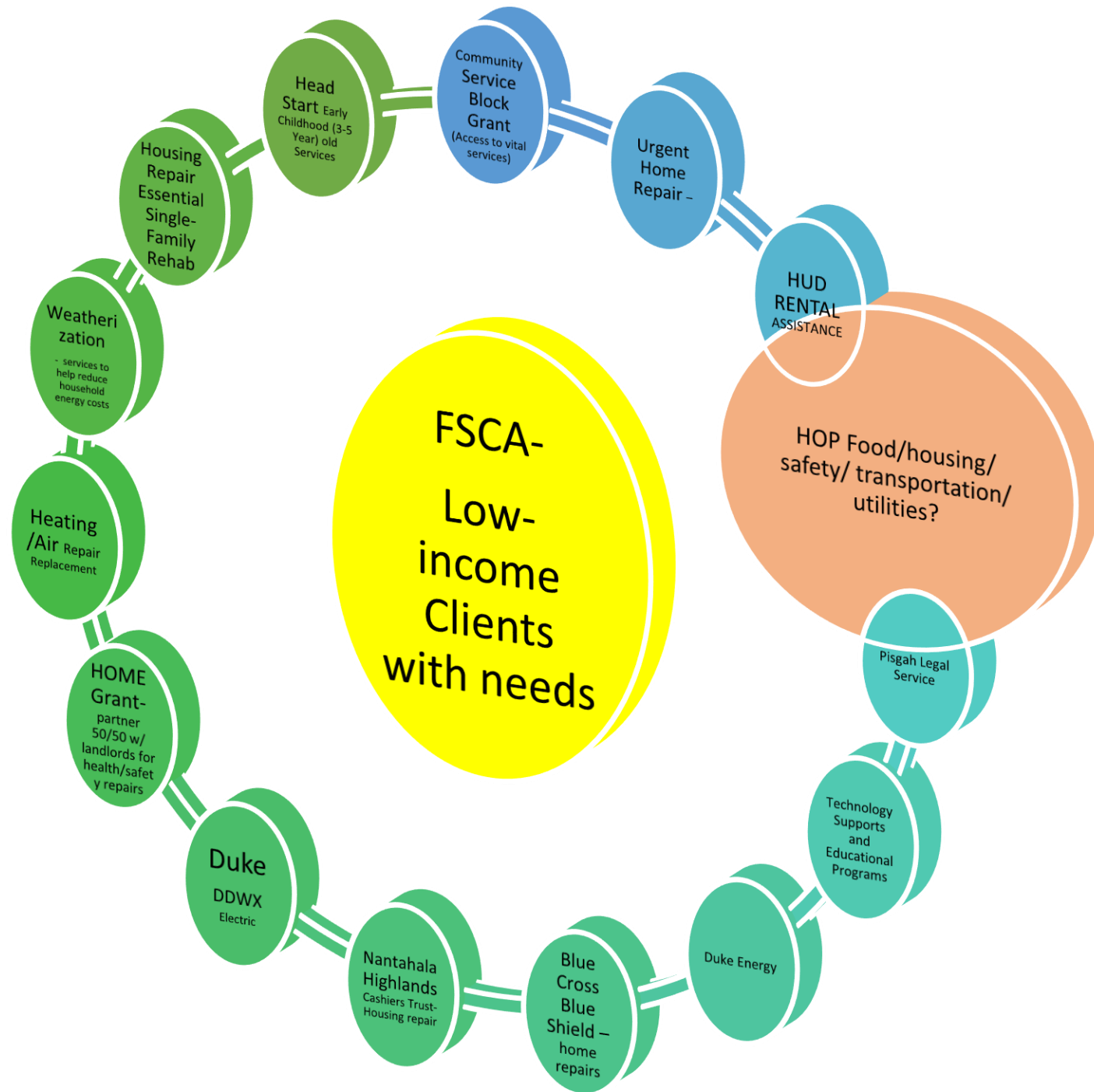


# Four Square Healthy Opportunity Program Community Action – Connecting the Dots

Serving Cherokee, Clay, Graham, and Swain Counties

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# NEW Regional 2022-23 Program – Medicaid Healthy Opportunities Pilot (HOP)

