

Community Care Hubs: Toolkit for Plans and CalAIM Providers



Module 1: Functions of a Hub



This toolkit is produced by Aurrera Health Group for the California Department of Health Care Services and funded by the California Health Care Foundation (CHCF).

Module 1: Functions of a Hub

Overview

Hubs provide opportunities to facilitate connections between Medi-Cal Managed Care Plans (MCPs) and direct service provider organizations. The scope of functions offered by Hubs varies by organization and is ultimately determined through discussions between the MCP and Hub. Some Hubs act solely as administrative intermediaries between MCPs and direct service provider organizations, while others also offer direct services to Medi-Cal members.

The table below outlines examples of core functions MCPs may delegate to a subcontracted Hub. Beyond the core components, many Hubs also offer additional services, including, but not limited to, advanced operational standardization, technical capabilities such as integrated electronic health records (EHRs), member engagement, and the provision of direct services to Medi-Cal members.

Core Hub Functions

Centralized Provider Contracting and Network Management	<p>Supports efficient contracting and provider network management, such as to:</p> <ul style="list-style-type: none"> » Manage contracting processes with direct services provider organizations; » Provide readiness and onboarding support to Medi-Cal direct services provider organizations; » Engage, recruit, and manage a network of providers to ensure the quality of services delivered to members across the network, including engaging provider organizations through participatory governance structures; and » Build provider capacity by providing training and technical assistance; and » Foster partnerships between the MCP, providers, and community-based organizations to coordinate care delivery and advance health equity.
--	---

Streamlined Payment Operations for Medi-Cal Direct Service Providers	<p>Supports efficient billing and payment process for contracted direct services provider organizations, such as to:</p> <ul style="list-style-type: none"> » Support contracted provider organizations to submit compliant electronic claims; and » Streamline provider organization billing and payment processes.
Data Infrastructure	<p>Supports MCP data collection and reporting activities and requirements, such as to:</p> <ul style="list-style-type: none"> » Provide software/platforms to support referral management and service data collection; and » Facilitate data sharing between partner organizations to promote cross-sector collaboration.
Performance and Quality Management	<p>Supports MCPs to conduct performance monitoring and improvement activities, such as to:</p> <ul style="list-style-type: none"> » Establish quality and performance metrics, a system for monitoring performance, and quality assurance tools and processes; » Provide clinical support and training designed to improve quality of care; and » Facilitate peer learning opportunities to promote cross-sector collaboration.

Hub Spotlight

Hubs operating in California currently offer an array of core functions and add-on services. Figure 1 below spotlights organizations serving as a Hub that have existing contracts or Business Associate Agreements (BAAs) with one or more MCPs and direct services provider organizations to support the provision of Medi-Cal benefits. For more information about Hubs, including examples of Hubs currently operating in the state, please refer to CHCF's publication [Exploring Emerging Medi-Cal Community Care Hubs](#).

FIGURE 1



Los Angeles County leverages existing county infrastructure, including a care management system and referral management processes, to administer ECM and Community Supports services to eligible Medi-Cal members within the county system. The county is contracted with all six county MCPs to administer Community Supports, and with two county MCPs to administer ECM. This program initially relied on braiding and blending funds from initiatives like Measure H and the Whole Person Care pilot and is sustained by new investments through the Incentive Payment Program and Providing Access and Transforming Health Capacity and Infrastructure Transition, Expansion, and Development Initiative in addition to ongoing braided funding that includes Measure H/A and CalAIM Community Supports.



Integrated Health Partners of Southern California (IHP) is a clinically integrated network of Federally Qualified Health Centers providing ECM services in Riverside and San Diego counties. IHP contracts with three of the local MCPs and centralizes contracting, referrals, claims, billing, and training for FQHCs in their network. As a risk-bearing organization, IHP is focused on improving quality measures and member outcomes.



Aliados Health is a non-profit regional consortium that supports community health centers across six Northern California counties. Operating as an Administrative Services Entity since 2023, Aliados Health assists 13 organizations, including health centers, local government and community-based social service providers, that provide ECM and/or Community Supports services, with onboarding, training, documentation, invoicing, reporting, quality oversight, audits, and advocacy. The Administrative Services Entity is currently developing similar support services for the Medi-Cal CHW benefit.

Community Care Hubs: Toolkit for Plans and CalAIM Providers



This toolkit is produced by Aurrera Health Group for the California Department of Health Care Services and funded by the California Health Care Foundation (CHCF).