

North Sound ACH



Community HUB
Referral Partner Information

Contents

- Introduction..... 1
- HUB Eligibility Criteria..... 2
- How to Make Referrals to the Community HUB..... 2
- Common Questions..... 3
- Becoming a HUB Referral Partner Through HealthBridge..... 4
- Other Available Resources..... 6



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 contracted Care Coordination Agencies, referral agencies, and community partners, from clinical to community-based providers.

This toolkit serves as an introduction to the work of the North Sound Community HUB from the referral perspective. The primary purpose of the toolkit is to assist agencies interested in engaging with the North Sound Community HUB as a referral source or service provider.

This information is focused primarily on the HUB referral process. If you or your team would like more general information about the Pathways Community HUB model, please feel free to contact HUB staff for additional resources.

Thank you for your interest and partnership!

Starleen Maharaj-Lewis
Manager, North Sound Community HUB
Starleen@northsoundach.org

North Sound Community HUB Eligibility Criteria

Individuals meet HUB eligibility who are:

- On Medicaid or Medicaid-eligible, including dual eligible
- Resident of Island, San Juan, Snohomish, Skagit, or Whatcom county
- Self-identifying with behavioral health conditions (includes anxiety, depression, hopelessness, abuse, or substance use) **and** one or more of the following:
 - Chronic physical health conditions
 - Of childbearing age
 - Multiple ED visits and/or inpatient stays within the last 6 months
 - Housing insecurity or instability
 - Multiple prison or jail admissions in the last year

After referral, HUB care coordinators will verify health needs, although a clinical diagnosis is not required.

Referring to the North Sound Community HUB

The HUB accepts referrals from clinical and community providers, including emergency departments, human services/social services organizations, community health workers, and community members.

The North Sound Community HUB is accepting referrals using an online platform called Care Coordination Systems (CCS). Getting set up in CCS is easy, and referrals can be made immediately after setup.

1. Request [login credentials](#) to CCS for making referrals.
2. Review [CCS user guide](#).
3. [Login to CCS](#) and begin making referrals.

Summary of Referral Steps:

ONE: When the HUB receives a referral, the Intake Coordinator verifies the client meets the population criteria and is not already working with a HUB care coordinator.

TWO: The HUB will send the referral and contact the agency to verify receipt of the referral. The CCA will assign a care coordinator, who will connect with the individual directly or via the referral source.

THREE: Client meeting: during the initial meeting between referral and care coordinator, the Release of Information and Consent is received and shared with the HUB.

Common Questions

What is the North Sound Community HUB?

The Community HUB is a program offered in the North Sound region. The HUB receives referrals from a number of agencies for those in need of services. Right now, the HUB is accepting referrals for those experiencing substance use or behavioral health needs, along with physical concerns or trouble accessing help in the community.

To make a referral you would need to provide:

Basic demographics (name, age, etc.), a list of some of the social or medical needs the person currently has, and the best way we can contact or locate the person you're referring to follow up about services. Do you know if the person being referred is working with another case manager, social worker, or care manager in the region? Please let us know even if you are uncertain, and we can contact the agency to verify.

Where will the person be referred to?

Individuals have a say in where they are referred, and it is also influenced by their need and location. The HUB is currently working with 3 organizations that have care coordinators – Sea Mar, San Juan County Health and Human Services, and Compass Health. If the person you are referring has a preference to work or not work with one of these agencies, please indicate that when making the referral. The agency that helps with the care coordination is not the only agency where the individual/family will receive services. The care coordinator will work with any community, social, or medical service needed across the region.

How soon will I find out if the person I referred qualifies for services in the HUB?

Once the referral information is sent to the HUB, a care coordinator will contact the individual to set up an in-person meeting. During that first meeting, the care coordinator will ask questions to get a more complete picture of needed services. You will be notified within one week.

Becoming part of the HealthBridge Referral Portal

HealthBridge is a referral portal embedded in the HUB's main software system. It allows for seamless, closed loop referrals from the HUB to any agency registered in HealthBridge. HealthBridge is community owned and managed, allowing agencies to register, edit their agency profiles, and accept HUB referrals at any point.

