

> How findhelp Supports NCQA's Health Equity Accreditation

In late 2022 and early 2023 the Joint Commission, National Committee for Quality Assurance (NCQA), and Centers for Medicare & Medicaid (CMS) introduced new requirements to advance health equity. Healthcare and health plan organizations will now be required to report on their efforts to reduce health disparities and screen patients for social determinants of health (SDoH) needs.

Findhelp is here to support you across these various policies, accreditations, certifications, and requirements.

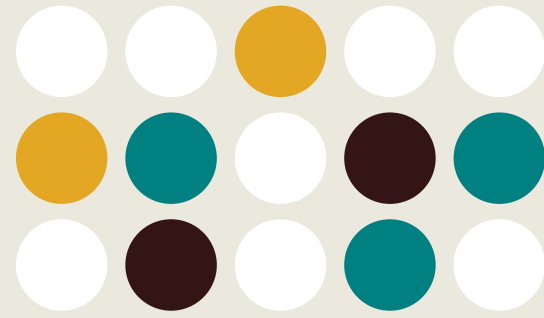
NCQA's Health Equity Accreditations

The National Committee for Quality Assurance (NCQA) provides both the **Health Equity and Health Equity Plus Accreditations** to give health care organizations an actionable framework for improving health equity; these accreditations are starting to be required by state Medicaid agencies in order to be considered for contracts.

Findhelp support contributes to these accreditations via closed-loop referral tracking (married with the customer's system-of-record data) and Community Engagement activities (outreach, partnerships, and trusted networks), as well as supporting the discovery / confirmation of non-discriminatory practices at community-based organizations.

> **The Health Equity Accreditation** adds new requirements to NCQA's Multicultural Health Care standards that focus on organizational diversity, equity, inclusion, and reducing bias; collecting gender identity and sexual orientation data; and reporting race/ethnicity stratified HEDIS measures.

> **The voluntary Health Equity Accreditation Plus** option includes standards for assessing and addressing social determinants of health and will be available for public comment this fall. In 2022, eight of the nine organizations that earned the first Plus accreditation are findhelp customers and included findhelp data in their applications.



6 DOMAINS OF QUALITY

 Safety

 Effectiveness

 Patient-Centeredness

 Timeliness

 Efficiency

 Equity



of the 91 Medicaid organizations that have earned the Health Equity or Health Equity Plus accreditation are findhelp customers.

Supporting HEDIS Scores: Elevance Health

Elevance Health is using the findhelp platform to ensure they are meeting all data points for quality measures related to HEDIS scores and the NCQA Health Equity Accreditation (HEA), including the following examples.



Findhelp Functionality	Supported HEDIS Scores
Tracking assessments to identify member social needs	HEA, Plus 1, D, SNS-E
Tracking social care referrals to community-based organizations	HEA, Plus 5, A, SNS-E
Tracking closed-loop referrals to ensure members received assistance	HEA, Plus 5, C
Build or grow a findhelp Trusted Network of community partners to address social needs of members and ensure closed-loop referrals	HEA, Plus 2, E HEA, Plus 5, C

Health Equity Accreditation: Novant Health

Novant Health utilized findhelp data to support their successful 2022 submission for the NCQA Health Equity accreditation. They married findhelp referral data with their electronic medical record (EMR) data to determine outcomes across multiple groups. This approach enabled Novant to generate a “numerator” of patients who received an SDoH intervention and the outcome over the “denominator” of patients that screened positive for a social need in the EMR.

Novant also parsed outcomes by factors such as spoken language, ethnicity, ZIP Code, and sexual orientation. For example, their analysis found that non-English speakers and LGBTQ+ patients were less likely to receive help than the overall average; these findings will help inform Novant’s social care strategy moving forward.



Unique Ways the findhelp Platform Supports Social Care Quality



Alignment of internal goals and workflows to meet quality measures with an emphasis on a health equity strategy to drive frontline workflows



Advise on the health needs assessment process and using findhelp data to support creating action plans and monitoring and evaluation strategy



Action plan creation to meet measurable goals for closed-loop referrals, engagement and adoption of platform, connections, and activated community partners



Framework development for enterprise-level work that includes tailored, scalable processes for regional communities



Creation of data plan to identify findhelp data points to combine with system of record data to measure outcomes (clinical, health equity-related, utilization / cost-saving)

> Want to learn more?

Schedule a demo with us to see how we can partner with your organization to support policy requirements!

