

Fostering community partnerships to create a sustainable approach to CCO flex funds utilization

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Agenda

- Who is EOCCO
- Intro to flex funds
- Recent barriers to care
- Our collaborative care model
- Data / impact / lessons learned
- Call to Action: Replicating the Model

Learning Objectives

After this session, learners should be able to:

- 1. Explain what flexible services are.*
- 2. Use flex services data to pinpoint gaps in care.*
- 3. Understand how to collaborate with stakeholders to expand flex services.*

Eastern Oregon Coordinated Care Organization (EOCCO)

- Serves 12 counties of Eastern Oregon
 - Baker
 - Gilliam
 - Grant
 - Harney
 - Lake
 - Malheur
 - Morrow
 - Sherman
 - Umatilla
 - Union
 - Wheeler
 - Wallowa
- Total Medicaid members served= 81,716



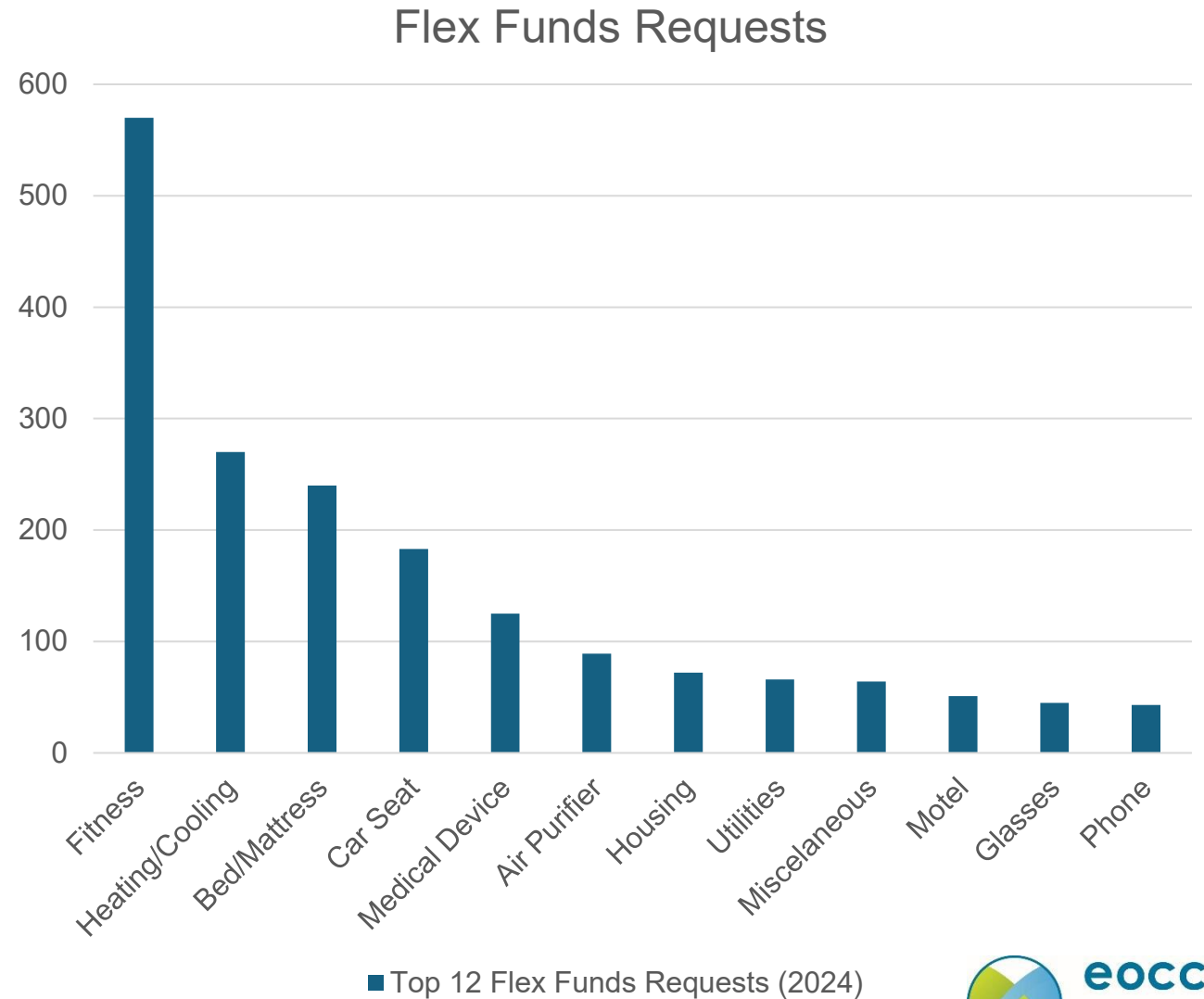
Intro to Flex Funds/ Health Related Services