- **Program purpose and goal:** North Carolina’s HOP program is an unprecedented opportunity to test the integration of evidence-based, non-medical interventions into the state’s Medicaid program. The Pilots provide non-medical services to qualifying Medicaid members across four domains: housing, food, transportation and interpersonal violence/toxic stress.
- **Funding source:** The federal government has authorized up to \$650 million to North Carolina in Medicaid funding for the Pilots over five years. NC Dept of Medical Assistance awarded a grant to Impact Health and FSCA is a subgrantee.
- **Services provided:**
  - Food Distribution
  - Transportation for Medicaid clients
  - Home inspections and repairs for health and safety needs
  - Care management – for intensive needs
  - Housing referral support
  - Utilities
  - Other
- **Eligibility criteria:** Medicaid Managed Care members as determined by the Payer Health Plans (does not include Medicaid/Medicare recipients)
- **Number served annually:** over 11400 served ( Feb. 2023 – Feb. 2024)
- **Staffing:** 2-3 Social Workers, 1 Intake Specialist, 1 Food Distribution, multiple volunteers
- **Challenges:**
  - **Community awareness** – Many entities still not referring Medicaid beneficiary
  - **Limited utilization of NC Cares 360 for referrals** - Limited # of agencies – using NCCares360 Referral System
  - **Limited # of Health Service Organizations**

# Healthy Opportunities Network Leads and Region

- FSCA is a Health Service Organization – sub-grantee of Impact Health



# First - Referral Agencies Must use NCCARE360

- First statewide network that unites health care and human services organizations
- Shared technology that enables coordinated, person-centered care
- Totally confidential
- Ensures accountability for services
- Provides a “no wrong door” approach that closes the loop on referrals
- Available in all 100 NC counties [About NCCARE360 – NCCARE360](#)

# Next does your client have Medicaid?

## ▶ More North Carolinians are now eligible.

People **19 through 64 years old** with income up to **138% of the Federal Poverty Level**.

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

Children, pregnant women, older adults, people with blindness and people with disabilities who meet the criteria below.

Group	Annual Income in 2023 (rounded)
Children	211% of Federal Poverty Level 1 - \$30,800 2 - \$41,600 3 - \$52,500
Pregnant Women	196% of Federal Poverty Level 1 - \$28,700 2 - \$38,700 3 - \$48,700
•Older Adults over 65 •People with blindness •People with disabilities *Asset limits also apply	100% of Federal Poverty Level 1 - \$14,600 2 - \$19,700

