



CenCalHEALTH[®]
Local. Quality. Healthcare.

CalAIM CS & ECM Engagement Session

November 10, 2022



Agenda

- **Welcome & Introductions**
- **Referring a Member for Medically Tailored Meals**
Nicole Bennett, MPH, Community Supports Program Manager
- **Tangelo, Medically Tailored Meal Provider**
Erik Neilson, VP of Community Engagement
- **Housing Services Provider Workflow**
Nicole Bennett, MPH, Community Supports Program Manager
- **Q&A**



Community Supports

Resources to help keep your clients and our members stay healthy!

Nicole Bennett, MPH, Program Manager,
Community Supports



Medically Tailored Meals (MTM)

Enhanced Care Management providers, **Community Supports** providers, **Primary Care** providers, and **Specialty** providers can refer eligible members to MTM services.

The goal of **Medically Tailored Meals** is to provide **eligible members** with up to **12-weeks of dietary support**.

- Members will receive **two (2) meals** a day for **twelve (12) weeks**.
- Members will receive a **delivery box** of flash frozen meals **once weekly**.
- CenCal Health is currently contracted with **Tangelo** as our **Medically Tailored Meal provider**.

Who's Eligible for Medically Tailored Meals?

Members are **eligible** to receive **Medically Tailored Meals services** when they meet a combination of the following eligibility criteria:

Living with a primary or secondary diagnosis of **Diabetes; with an A1c 9 or above, Congestive Heart Failure; Stage C or Stage D, or Chronic Kidney Disease; Stage 3 or Stage 4**; and

The member must meet one of the following;

Has **one or more inpatient stays in the last 6 months**, or

Has **one or more emergency department (ED) visits within the last 6 months**, or

Has been discharged from **a Skilled Nursing Facility (SNF) within the last 6 months**; and

Member is not eligible for alternate programs, and;

Meals are not covered to respond solely to food insecurities.

How to refer

Enhanced Care Management providers, **Community Supports** providers, **Primary Care** providers, and **Specialty** providers can submit an authorization request **TAR (50-1)** through the **Provider Portal**

The authorization request must include the following documentation:

- **Medically Tailored Meals Information and Referral** form
- Any relevant clinical information that would support the referral request, when available to referring party

