



March 25th, 2026

## **WeLinkCare Social Care Network Overview**

Addressing health-related social needs (HRSN) at  
Finger Lakes Community Action.

**Building healthier  
communities together.**



# Disclaimer

Updates from NYS Dept of Health are ongoing, so this content is subject to change.

This content is being shared with community providers in the Finger Lakes Region with the goal of network development for WeLinkCare



# About Us

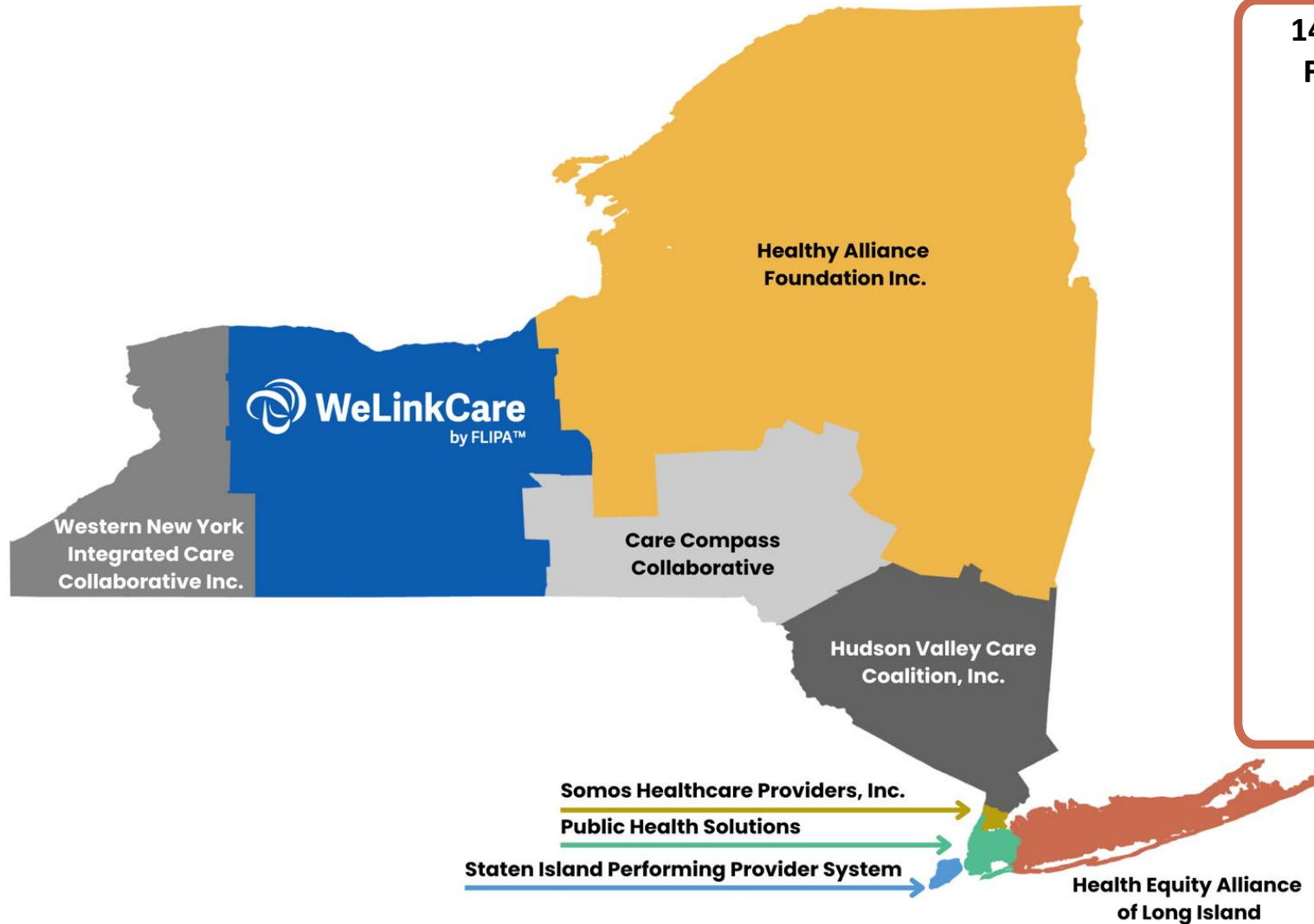
The mission of Forward Leading IPA (FLIPA) is to be an organized, highly effective **integrated delivery network** of community health centers, behavioral health and social care partners that promotes an equitable, accessible, and integrated healthcare system that leads to improved overall health and well-being for all. FLIPA has and will continue to enter agreements with health plans offering financial incentives to improve patient outcomes.