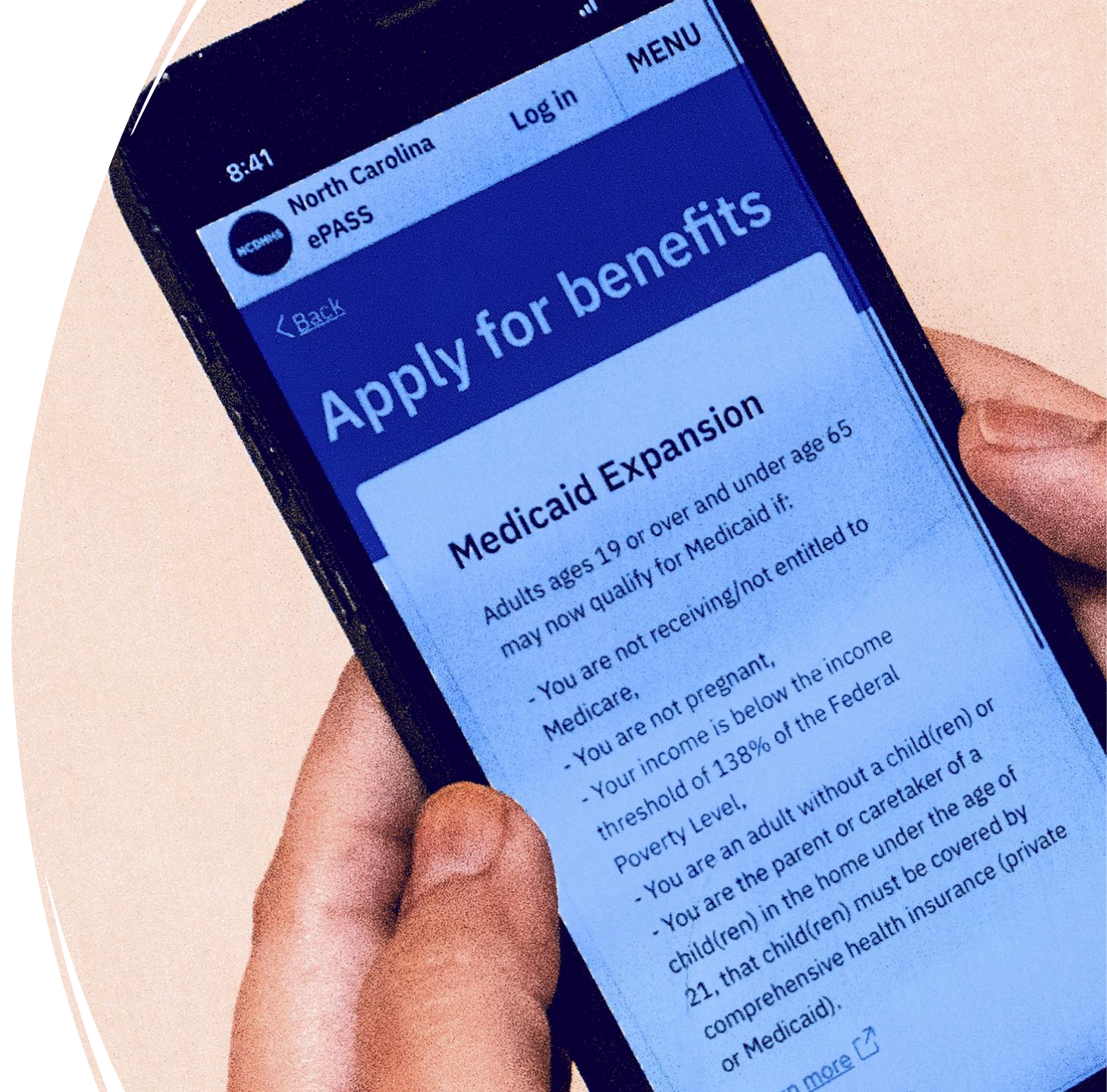
# Any agency can assist potential Medicaid Recipients

- Staff training on process and criteria
  - Many are still in mindset of past years processes
  - Define the household – how many children/ dependents
  - Demystifying do's and don'ts
- Warm handoff processes are best (guiding client through conversations)
- Assist client in knowing what does and does not need to be available for application

# Assisting the Community with Medicaid

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- Working with vulnerable populations to increase awareness of potential eligibility
  - Homeless?
  - Incoming client referrals for other programs?
  - Family members of clients?
  - HeadStart program families?
  - Urgent Repair Program needs?
  - Basically, any low-income client we encounter.
- Nc ePass - [NCDHHS - ePASS](#)







[< Back](#)

# Apply for benefits

## Medicaid Expansion

Adults ages 19 or over and under age 65 may now qualify for Medicaid if:

- You are not receiving/not entitled to Medicare,
- You are not pregnant,
- Your income is below the income threshold of 138% of the Federal Poverty Level,
- You are an adult without a child(ren) or
- You are the parent or caretaker of a child(ren) in the home under the age of 21, that child(ren) must be covered by comprehensive health insurance (private or Medicaid).