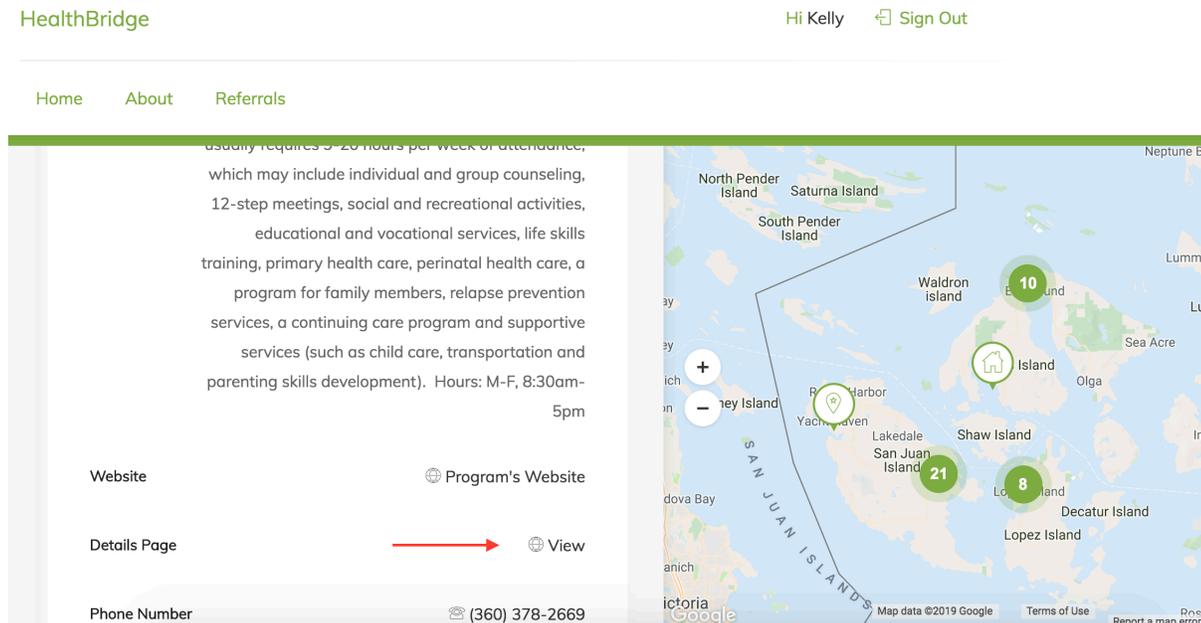
Other benefits to HealthBridge include:

- Closed loop referral. Direct communication between your agency and the HUB including appointment setup.
- Referral monitoring, tracking, reporting and communication in hands of CBOs.

To Register your Agency in HealthBridge

HealthBridge is populated through 211 and other community resource lists. But while your agency may be in the system already, you will not receive direct referrals or reporting capabilities until you register your agency in the portal. Registration is quick and simple. Once registered, your agency can receive referrals directly from the North Sound Community HUB.

- 1) Go to <https://healthbridge.care/>
- 2) Search for your agency. When the agency comes up, click "details"
- 3) When the agency details expand, click "view"



- 4) When the agency page expands further, scroll to the bottom and click " I work at this agency and want to register." You will be prompted through a quick registration process and sent a confirmation email within 24 hours.

Phone:	(360) 378-2669		Open	Close
Secondary Phone:		Monday:		
Fax:		Tuesday:		
Referral E-mails:		Wednesday:		
Website:	http://www.compasshealth.org	Thursday:		
Facebook Page:		Friday:		
Preferred Contact Method:		Saturday:		
Days Until Available:		Sunday:		
Available Log Date:				
Street Address:	46 Edds Ln			
Suite/Apt:	Lopez Village, Suite D			
City:	Lopez Island			
County:				
State:	WA			
Zip:	98261			
Country:	US			

 I work at this CBO and want to register

Additional Community HUB Materials Available upon request

Referral Resources

- Referral Orientation Webinar and CCS Demonstration
- Guide to Using the Referral Function in CCS System
- Referral Flow and CCA Assignment Flow Charts
- Referral Frequently Asked Questions
- HUB Referral Policies and Procedures
- HealthBridge Referral Portal Demonstration

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
- Pathways HUB 101 Infographic