- **Flex Funds:** Coverage for typically non-covered services under Oregon Medicaid.
 - Administered by CCOs
- **Examples:**
 - Car seats
 - Mattress
 - Gym membership
 - Heating / cooling devices
 - Motel stay
 - Phone cards
- **Goal:** To improve member health and well-being by addressing **health-related social needs**

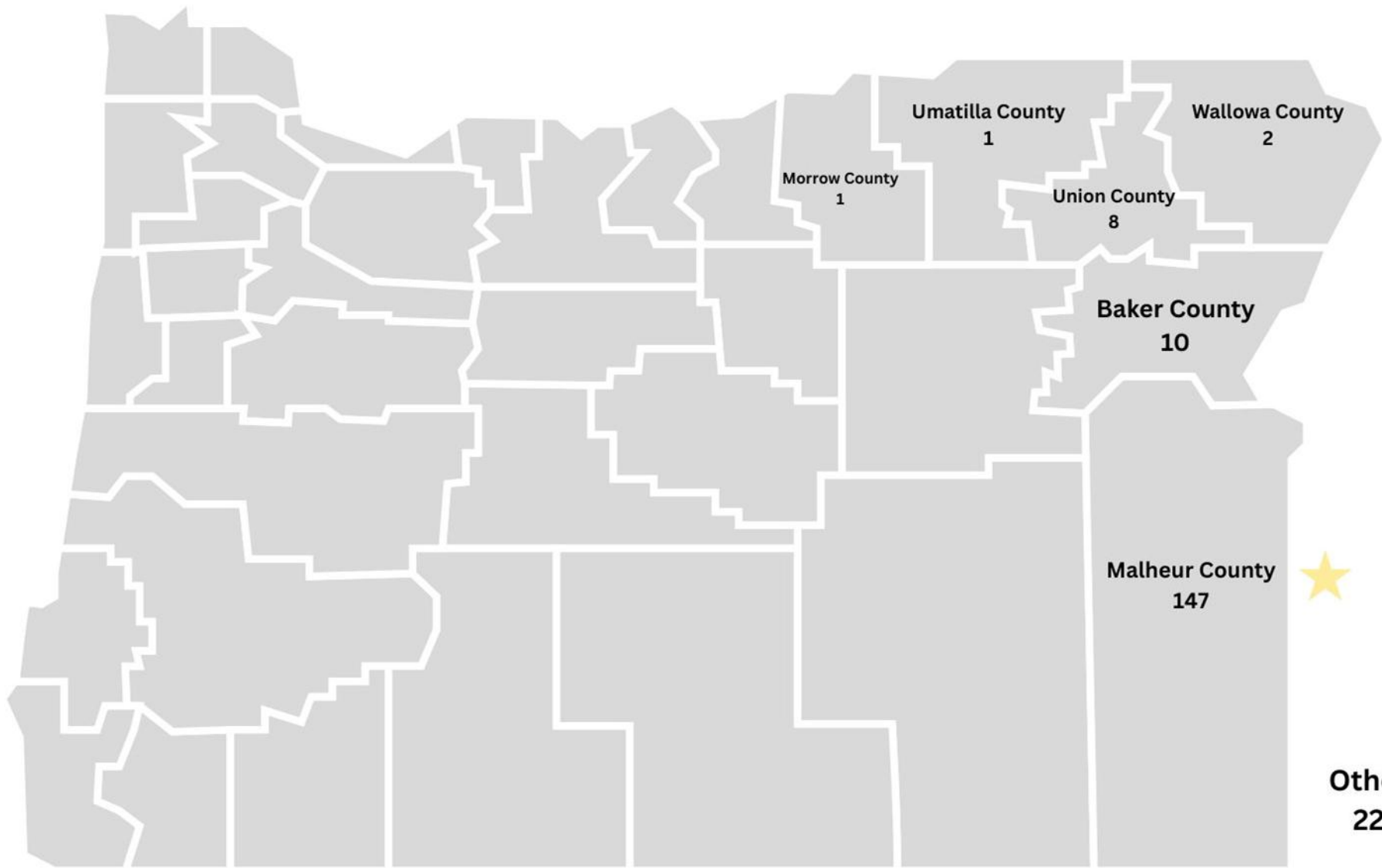


EOCCO Data: Top 12 Flex Fund Request Types (2024)

- In 2024, EOCCO received **1,974 flex fund requests**, a 122% increase from 2023
- The most common categories of requests received in 2024 include:
 - Fitness (gym memberships)
 - Heating/cooling devices
 - Bed/Mattress
 - **Car seats**



EOCCO Data: Car Seat Requests By County (2024)



Other
22

The Problem: Barriers to Accessible Care



Influx of requests in the last 2 years



Administrative burden causing a delay on orders



Lack of community collaboration



Lack of local car seat resources in the service area

Total EOCCO Flex Fund Requests

2023

888

2024

1,974

122% increase

Flex Funds CHW Pilot Program



Oregon

513 registered THWs serving Eastern

49 CHWs in Malheur County

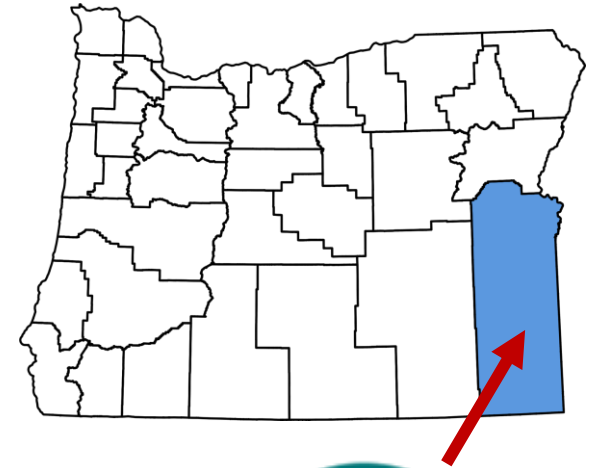
Program Overview

EOCCO bulk orders car seats to stock at VFHC clinics

VFHC CHWs review and authorize car seat flex funds requests originating internally or from local referrals

VFHC distributes car seat to member if authorized

VFHC tracks authorization of flex fund requests with standardized form and submits data back to EOCCO



FQHC with 12 clinic locations + mobile unit serving both ID and OR
Provides: physical, dental, behavioral health, and SDOH services

VFHC serves 9,177 EOCCO members



Program Implementation and Monitoring



Training CHWs on Flex Funds Process

EOCCO Case Management team trained VFHC CHWs on:

- Flex fund coverage and limitations
- Flex funds eligibility assessment
- Tracking requests and data sharing



User-friendly Flex Funds tracking form

Valley Family Health Care Flex Funds Form

Instructions

This form is used to track items given to EOCCO members through the Valley Family Health Care Services/EOCCO Flex Services Partnership Program. Please complete this form prior to administering any items to members. For questions, please contact GovtRNLeads@modahealth.com.

Thank you!