[Learn more](#) 

[Apply](#)

# Is the client enrolled in a NC Medicaid Managed Care Health Plans AND is client eligible for HOP?

- [AmeriHealth Caritas North Carolina, Inc.](#) – Prepaid Health Plan; Statewide
  - Email: [ProviderRecruitmentNC@amerihealthcaritas.com](mailto:ProviderRecruitmentNC@amerihealthcaritas.com)
  - Phone: [844-399-0474](tel:844-399-0474)
- [Healthy Blue of North Carolina](#) – Prepaid Health Plan; Statewide
  - Email: [NC\\_Provider@healthybluenc.com](mailto:NC_Provider@healthybluenc.com)
  - Phone: [844-594-5072](tel:844-594-5072)
- [UnitedHealthcare of North Carolina, Inc.](#) – Prepaid Health Plan; Statewide
  - Email: [CarolinasPRTeam@uhc.com](mailto:CarolinasPRTeam@uhc.com)
  - Phone: [800-638-3302](tel:800-638-3302)
- [WellCare of North Carolina, Inc.](#) – Prepaid Health Plan, Statewide
  - Email: [ProsProvNC@WellCare.com](mailto:ProsProvNC@WellCare.com)
  - Phone: [855-599-3814](tel:855-599-3814)
- **Behavioral Health 1/DD Tailored Plans are not yet part of the HOP program.**

# Goals: Is to address basic needs to improve health outcomes

- Housing needs
  - Case management
  - Utilities (one per family)
  - Remediation (exterminators, mold, etc.)
  - Safety repairs based on estimate (One time, \$10k per Medicaid recipient)
- Supplemental Food
  - Pick up by clients at HSO
  - Delivery to those with barriers
- Transportation
  - Health related travel mileage
  - Or car repairs



**The opportunity for health begins where we live, learn, work and play.**

North Carolina's Healthy Opportunities Pilot program is an unprecedented opportunity to test the integration of evidence-based, non-medical interventions into the state's Medicaid program. The Pilots will provide non-medical services to qualifying Medicaid members across four domains: housing, food, transportation and interpersonal violence/toxic stress. Critically, frontline care managers working in Pilot regions will play an essential role in identifying members that may benefit from Pilot services, recommending appropriate services and coordinating their care. Other staff working to support Pilot operations may find these trainings helpful to support their day-to-day work.

Overview Fact Sheet [open \(ncdhhs.gov\)](https://www.ncdhhs.gov) Healthy Opportunity Pilot(HOP) Program

# Case Breakdown

Toggle between Referred and Managed Cases to view details relating to cases across different networks, organizations, geographies, and service types.

Referred Case | **Managed Case**

**Filters**

Case Created At  
12/10/2022 | 2/6/2024

Network  
NCCARE360

Managing Organization  
Four Square Community Acti...

Service Type  
(All)

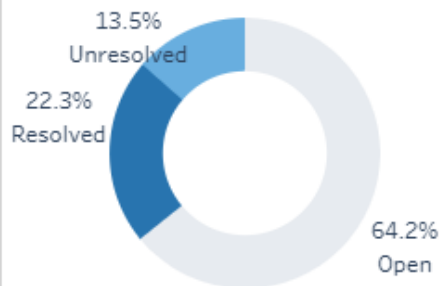
State  
NC

County  
(Multiple values)