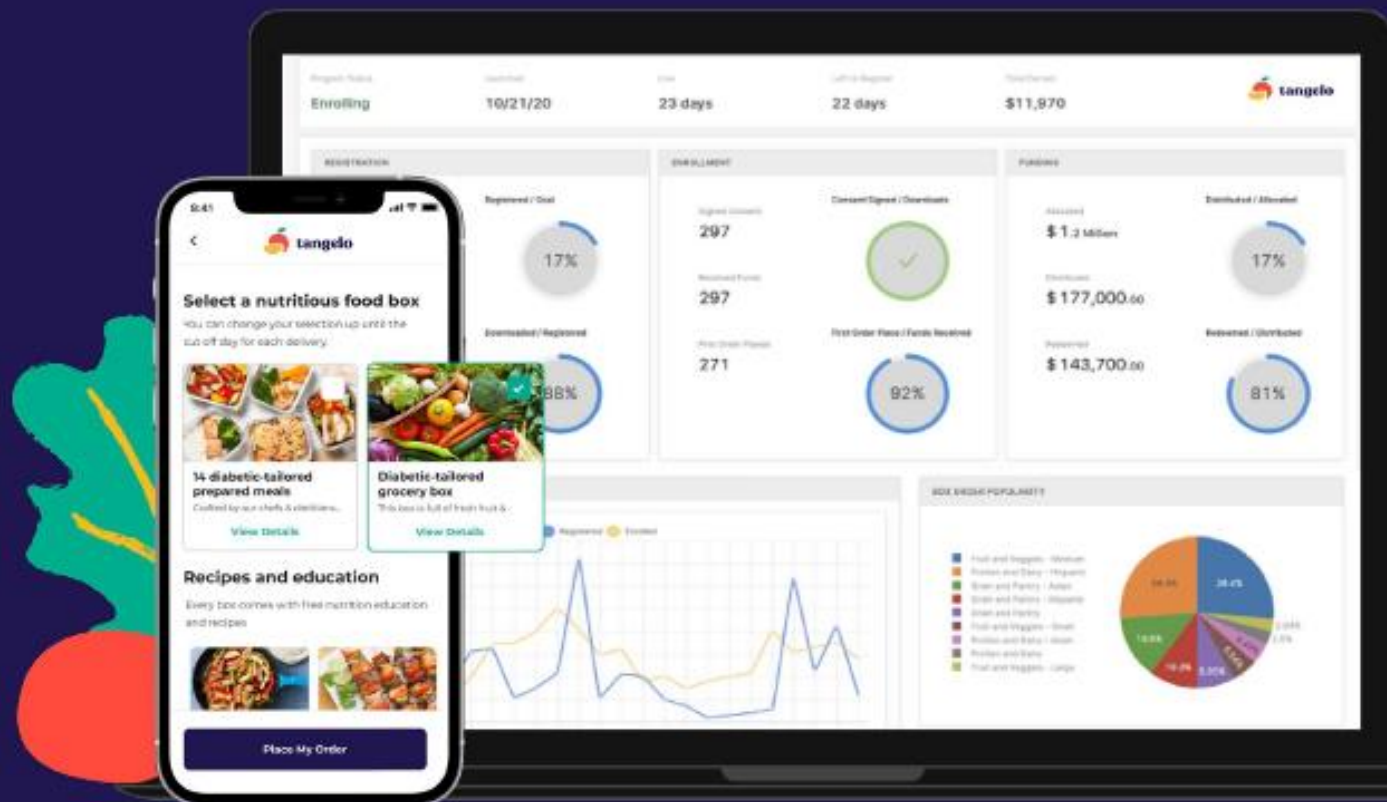
The rendering and servicing provider will be **notified** of eligibility determination on the **Provider Portal** and can also **contact the CenCal Health Community Supports (CS) Unit** to obtain status of a referral, (805) 562-1698.

Welcome Tangelo

A Medically Tailored Meal Provider

Erik Neilson, VP of Community Engagement

Providing Low Income Families Access to Build Better Lives



TANGELO | FOOD-AS-MEDICINE VERTICALLY INTEGRATED LOGISTICS PLATFORM

Jeremy's Story

"When my dad was diagnosed with cancer in 2017, I turned to food to help extend his life.

After speaking to many doctors, dietitians, and health coaches, I was left completely dumbfounded...

How was it possible that my dad wasn't being prescribed healthy food — the nutrition he needs — to get through his treatment?!"

Millions of people with chronic diet-related conditions like my dad had **don't even have the choice to eat healthy food!**

Just think about it... Poor diet is the leading cause of chronic conditions, but millions of Americans don't have access, affordability, or the education to make the choice to eat healthy???

When my dad passed, I finally understood *my mission in life*:

To provide access and affordability to all!

Every person should have the ability to make the choice to better their lives.

I started Tangelo and built the platform that makes this possible."

— **Jeremy Cooley**,
Founder and CEO of Tangelo



Jeremy with his dad Greg

Tangelo Impact Report

For every \$1 run through Tangelo, ~\$3.5 in economic value is created in society