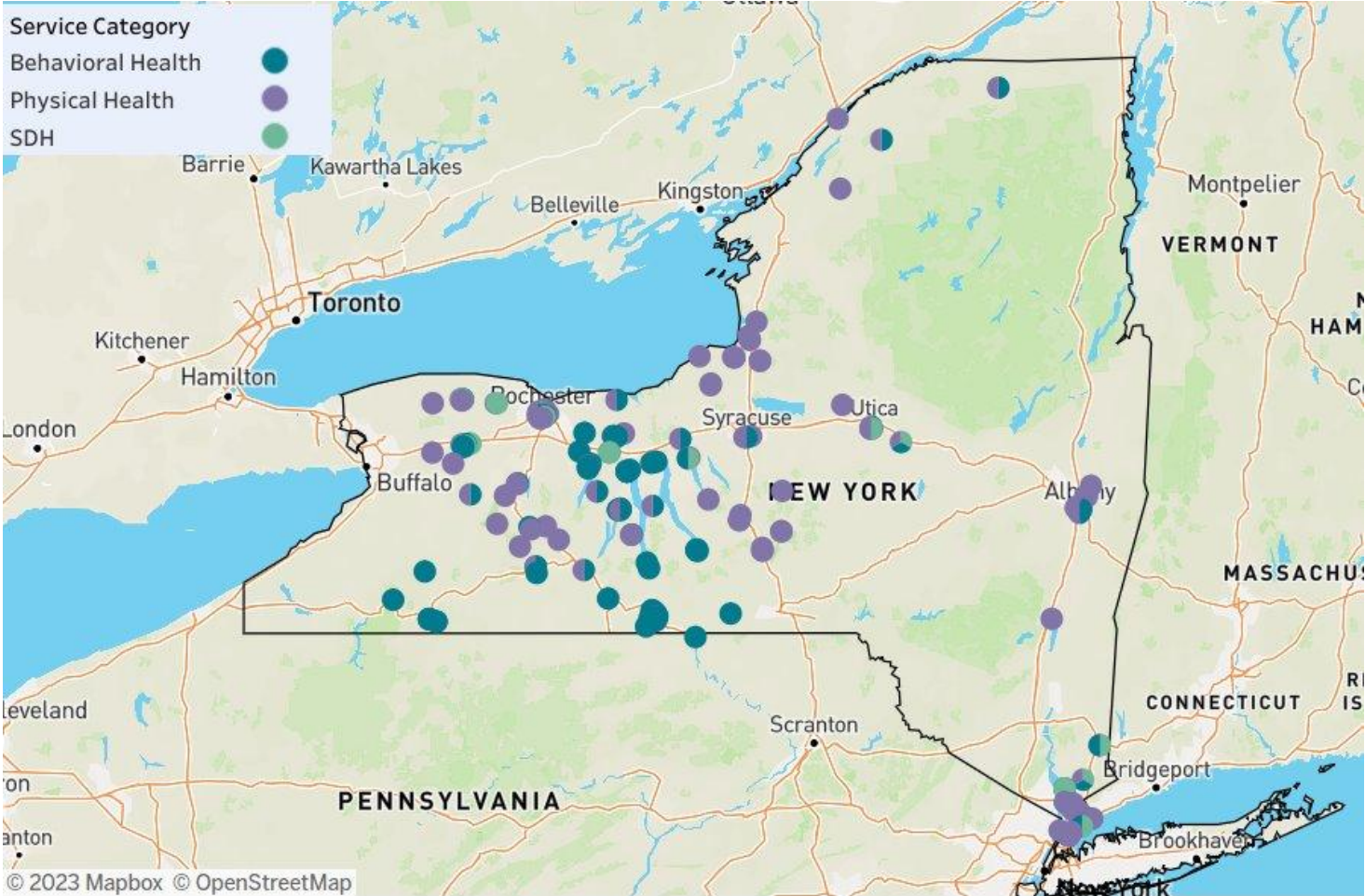
*FLIPA's mission is built on the vision that the integration of behavioral health, social care needs and primary care is essential to improve the health and wellness of patients, and that failing to meet the needs in any one of these areas leads to greater challenges in the other two.*

