



A Letter From Our CEO

I hope this issue of the Healthy Together newsletter finds you well and enjoying a summer filled with outdoor activities and gatherings with friends and family. At [CareAdvisors](#), we are busy developing initiatives and unique programs with new partners across the country.

In local news, we were thrilled on June 30, when the [Illinois Department of Healthcare and Family Services \(HFS\) Healthcare Transformation Collaboratives](#) awarded \$94.3 million to several collaboratives across the state developing innovative and equity-focused solutions to improve health in communities with the greatest need. I will share more on our role with these HFS Transformation programs in the coming months. Our value-based social care solutions align with their goal to reorient the healthcare delivery system in Illinois around people and communities.

Value-based social care at CareAdvisors features a technology platform, integrated with live, expert assistance, where we contract directly with hospitals and health plans to help them address unmet social needs for the most vulnerable populations in areas like government benefits and community-based social services.

In this issue, we will share some of the work our team has accomplished in addressing social determinants of health (SDoH) in communities across the country. Conversations around health equity are becoming more common as more organizations in the healthcare industry and leaders at the local, state and federal level prioritize caring for the “whole person.” We are proud to be leading many of these discussions and will share some of those insights with you here.

These waning months of the pandemic remind us that the “surge” in healthcare disparities is not going to be alleviated with a vaccine. These vital issues in our communities existed long before COVID-19 and we have important work to continue to address SDoH together. I am inspired by the support around the country to bring solutions to light and look forward to working with you to make the biggest impact for those who are most in need.

Regards,

A handwritten signature in black ink that reads "Chris Gay".

Chris Gay, CEO

HFS Transformation Project Leaders Go to the Community



[CareAdvisors](#) has joined [Loyola Medicine](#), [Pillars Community Health](#), and other Suburban Cook County healthcare providers (West Cook Coalition) in preparing a proposal for the Illinois Department of Healthcare and Family Services (HFS) Healthcare Transformation plan. The equity-driven program has support from federal matching funds and Illinois will invest \$150 million into collaboratives that fill healthcare gaps.

Pictured is CareAdvisors CEO Chris Gay (standing) leading recent discussions on community needs and assets with key leaders of Berwyn and Cicero and targeted areas of the Proviso and Leyden Townships in Illinois. The West Cook Coalition will integrate feedback gathered at the community sessions in its enhanced care management model aimed at supporting high risk, high cost, hard-to-reach and rising risk Medicaid recipients residing in West Suburban Cook County.



Congresswoman Marcy Kaptur

Cleveland Event Focused on Healthcare Disparities

In May, CareAdvisors hosted an Urgent Means Project virtual roundtable focused on the growing issue of health disparities and health equity and how rapid access to social service benefits can lead to lower uncompensated care costs and improved patient outcomes.

“Bringing local leaders together to shine a light on the issue of constricted access to social services is especially important at this time,” said CareAdvisors Chief Executive Officer, Chris Gay. “Vulnerable populations have been disproportionately impacted by the pandemic and new collaborations are necessary to respond to this crisis.”

The virtual event was led by Congresswoman Marcy Kaptur, representing Ohio’s 9th district and included an esteemed panel that included: Terrance “Terry” Byrne, MBA, MJ, FACHE, vice president of health center operations, at Neighborhood Family Practice Community Health Centers; Patricia Lyons, PhD, LISW-S, owner of Lyons Counseling and Consultation Services, president of the Columbus Association of

Black Social Workers, and director of the Molina Healthcare Social Determinants of Health Innovation Center; Michelle Medina, MD, FAAP, associate chief of population health, Cleveland Clinic; Margaret Mitchell, president and chief executive officer, YWCA Greater Cleveland; Adam T. Perzynski, PhD, associate professor of medicine and sociology, MetroHealth and Case Western Reserve University; and Lisa S. Weitzman, MSSA, LISW-S, ASW-G, C-ASWCM, WeCare manager of business development, at the Benjamin Rose Institute on Aging.

During the roundtable, panelists discussed lessons learned and innovative ways that their organizations have increased services and shared resources. Specifically, they tackled issues of vaccine hesitancy, food insecurity, health disparities, how to incorporate social determinants of health into their delivery systems, the shift in priorities due the COVID-19, and the impact of the digital divide for aging and other vulnerable communities.

A recording of the event can be found at care-advisors.com.



Cook County Health CEO Israel Rocha, Jr.