Generates



Created By



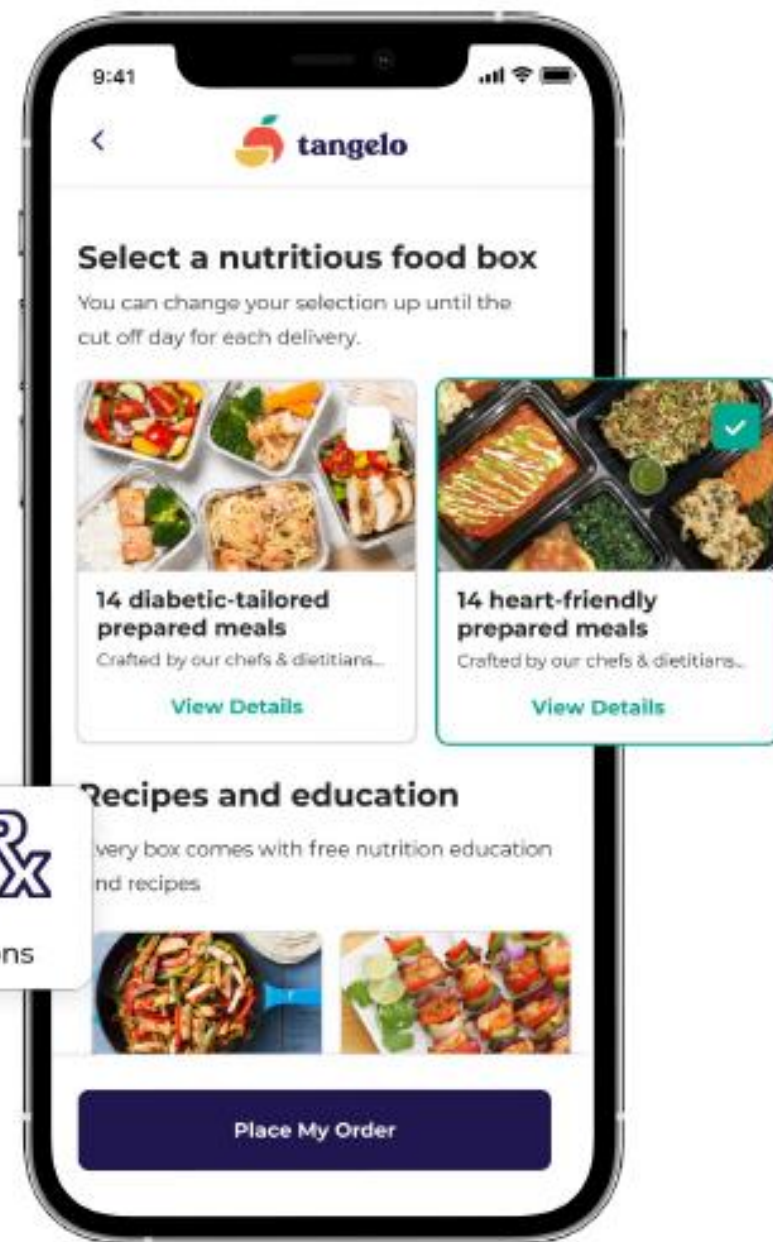
Home Delivered, Culture and Condition-Specific Medically Tailored Meals

Culture & Condition-tailored nutritious food boxes delivered to doorsteps!

Culturally-relevant food options, nutrition education, and recipes tailored to the most-common chronic conditions:

 Arthritis	 Diabetes	 Osteoporosis
 Asthma	 Heart Disease	 Stroke
 Atrial Fibrillation	 Hepatitis	 Maternal Health
 Cancer	 Drug and substance abuse	 Depression
 Chronic Kidney Disease	 HIV/AIDS	 High cholesterol
 COPD	 Hypertension	 Alcohol abuse

Food Rx
Prescribed for
Chronic Conditions



Who we reference for nutritional guidelines

Institutions we use to create evidence-based guidelines for our condition-tailored food-boxes and meals



U.S. Department
of Veterans Affairs



National Institutes of Health
Turning Discovery Into Health



U.S. Department of Defense



Dietary
Guidelines
for Americans



American
Diabetes
Association®



American
Heart
Association®



American Liver Foundation
Your Liver. Your Life.