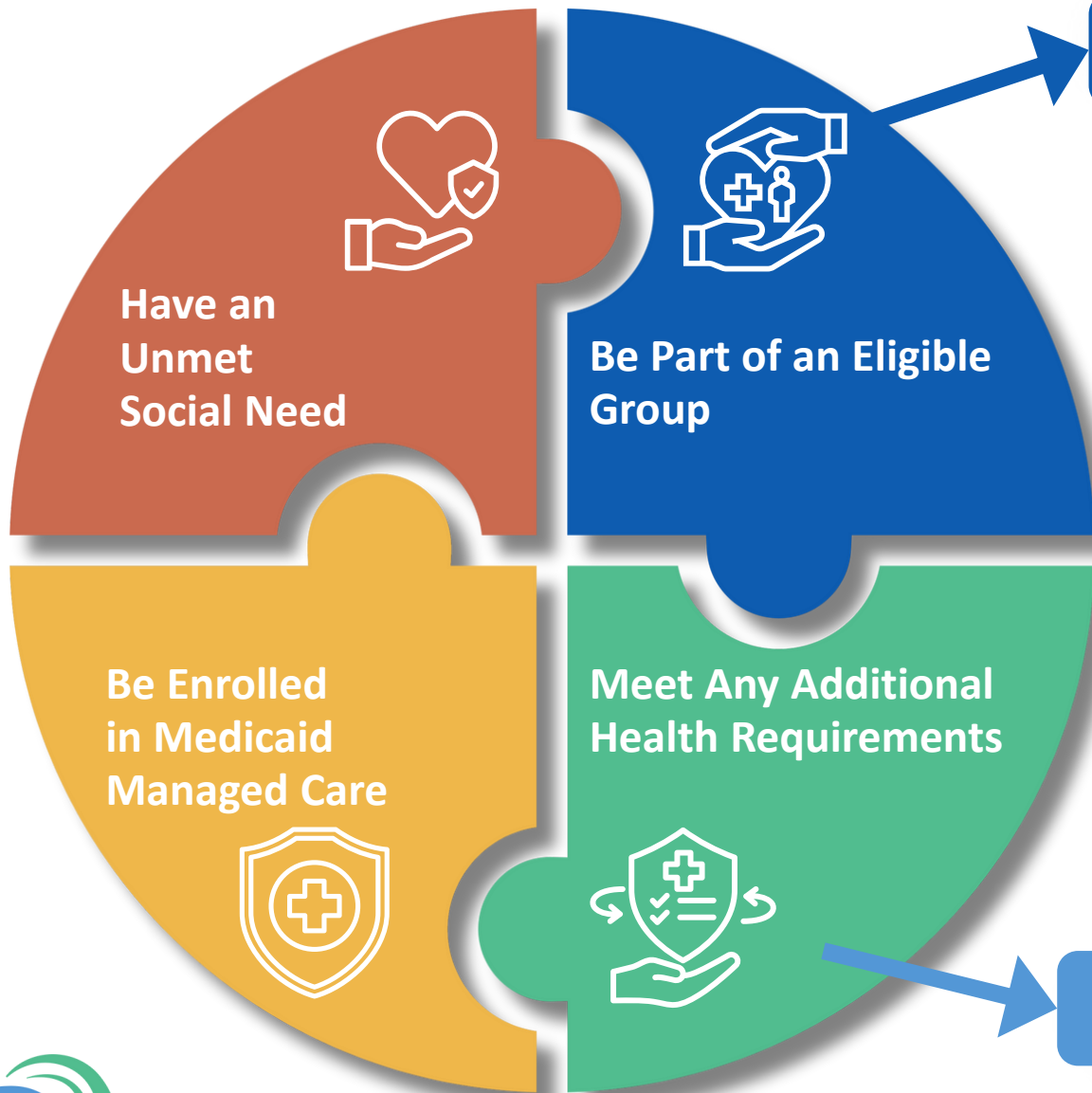


# Regional Social Care Networks and Lead Entities



# FLIPA's network of independent providers





## Who Are These Services For?

- Members with substance use disorder and/or serious mental illness
- Members with intellectual and developmental disabilities
- Pregnant or postpartum persons
- Members recently released from incarceration and have chronic health condition(s)
- Children under 18 – including youth involved in foster care, juvenile justice, or kinship care – with select chronic health conditions
- Members who frequently use emergency room or hospital services
- Members enrolled in a Health Home



Some services may require specific medical conditions, like a physical disability.

**A Social Care Navigator helps to determine what you qualify for!**





## Screening

We start by understanding what kind of support you need. This can happen in different ways:



A community health worker, provider, or specialist will ask you some questions



You may fill out a form online



You may be screened at a health center, hospital, or other service provider

These questions help determine if you could benefit from extra services, such as **housing support, food assistance, or transportation help.**



## Connecting You to a Navigator

A Social Care Navigator will work with you to figure out what services you qualify for. They may:

- ✓ Review your Medicaid records
- ✓ Talk to you about your needs
- ✓ Work with providers to confirm what help is available

Navigators are here to guide you and make the process easier!