**Case Summary**

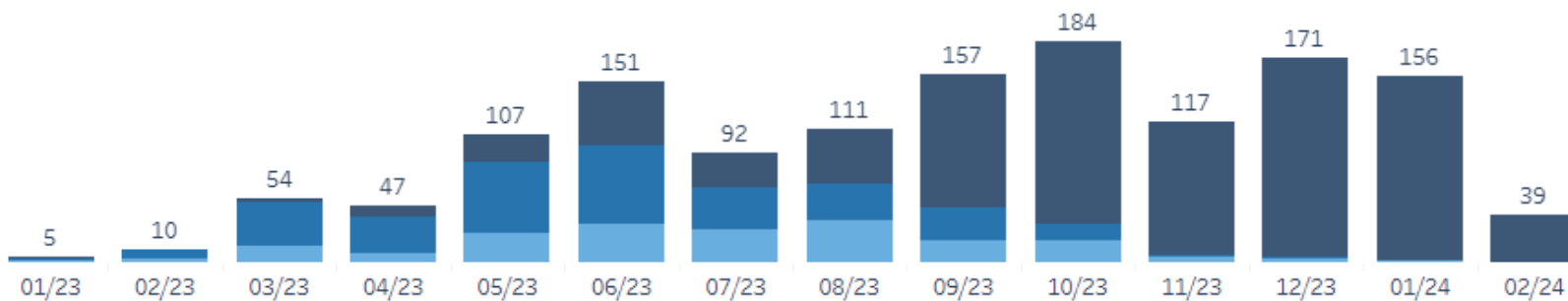
**1,401** Managed Cases

**Case Resolution Summary**



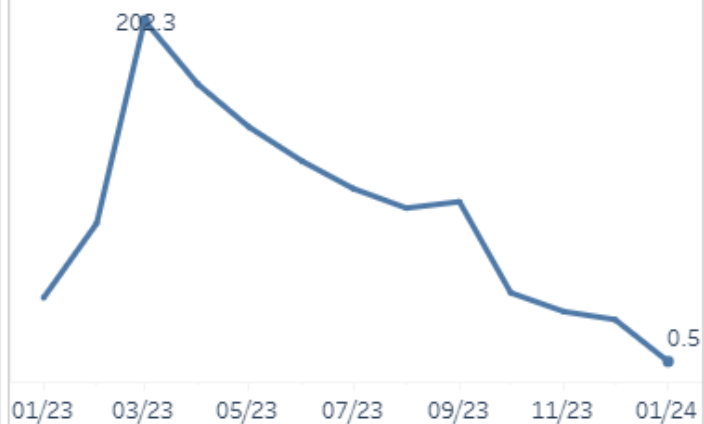
**Managed Case Volume**

Open | Resolved | Unresolved



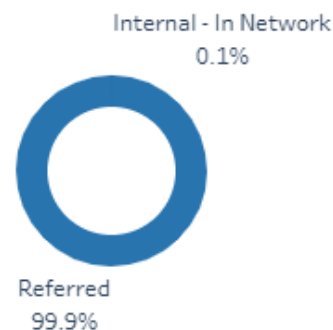
**Case Details**

**Median Managed Case Length (days)**



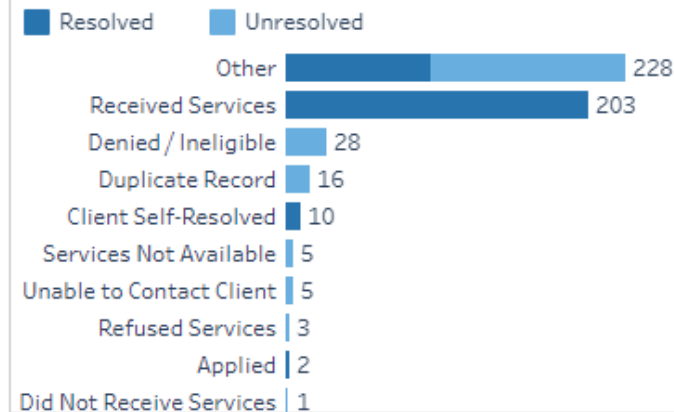
**Managed Case Origin**

Internal - In Network | Referred



**Managed Case Outcomes**

Hover bar to view outcome descriptions



# Case Breakdown

Toggle between Referred and Managed Cases to view details relating to cases across different networks, organizations, geographies, and service types.

**Filters**

Case Created At  
 12/10/2022 2/6/2024

Network  
 NCCARE360

Managing Organization  
 Four Square Community Acti...