NATIONAL KIDNEY
FOUNDATION®

Re-inforce healthy behaviors

Education & Recipes

We put access in your employees hands

✓ Nutritious Culturally Relevant Recipes

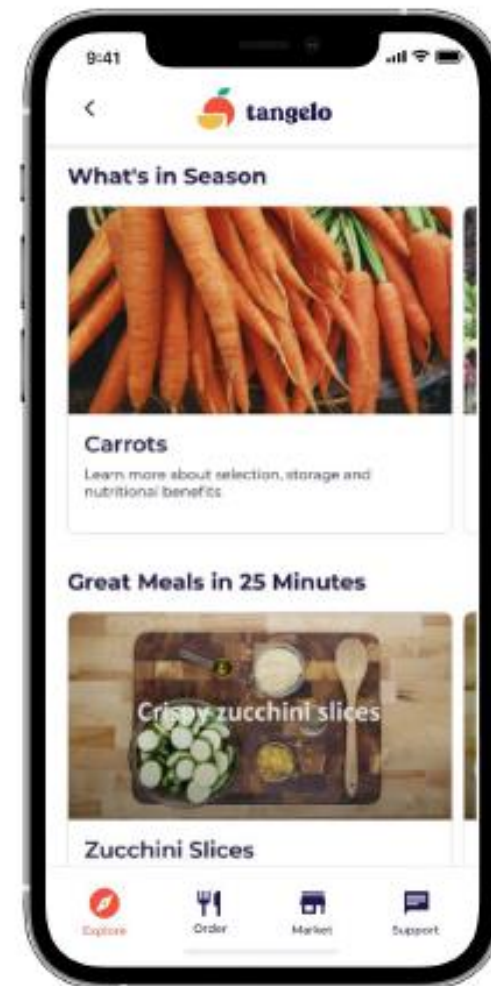
✓ Tips and Tricks for Healthy Eating

✓ Staying Active and Exercise Tips

✓ Stretching Budget



Nutrition Education
and Recipes

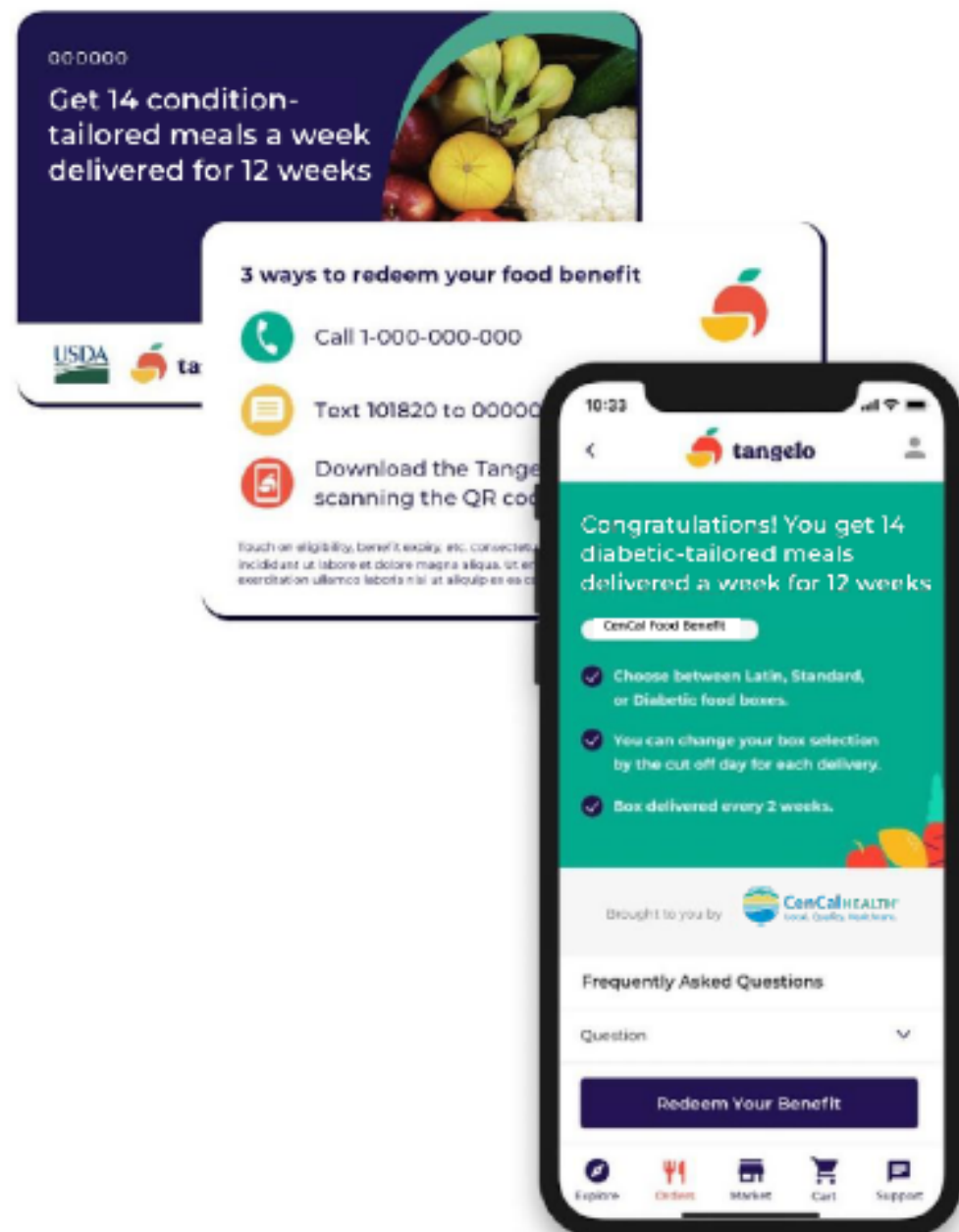


Staying Active and
Stretching Budget

Versatile Redemption Methods

Meet members where they are with intuitive redemption by text, phone, or app

