



# Findhelp to Partner with New York Social Care Networks under the State’s Section 1115 Medicaid Waiver

Congratulations to New York’s Social Care Networks (SCNs)! Under the State’s section 1115 Medicaid waiver, the SCNs will play a pivotal role in fundamentally changing New York’s social care delivery system.

We are honored to partner with several SCNs, bringing our technology that enables eligibility determination, health-related social needs screening, closed-loop referrals, and social care payment and claims submission. We are looking forward to working closely with New York’s health information exchange infrastructure, including the Statewide Health Information Network of New York (SHIN-NY) and the Qualified Entities, to support interoperability and standardized social care data exchange. The SCNs implementing the Findhelp platform will help the New York State Department of Health maximize its waiver investment, and will promote effective use of these state and federal dollars.

## The Findhelp Solution for SCNs



## Uniquely Capable

Findhelp is uniquely capable of helping New York organizations meet the waiver’s rigorous operational standards. Our emphasis on partnership, interoperability, and CBO choice will allow us to work beyond the SCN regions to support statewide health and social care integration. We will also leverage our experience supporting waivers and implementing statewide projects across the country, including in California, South Dakota, Oklahoma, Tennessee, and Pennsylvania.



### Curated Network

Findhelp’s curated network in New York includes nearly 15,000 available programs and approximately 7,000 claimed CBO program locations, more than any other platform. These programs cover a range of services to meet complex needs. Our scalable network approach will enable the SCNs to meet network adequacy requirements via comprehensive, contracted networks in their regions. SCN navigators will be able to prioritize contracted partners, while still identifying organizations that address a range of needs.

### Integrated Workflows

Findhelp integrates seamlessly into EHR, care management, and other client management software, simplifying eligibility determinations, assessments, referrals, and outcomes tracking. SCNs and their network partners will use our integrations and work without leaving their preferred documentation and management platforms.

### Experienced with Interoperability

Findhelp prioritizes interoperability and CBO choice, and is highly experienced working with health information exchanges. Our commitment to advancing interoperability standards across organizations includes the White House **Sync for Social Needs Initiative**, where we have pledged to work with agencies, technology vendors and healthcare organizations to standardize the collection of patient data on SDOH. We use FHIR standards to ensure timely data transmission, and United States Core Data for Interoperability social care data elements to ensure standardization.

### Privacy

SCNs will benefit from our extraordinary measures to secure patient information, including requiring consent with every referral. We are HIPAA compliant and a certified HITRUST provider, ensuring our customers comply with New York’s strict privacy laws.

### Entrusted by New York’s Healthcare Systems

Sixty percent of America’s health systems trust us to develop integrated search and referral, insightful data analytics, and enhanced CBO relationships. Our New York customers include large academic medical centers, public hospital systems, safety net hospitals, community health centers, physician groups, CBOs, and other stakeholders.