Service Type  
 Utilities

State  
 NC

County  
 (Multiple values)

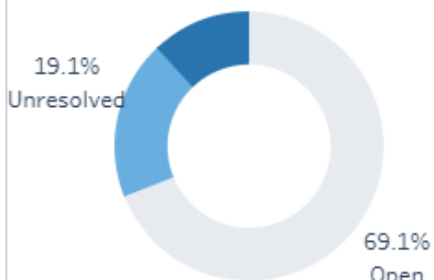
Referred Case

Managed Case

**Case Summary**

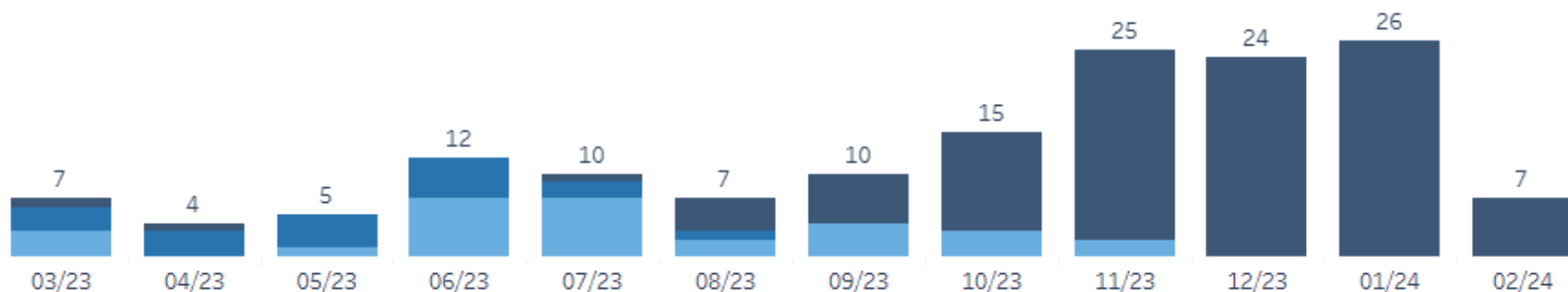
152 Managed Cases

**Case Resolution Summary**



**Managed Case Volume**

Open Resolved Unresolved



**Case Details**

**Median Managed Case Length (days)**



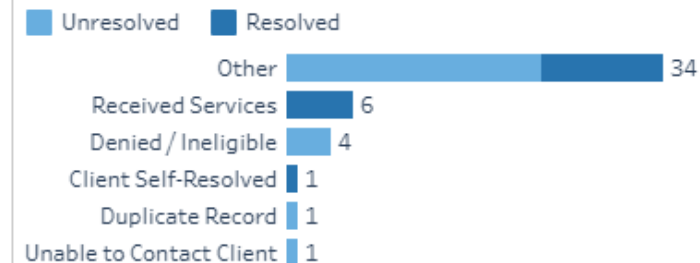
**Managed Case Origin**

Referred



**Managed Case Outcomes**

Hover bar to view outcome descriptions



# Case Breakdown

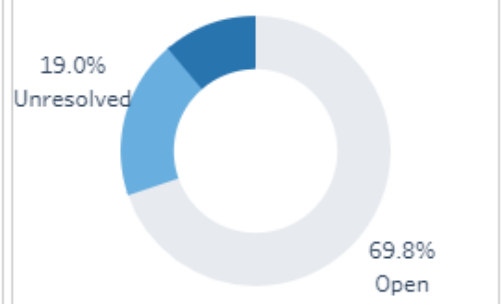
Toggle between Referred and Managed Cases to view details relating to cases across different networks, organizations, geographies, and service types.