Today's Date *

mm/dd/yyyy

What item is being requested? *

☐ Child Car Seat

☐ Booster Seat

Is the member pregnant? *

☐ Yes

☐ No

☐ Unsure

Has anyone in the household received a similar item through flex funds in the last year? *

☐ Yes

☐ No



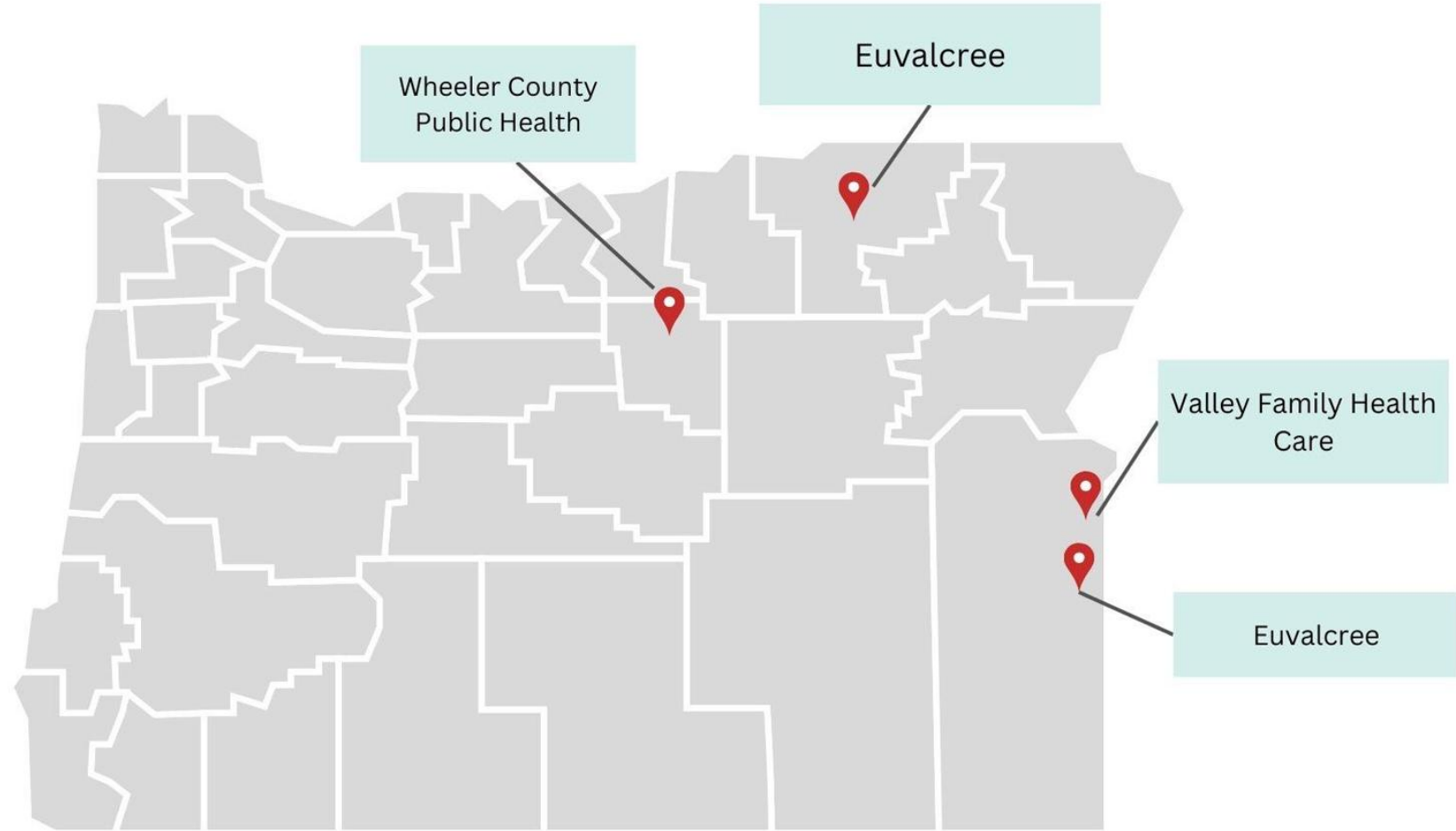
Open communication between VFHC and EOCCO