- ✓ Tech enabled members can join and participate using the Tangelo Mobile App
- ✓ Non-tech enabled members can join and participate by phone or text
- ✓ Multilingual customer service available to serve diverse member populations



Knock knock. It's Tangelo.

Delivered to members doorstep

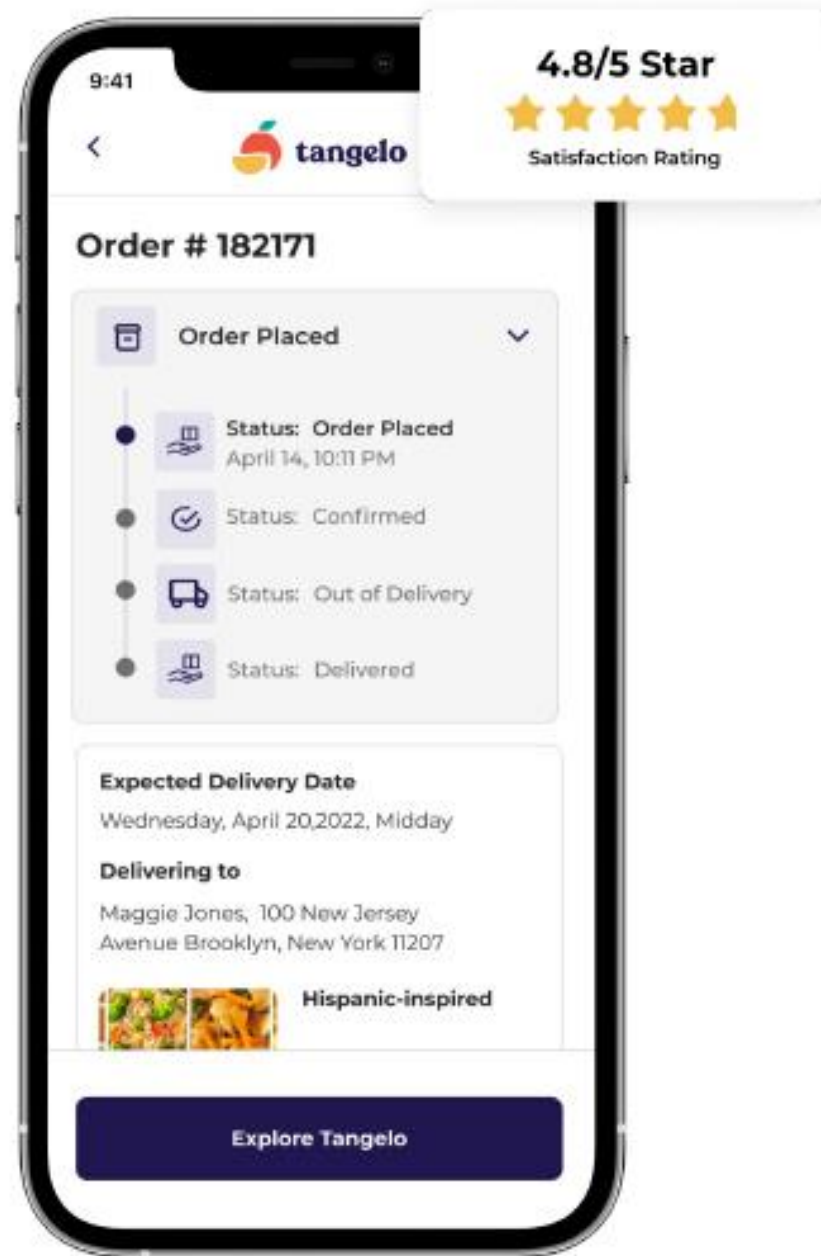
Families love redeeming benefits and ordering food on Tangelo because it's easy to order, track deliveries, and the food quality is great!