Referred Case | **Managed Case**

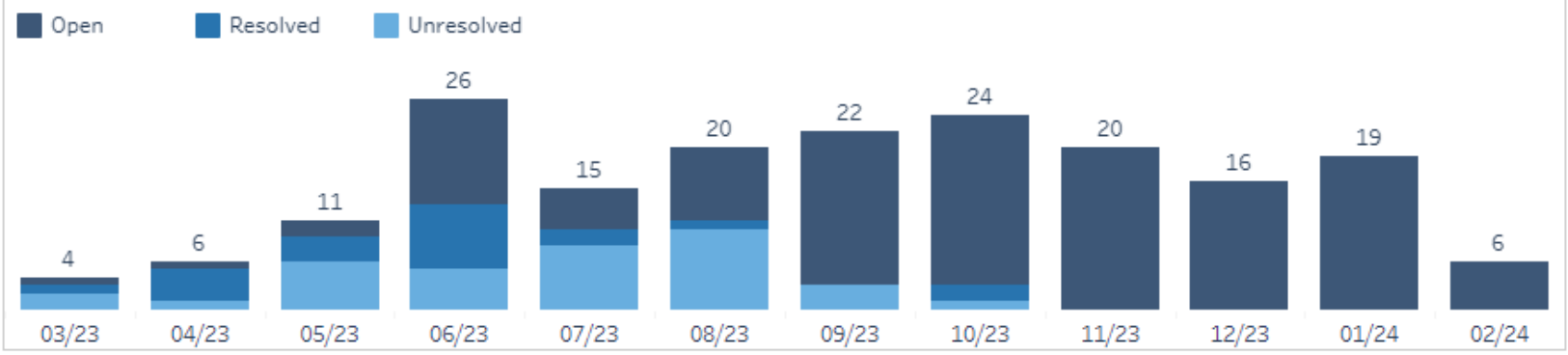
## Case Summary

**189** Managed Cases

### Case Resolution Summary

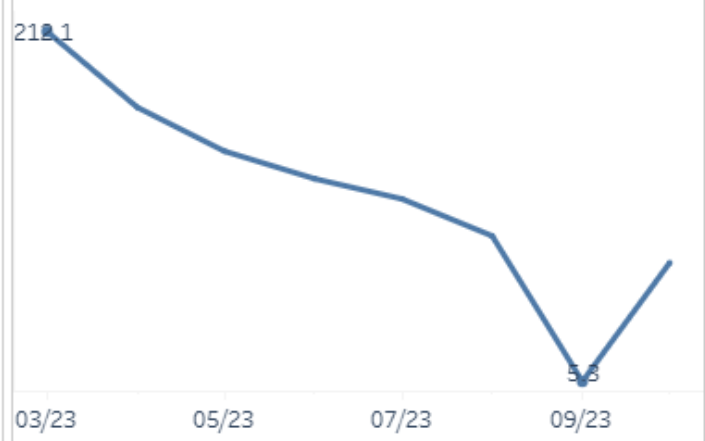


### Managed Case Volume

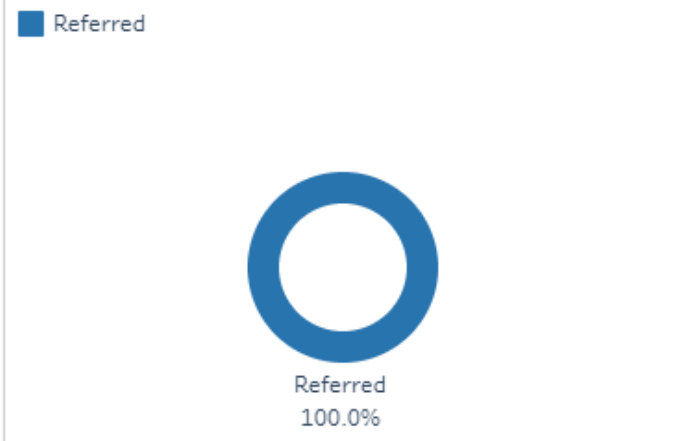


## Case Details

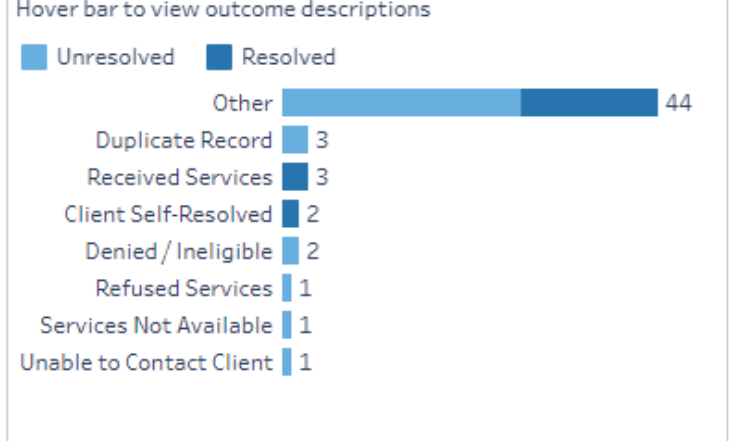
### Median Managed Case Length (days)



### Managed Case Origin



### Managed Case Outcomes



**Filters**

Case Created At: 12/10/2022 to 2/6/2024

Network: NCCARE360

Managing Organization: Four Square Community Acti...