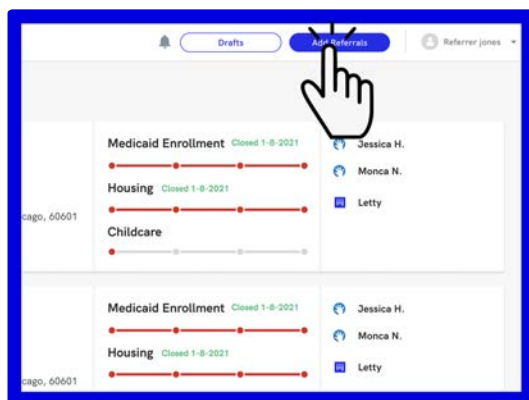
A Call for Collaboration

CareAdvisors Chief Executive Officer (CEO) Chris Gay recently sat with Cook County Health CEO Israel Rocha, Jr., to learn more about his vision for health equity at a Chicago Health Executives Forum (CHEF) C-suite event.

“As healthcare providers, we have to partner with CBOs because our patients probably spend less than, I would say, 3% of their overall time with a healthcare provider in a clinic or hospital setting,” Rocha explained at the CareAdvisors-sponsored event. “The majority of their lives are going to be spent in the communities where they live and work.” Gay moderated the event, which drew more than 20 Chicago healthcare leaders interested in the perspective Rocha shared as he spoke of his role as former CEO of NYC Health & Hospitals Elmhurst and Queens Hospitals in New York, shared his views on the role of public health, and responded to questions regarding his vision of collaboration with community partners to address the health disparities we see across Chicago.

“There are a lot of opportunities where we can work together in either value-added services, like food, nutrition and housing services, or whether it would be wrap-around services for what I call supportive health management,” he added. “How we create those programs together is what we are looking to do in all the different service lines.”

“Our industry leaders appreciated the opportunity to hear from Cook County Health, which played such a significant role in COVID-19 vaccination,” Gay reflected. “Many of the necessary partnerships that were forged to provide resources to the most vulnerable communities during the pandemic continue to evolve for the better health of the entire city.”



Hospital Gateway Updates

As part of an ongoing effort to support patients in managing their complex social needs (legal services, mental health support, transportation), CareAdvisors has made updates to its Hospital Gateway platform. Slated for implementation in September 2021, the revisions include new product features that assist our users in monitoring the progress of patient referrals.

Our first update is an improvement to email notification for case updates that will increase operational efficiency. Also added is a more detailed case view that allows better tracking of a case status, such as when a connection is made to a referral source and if there are additional steps needed to resolve a complex need, such as housing, or food insecurity.

Another upgrade is the addition of a “Forget Email?” functionality that allows users to reset passwords easily. CareAdvisors’ Gateway also features a Holistic Patient View that is now connected to Carequality and Commonwell Alliance to help providers access their patients’ medical records from more than 620,000 healthcare providers, 50,000 clinics, more than 4,200 hospitals, and over 129 million individuals. Safety net providers can now search for the patient and can access the clinical records using the CareAdvisors Holistic Patient View.

To learn more about the Hospital Gateway platform, contact chris@care-advisors.com.

Additional Product Updates

Automated Social Determinants of Health (SDoH) Screener

In order to proactively identify patients in need of risk mitigation, CareAdvisors is implementing a data model which predicts the social needs of the patient, based on longitudinal clinical data, social service utilization history, consumer data, geographic location, and financial condition.

The Automated SDoH Screener:

- Reduces screening cost and time up to 90%
- Provides early intervention in almost 30% of patients, with 20% reduction in readmission
- Improves care-coordination up to 50% for high risk patients
- Reduces 70% of social needs assessment activities and reduces flow in case management by 50%

Communications Center

CareAdvisors is improving outreach efficiency and patient engagement by implementing an automated, omni-channel communication application suite. This component includes a state-of-the-art contact center which includes HIPAA-compliant encrypted VoIP (Voice over Internet Protocol), Text Messaging, Chat, Email and IVR (Interactive Voice Response).

The Comm Center benefits include:

- 30-50% increase in user engagement
- 50-75% increase in agent efficiency
- 40% reduction in case management time
- 30% increase in case closure
- 25% reduction in case management failure due to communication center

Allied Benefit Portal

CareAdvisors has released its Allied Benefit Portal (ABP). ABP manages all government benefits in an intelligent, user-friendly, mobile first enrollment wizard. The enrollment wizard provides real-time application assessment, provides intelligent application feedback, and real-time support via text/videos. The most salient features of this component include collaboration during the application process for additional support, electronic income verification, and automated re-determination. The ABP:

- Reduces application effort up to 75%
- Increases application completion rate up to 100%
- Increases application approval chances up to ~90%
- Increases member retention by almost 100%
- Offers complete auto-redetermination

For more information about CareAdvisors' products, contact mrinal@care-advisors.com.