✓ 99% quality rating

✓ 4.8 star member satisfaction rating
(vs. 4.0 avg App Store rating for top-100 apps)

✓ Real-time tracking & delivery notifications

✓ 24/7 multilingual customer support



Provide a nutritional safety net for all

SNAP Dollars Go Further on Tangelo

For example, a family of 4 getting \$939.00 in SNAP monthly would get an additional \$187.80 a month or \$2,253.60 annually.



Load your SNAP EBT Card on Tangelo



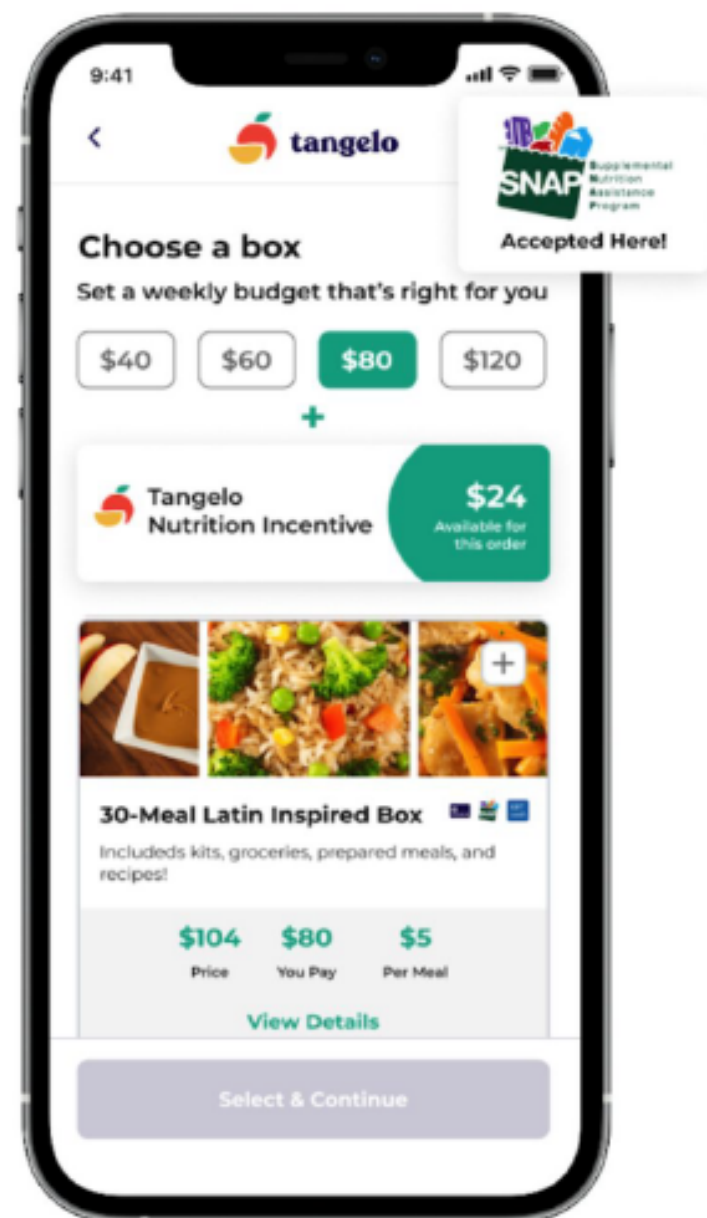
Instantly increase your SNAP dollars by 20%



