



Blending and Braiding: Diversifying Revenue Opportunities  
through the Community Care Hub Model



# About Us



28+ years. 2.8+ million lives transformed

San Fernando Valley based non-profit integrating healthcare and community-based care statewide

Specialized Infrastructure for Complex Populations

Aligning Medicare and Medicaid to reduce fragmentation and improve continuity

**Community Care Hub: An Organized Regional Specialty Delivery System Originated & Scaled by Partners.** A nationally recognized model integrating 75+ local CBOs to deliver culturally relevant and linguistically meaningful care at scale



## Proven Results

- 50%+ Reduction in Hospital Readmissions & ER Use  
Measurable improvement in care transitions
- 40% Outreach & Engagement Rate  
Exceeding industry benchmarks



3 YEARS



# Let's Get Grounded

## Demand is rising rapidly

Aging population + increased food insecurity + more individuals aging in place

## Costs outpacing funding

Food, fuel, labor, and packaging costs continue to climb

## Operational strain on providers

- Growing waitlists and unmet need in communities
- Workforce and volunteer shortages limited delivery capacity
- Expanding expectations (wellness checks, social connection, care coordination, wraparound services)



# California Advancing and Innovating Medi-Cal (CalAIM)



~15+ million Californians enrolled in Medi-Cal (~40% of the state)

Health Plans are actively contracting with service providers

Partners is contracted with 8 Managed Care Plans to provide Enhanced Care Management (ECM) and Community Supports + 1 in contracting phase

**15 Community Supports** are reimbursable alternatives to medical care through CalAIM, including Medically-Supportive Food/Medically Tailored Meals



3 YEARS



# What does this mean for Meals providers?

California is the first state to scale Medically Tailored Meals through Medicaid

Medically Tailored Meals Community Support widely adopted across Plans and counties

Designed to improve health outcomes and reduce medical costs

This Community Support service line includes:

- Medically Tailored Meals – typically up to two meals per day
- Medically-Supportive Food
  - Grocery boxes
  - Produce Prescriptions
  - Healthy Food Vouchers
  - Food Pharmacies
- Nutrition Assessment/Nutrition Education



# Where are you today?

- Already participating in CalAIM
- Exploring
- Not considering



# Why is this exciting?

Sustainable funding opportunity through Medi-Cal

Expanded reach to higher-acuity populations

Evidence shows improved outcomes for chronic conditions

Opportunity to provide additional services to your clients



# What comes with it

Contract negotiations

Billing, invoicing, and required documentation

Clinical referrals and nutrition alignment required

Data sharing and compliance expectations

Increased cybersecurity

Services are time-limited interventions



# Is the juice worth the squeeze?

Reimbursement rates vary by plan and contract

Upfront investment required

Volume and contract terms impact sustainability

Designed to reduce higher-cost healthcare utilization



Partners in Care  
FOUNDATION



## Culture or Cash?

Community-driven vs. Clinical model

Flexibility vs. Standardization



Partners in Care  
FOUNDATION



## What We're Hearing

Will this change who we serve?

How will we serve them and will our workflow change?

Do we have the infrastructure?

Is it worth it?



# Honoring the Provider Experience



Operational shifts

Culture considerations

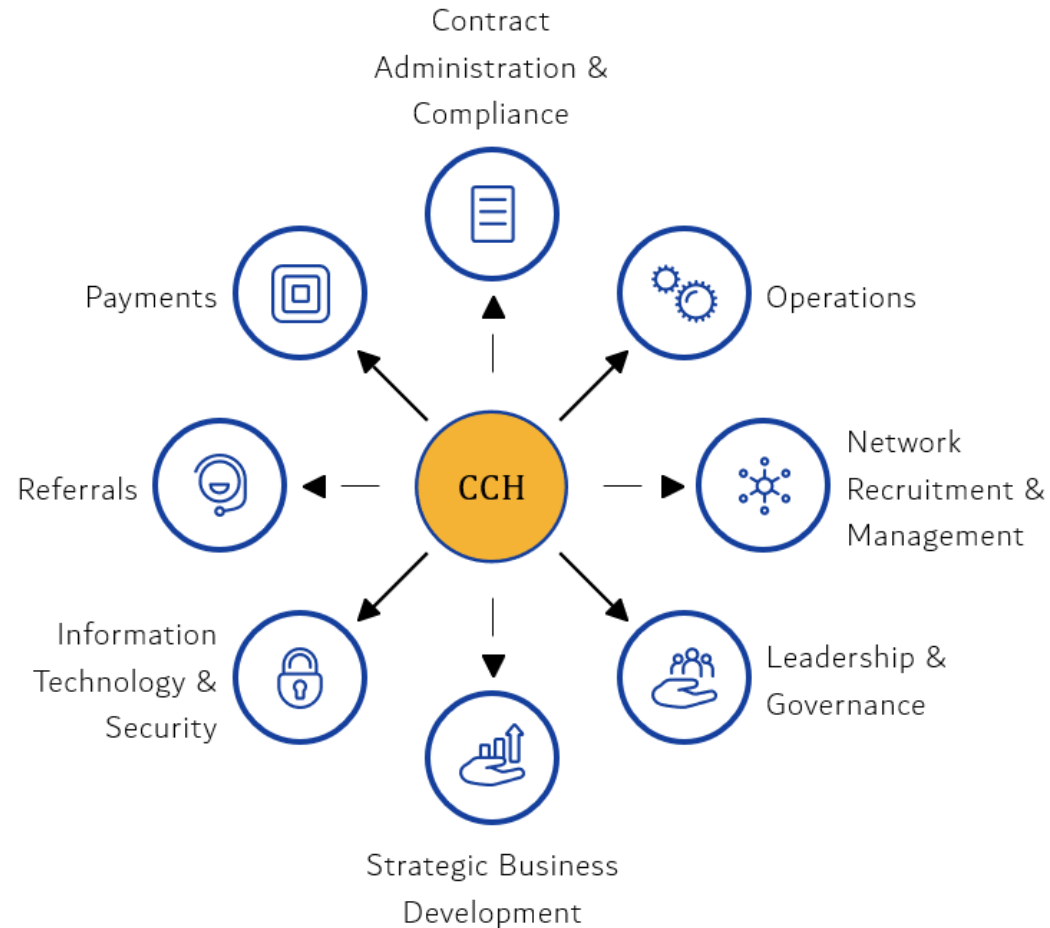
Administrative burden/Staffing

Cash flow



3 YEARS

# Unlocking Opportunities: The Value of The Community Care Hub (CCH)





## What success looks like ...

Balanced, perhaps braided, funding

Strong infrastructure

Clear mission boundaries

Room for growth



# You Have Choices

Direct contracting

Hub partnership

Pilot

Wait and prepare



# Considerations

Operational readiness

Managing expectations

Mission alignment

Support needed



# Key Takeaways

Opportunity exists, but it can be complex

## Multiple pathways

- Direct contracting is an option, but it requires agency investment
- Community Care Hub approach provides a way to share costs with other providers and lifts administrative burden

CalAIM presents the opportunity to blend and braid funding



Partners in Care  
FOUNDATION



## It's Not Culture OR Cash

The goal is mission alignment

The right structure supports BOTH



## The crazy ones



# Thank you

Contact us to continue the conversation and explore how we can partner or visit our booth in the Sponsor Expo

## Dan Swayze

Chief Operating Officer  
Partners in Care Foundation  
[dswayze@picf.org](mailto:dswayze@picf.org)

## Christy Ann Lau

VP, Community Integration  
Partners in Care Foundation  
[clau@picf.org](mailto:clau@picf.org)

