

# Healthy Opportunities

## Provider Tip Sheet



The Healthy Opportunities Pilot Program is the nation's first comprehensive program to test and evaluate the impact of providing select evidence-based, non-medical interventions related to **housing, food, transportation, interpersonal safety, and toxic stress** to high-needs Medicaid enrollees.

Through the Healthy Opportunities Pilot Program, Carolina Complete Health (CCH) is dedicated to:

- Ensuring members will have access to services in a timely manner and in a way that meets their needs and improve their health.
- Demonstrating equity across all aspects of the program—including diverse and equitable participation to members and partnering organizations.
- Strengthening community capacity to provide high-quality, member-centered services.

### Healthy Opportunities Pilot Program Overview

The Healthy Opportunities Pilot Program will cover the cost of 29 interventions defined and priced in the Department's [Pilot Service Fee Schedule](#). Eligible members may have access to nonmedical services NOT covered by Medicaid, including:

- Housing and Move-In Support
- Home Safety and Remediation Services
- Utility Assistance
- Food & Nutrition Assistance
- Post-Hospitalization Housing
- Non-Medical Transportation Support

The trial program has 29 predefined services to be offered through five categories:

- Food
- Housing
- Transportation
- Interpersonal safety
- Toxic stress

### How Do Carolina Complete Health Members Qualify?

A Carolina Complete Health Care Manager will evaluate individual member needs to determine eligibility for the Healthy Opportunities pilot. To qualify, members must:

- Be enrolled in Carolina Complete Health
- Live in one of the Region 5 Pilot counties (Bladen, Brunswick, Columbus, New Hanover, Pender)
- Have at least one qualifying physical/behavioral health risk as defined by North Carolina's Department of Health and Human Services (NCDHHS)
- Have at least one qualifying social risk factor as defined by NCDHHS

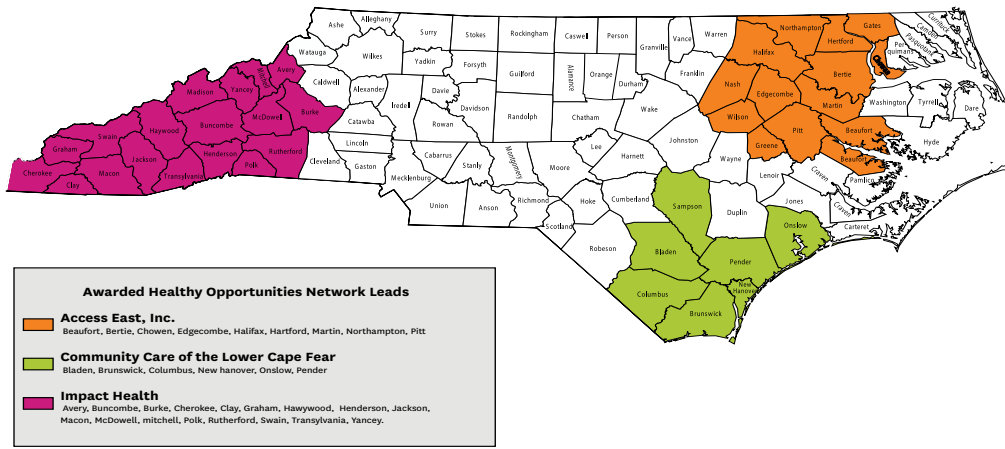
## Key Pilot Entities

Many players will have important roles in the successful implementation of the Pilots including:

- All Medicaid Pre-paid Health Plans
- Care Managers
- Network Leads (Lead Pilot Entities)
- Human Service Organizations (HSOs)

## Pilot Regions & Network Leads

The program will operate in three geographic regions of the state, which were defined by the three Healthy Opportunities Network Leads.



As the regional Provider-led Entity, Carolina Complete Health will work closely with Community Care of the Lower Cape Fear as a Network lead in the following Region 5 counties:

- Bladen
- Brunswick
- Columbus
- New Hanover
- Pender

## Evaluation

A key component of the Healthy Opportunities Pilot Program is a comprehensive and rigorous approach to evaluation. Carolina Complete Health will work in collaboration with the NCDHHS and will:

- Evaluate the effectiveness of the non-medical interventions and the role of the Network Lead in improving health outcomes and reducing health care costs for members.
- Leverage evaluation findings to embed cost-effective interventions that improve health outcomes into the Medicaid program.
- Support the sustainability of delivering non-medical services identified as effective through the evaluation, including by strengthening the capabilities of HSOs and partnerships with health care payers and providers.

## For Questions and Referrals To HOP

For Healthy Opportunities questions, please visit [www.carolinacompletehealth.com/hop](http://www.carolinacompletehealth.com/hop) or call Carolina Complete Health Member Services at 1-833-552-3876 (TTY 711).