- Address questions or barriers as they arise



Use flex funds data and feedback from VFHC team to inform adjustments to program


Current Landscape & Expansion



Key Takeaways and Project Impact



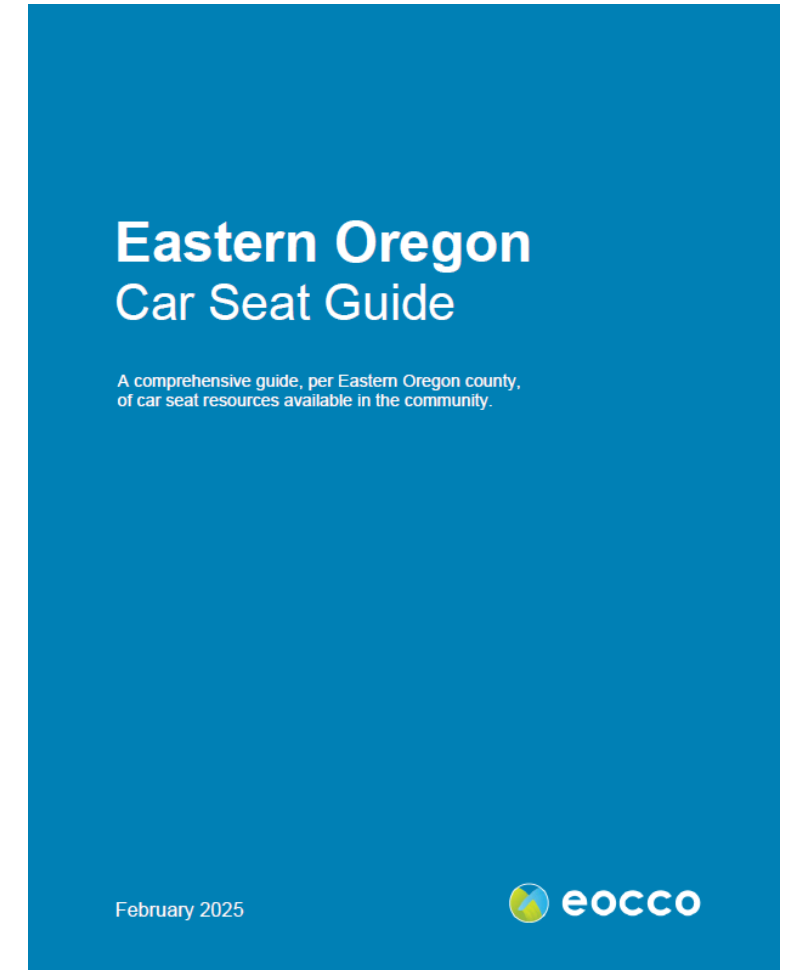
What's going well

- Program addressing needs and resource gaps in communities
 - Wheeler County has no car seat programs currently= partnership with Wheeler County Public Health will address critical need!
 - Fostered development of **EOCCO's Car Seat Guide!** 
- Preventing injury or death and ensuring safe transport of children
- Alleviates administrative burden for EOCCO flex funds team
- Respects the expertise of certified CHWs to make decisions that best-serve members/clients



What's Next

- Expansion of Flex Funds Pilot program to additional partner organizations
 - EUVALCREE
 - Wheeler County Public Health
- Expansion of Flex Fund items included in pilot program
 - At-home weight sets/exercise equipment



Call to Action: Replicating the Model

Program success? Look to pilot program in additional communities or expand authorizations to include other flex fund services or items most requested by members

Identify areas or organizations with high flex funds utilization

Meet with identified organizations and assess interest and readiness to participate in pilot program

Decide on partner organization(s) to pilot program with!

Use utilization data (by flex fund request type) and community/org feedback to decide on item or service to authorize through flex funds program

Develop program structure and tracking system that meets needs of partner organization and CCO

Advertise program to local community partners

Track utilization data and address any feedback or barriers as they come up

CCO Flex Funds Program

Thank you!

Any questions?

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