

# North Sound ACH



## Community HUB Referral Partner Toolkit

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The North Sound Community HUB, a project of the North Sound ACH, is an innovative way for health and social service providers to connect when working with the same patients or clients. The Community HUB relies on the collaboration of its Care Coordination Agencies, external referral agencies, and community partners.

This is an introduction to the North Sound Community HUB, to assist agencies interested in engaging with the North Sound Community HUB as a referral source or service provider.

If you or your team would like more general information about the HUB, please contact HUB staff for additional resources.

Thank you for your interest and partnership!

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# North Sound Community HUB Eligibility Criteria

The North Sound Community HUB is starting with a focus on community members with behavioral and physical health conditions who are also experiencing challenges with social needs. (See examples below). Individuals who meet HUB eligibility will be:

- On Medicaid or Medicaid-eligible.
- Resident of Island, San Juan, Snohomish, Skagit, or Whatcom county.
- Experiencing:
  - Behavioral health and substance use concerns.
  - EITHER a chronic disease OR pregnancy.
  - One of the following concerns:
    - Homelessness: Homeless at least one month during the year.
    - High utilization across health care, emergency and/or criminal justice services.

# How to Refer to the North Sound Community HUB

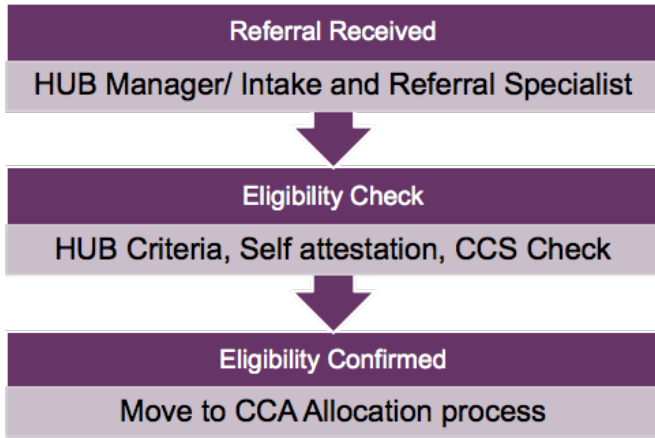
The HUB accepts referrals from organizations (i.e., medical and behavioral health providers, community-based organizations), community health workers, and community members.

During the 2019, the North Sound Community HUB is accepting referrals via the Care Coordination Systems (CCS) platform. Getting set up in CCS is easy, and referrals can be made immediately after setup. In order to enter referrals into the CCS platform referring agencies need to register and create a login.

Next steps for a referring agency:

1. Request login credentials to CCS by emailing [hub@northsoundach.org](mailto:hub@northsoundach.org).
2. Review [CCS user guide](https://bit.ly/2HwX1g0). <<https://bit.ly/2HwX1g0>>
3. [Login to CCS](https://hub.carecoordinationsystems.com) and begin making referrals. <<https://hub.carecoordinationsystems.com>>
4. Check with HUB staff for alternate ways to make a referral outside of the CCS platform.

# What Happens After You Make a Referral

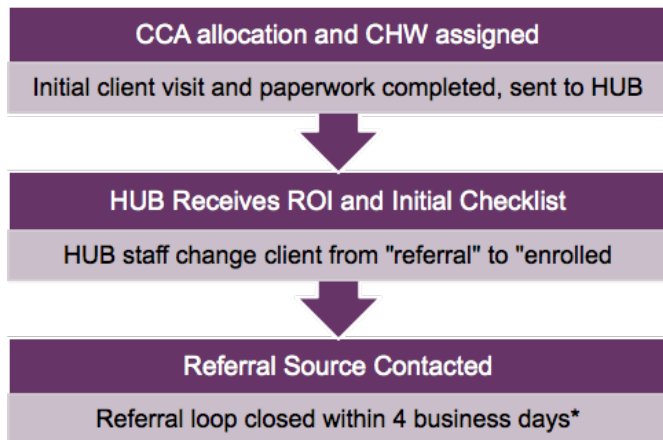
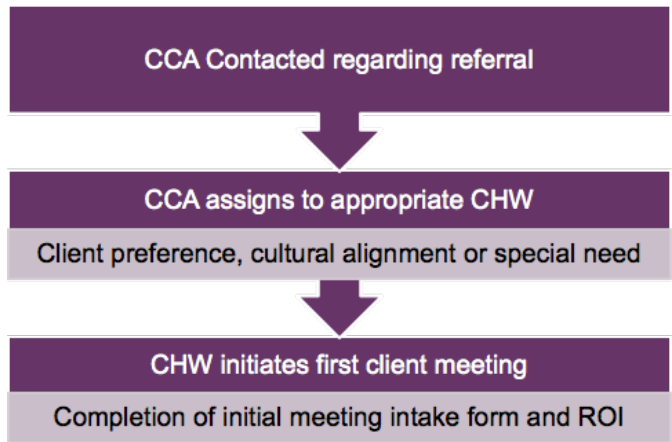


## Step two: HUB sends referral to a Care Coordination Agency (CCA).

The HUB will assign client to a CCA, who will then assign a care coordinator to connect with the individual directly or via the referral source.

## Step one: The Community HUB receives a referral.

When North Sound Community HUB receives a referral, the HUB’s Intake Coordinator verifies the client meets the eligibility criteria and checks to see if the individual is already working with a care coordinator.



## Step three: Client meeting and enrollment.

At the initial meeting, the CCA’s care coordinator will ask the individual to complete and sign the Release of Information and Consent Form, which then goes back to the HUB.

## Additional Community HUB Materials Available

Email [hub@northsoundach.org](mailto:hub@northsoundach.org) to request.

### **Referral Resources**

- Referral Orientation Webinar and CCS Demonstration
- Guide to Using the Referral Function in CCS System
- Referral Frequently Asked Questions
- HUB Referral Policies and Procedures

### **North Sound Community HUB Implementation**

- North Sound Community HUB Implementation Timeline
- North Sound Community HUB Care Coordination Agency Information

### **The Pathways Community HUB Model**

- Introduction to the Pathways Community HUB: Agency for Health Care Research and Quality