questions and contributions to the group
- TennCare will guide conversation through prepared questions and outline upcoming deliverables

All grantees will receive meeting invites after today's meeting.

- Wednesday, November 29<sup>th</sup>: 11-12 pm CST
- Wednesday, February 28<sup>th</sup>: 11-12 pm CST
- Wednesday, May 29<sup>th</sup>: 11-12 pm CST

# Ongoing Touchpoints: Office Hours

- TennCare will provide three “office hour” opportunities in the **first 100 days** of the grant effective period. These informal meetings will provide an open forum for discussion and allow us to connect and engage with our grantee partners.
- To prepare for these meetings, we request that questions are submitted to [Health.Starts@tn.gov](mailto:Health.Starts@tn.gov) **one week before** the following dates:
  - Monday, August 7<sup>th</sup> : 11-12 pm CST
  - Monday, September 18<sup>th</sup> : 11-12 pm CST
  - Monday, October 9<sup>th</sup> : 11-12 pm CST





# Invoicing Process

# Invoice Requirements

Each invoice should clearly and accurately detail all of the following required information.

1. Invoice/Reference Number (assigned by the Grantee).
2. Invoice Date
3. Invoice Period (to which the reimbursement request is applicable)
4. Grant Contract Number (assigned by the State)
5. Grantor: Department of Finance and Administration, Division of TennCare
6. Grantor Number
7. Grantee Name
8. Grantee Tennessee Edison Registration ID Number
9. Grantee Remittance Address
10. Grantee Contact for Invoice Questions (name, phone, or fax).

# Invoicing Requirements

- Description should include extraction from Budget Details page. DO NOT PARAPHRASE THIS LANGUAGE
- Separate document for supporting documentation
  - May include a copy of the deliverable submitted, i.e. PDF copy of email submitted for Blueprint Kick-Off meeting
- NOTE: Dollars for invoices will be remitted within 30 days of receipt of **accurate** invoices. If critical information is missing or incorrect, invoices will be returned for correction and 30-day period starts upon resubmission
- Invoices should be submitted to [Health.Starts@tn.gov](mailto:Health.Starts@tn.gov)

# Next Steps

- Share two points of contact with TennCare via email to [Health.Starts@tn.gov](mailto:Health.Starts@tn.gov) by Friday. Contacts should be those who will be key contacts for Contract Management and Invoicing
- Attend IMPaCT Kick-Off Meeting (June 15<sup>th</sup> at 1:30 CST)
- Begin IMPaCT Contracting Process



## PRIMARY POINT OF CONTACT

Megan Davis

Social Determinants of Health Program Coordinator

[Megan.E.Davis2@tn.gov](mailto:Megan.E.Davis2@tn.gov)

## SUBMIT DELIVERABLES TO

[Health.Starts@tn.gov](mailto:Health.Starts@tn.gov)



Questions?



**THANK YOU**