Website Features News & Insights

CareAdvisors expanded its new company website further in the second quarter of 2021 to include space for a rapidly-growing volume of news, videos, and informative infographics. This is in addition to important links to schedule product demos, introductions to our leadership team, and more! Updates are added weekly, so be sure to visit careadvisors.com soon!

Upcoming Events

Ohio Association of Community Health Centers 2021 Fall Conference Sept. 30-Oct. 1

CareAdvisors CEO Chris Gay and Terry Byrne, Vice President of Health Center Operations, at Neighborhood Family Practice Community Health Centers will be among the esteemed speakers at the OACHC 2021 Fall Conference at the Hilton Polaris in Columbus, Ohio. Their session on “The Importance of Incorporating Social Determinants of Health in Your Delivery System,” will be held on Thursday, Sept. 30. For more information, visit ohiochc.org.

[More Info >](#)



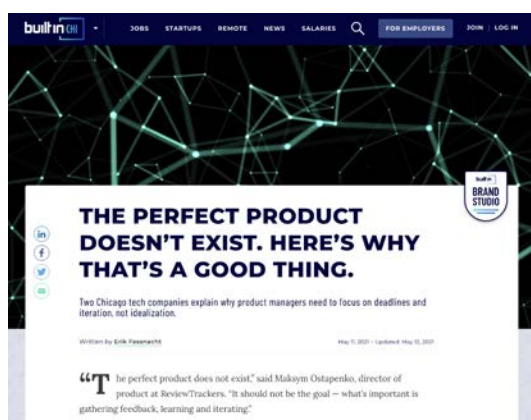
Illinois Primary Health Care Association 2021 Virtual Leadership Conference Oct. 27-29

“Illinois HFS Healthcare Transformation” is the title of the session that will be presented by CareAdvisors CEO Chris Gay, and Ian Jasenof, MD, FACOG, MHA, CPE, Chief Medical Officer of the UI Health Mile Square Health Center, at the IPHCA 2021 Virtual Leadership Conference on Thursday, Oct. 28. For more information, visit iphca.org.

[More Info >](#)



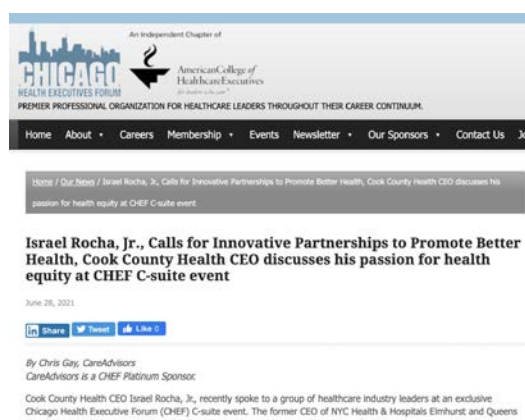
CareAdvisors In The News



“The Perfect Product Doesn’t Exist. Here’s Why That’s a Good Thing.”

May 11, 2021

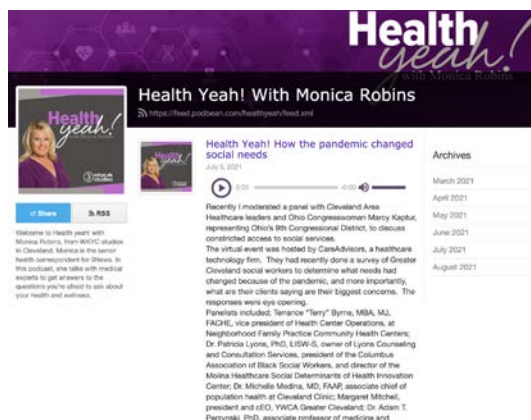
[Read Now >](#)



“Israel Rocha, Jr., Calls for Innovative Partnerships to Promote Better Health.”

June 28, 2021

[Read Now >](#)



Health Yeah! with Monica Robins from WKYC in Cleveland podcast, “How the Pandemic Changed Social Needs.”

July 5, 2021

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Our mailing address is:

CareAdvisors
515 N State Street
Suite 1025
Chicago, IL 60654-4854