Service Type: Transportation

State: NC

County: (Multiple values)

# Case Breakdown

Toggle between Referred and Managed Cases to view details relating to cases across different networks, organizations, geographies, and service types.

**Filters**

Case Created At  
12/10/2022 2/6/2024

Network  
NCCARE360

Managing Organization  
Four Square Community Acti...

Service Type  
Food Assistance

State  
NC

County  
(Multiple values)

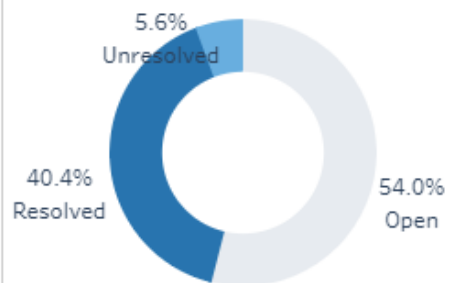
Referred Case

Managed Case

**Case Summary**

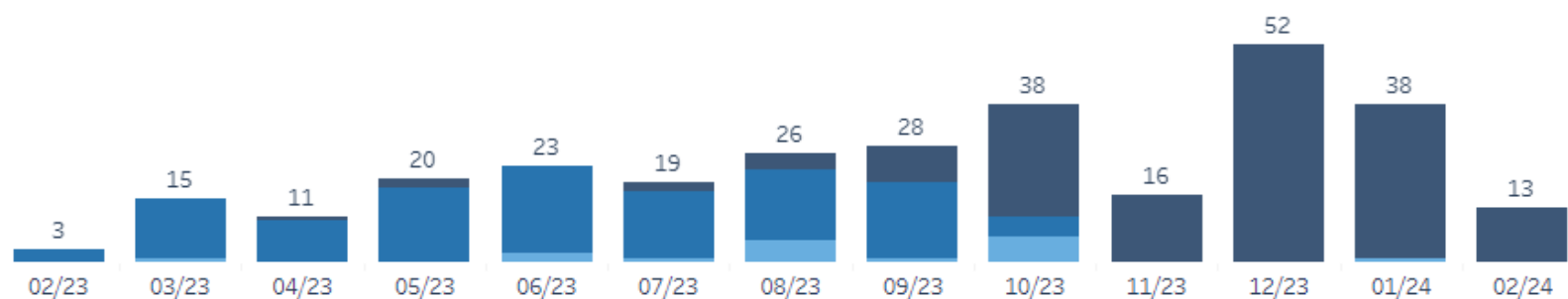
302 Managed Cases

**Case Resolution Summary**



**Managed Case Volume**

Open Resolved Unresolved



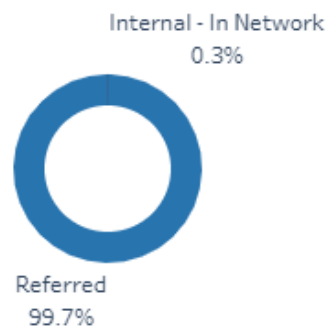
**Case Details**

**Median Managed Case Length (days)**



**Managed Case Origin**

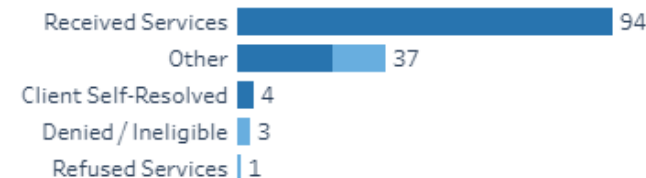
Internal - In Network Referred



**Managed Case Outcomes**

Hover bar to view outcome descriptions

Resolved Unresolved





# Questions



# Contact info

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