Shop for healthy food from local small to mid-sized farmers

*Using maximum SNAP benefit available to a family of 4 in Connecticut

<https://portal.ct.gov/DSS/SNAP/Supplemental-Nutrition-Assistance-Program---SNAP/Eligibility>



Free Smartphone with Unlimited Talk & Text for Every Member

Provide unserved and underserved community members with access

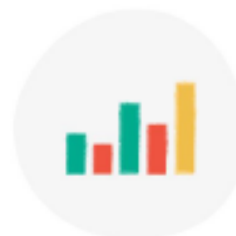
No-cost wireless plans and phones are available to members through special request. If eligible for the services, members will receive all of the following:*



**New Android™
Smartphone**



**Unlimited Talk
& Text**



**Up to 14 GB
Monthly Data**



**Free International
Calling**

* Members must be on SNAP to be eligible

Housing Services

Overview & Provider Workflow

Nicole Bennett, MPH, Program Manager,
Community Supports



Housing Transition Navigation Services (HTNS)

HTNS acts as a quick and effective pathway to permanent housing through a low-barrier approach.

HTNS includes:



**Tenant Screening
and Housing Assessment**



**Individualized Housing
Support Plan**



**Securing
Housing**



**Landlord Education
and Engagement**

Housing Deposit Services (HDS)

HDS provides monetary support to assist with identifying, coordinating, securing, or funding one-time services and modifications necessary to enable a person to establish a basic household that does not constitute room and board.

Services may include:

- Security Deposits
- Support with establishing utilities
- First and last month's rent
- Additional services and/or goods for health and safety



Housing Tenancy and Sustaining Services (HTSS)

The goal of HTSS is maintaining safe and stable tenancy once housing is secured.

These services may include:

- Early identification and intervention for behaviors that may jeopardize housing
- Education on the role, rights and responsibilities of tenants and landlords
- Developing and maintain relationships for successful tenancy
- Assistance in resolving disputes with landlords/neighbors to reduce possible eviction

Housing Services Workflow

CenCal Health wishes to make the referral process as **simple** and **easy** as possible for our members and providers while collecting the required information we need to make Community Supports authorization decisions.

Contracted Medical or Behavioral Health Provider

1. Complete the corresponding **Housing Information and Referral form** *(available on our website)*
2. Submit the **Information and Referral form** to a **contracted Housing Provider** *(CenCal Health's online Provider Directory)*

Contracted Housing Provider

1. Complete an **Information and Referral form** or receive an **Information and Referral form** from outside referring party
2. Submit a **50-1 (TAR)** authorization through our **provider portal** including the **REQUIRED Information and Referral form**
3. Receive authorization decision. If the authorization is **approved** the Housing Provider will **provide services** for the **allowed amount of time**

Community Based Organizations, Members, and all other Referral Request

1. Complete the corresponding **Housing Information and Referral form** *(available on our website)*
2. Submit the **Information and Referral form** to a **contracted Housing Provider** *(CenCal Health's online Provider Directory)*, or the **Community Supports Unit**.

Interested in learning more?

Join CenCal Health and partners at our next ECM & CS Provider Engagement Session.

Topics for discussion:

- Housing Services Workflow
- Housing Information & Referral forms
- Housing Assessment & Individualized Housing Support Plan
- Sobering Center Workflow
- Sobering Center Information & Referral form

What would you like to know?



Open Chat