## Get Services

Once your needs are identified, your Social Care Navigator will help you access the services you qualify for.

### Enhanced Services

If you qualify, you'll be connected to providers who can offer additional support.

### Existing Services

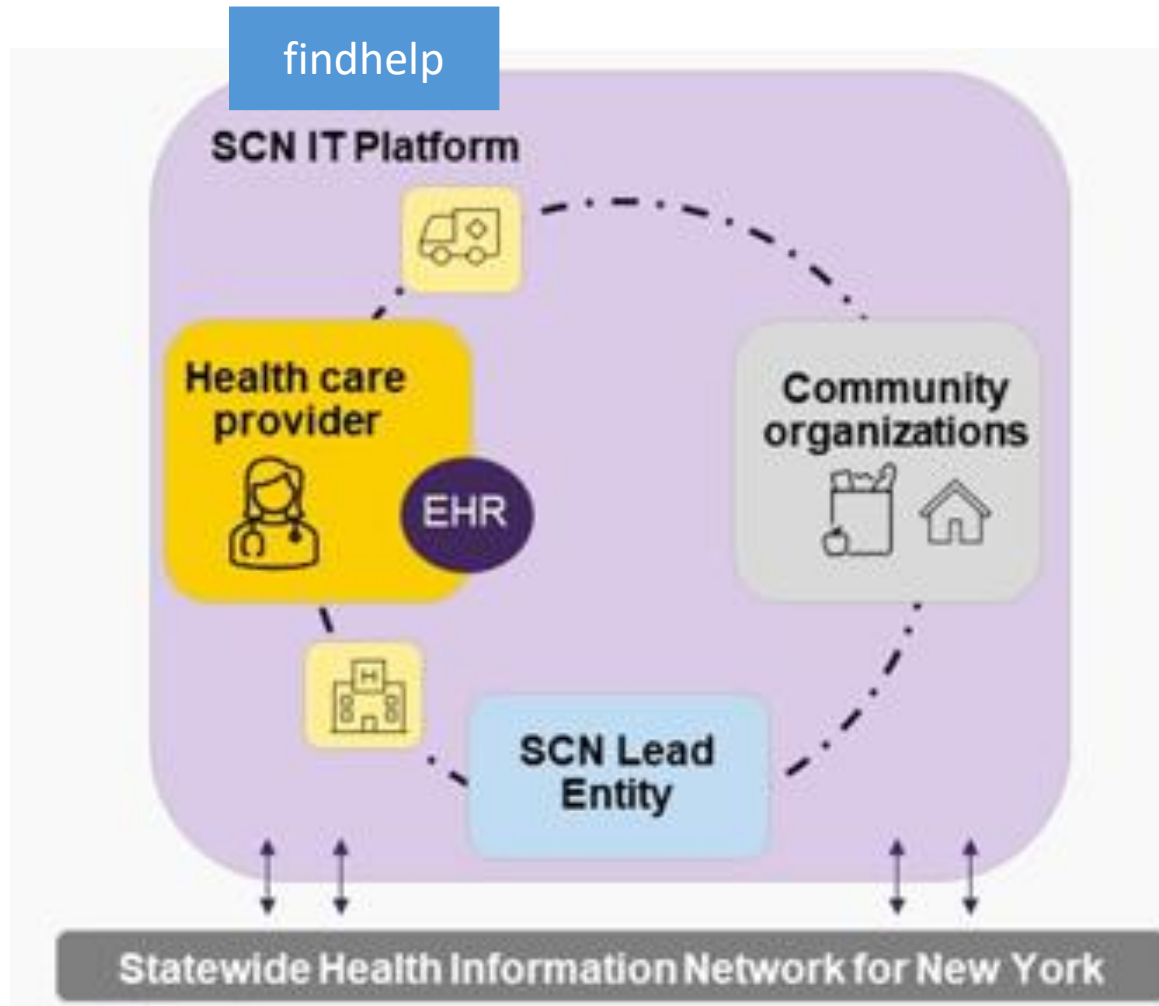
If services are already available through federal, state, or local programs, we'll help you access them.



Your Navigator stays with you to make sure your needs are met.



# Social Care Network IT Platform



## Occurs within the SCN IT Platform:

- Screening
- Eligibility assessment
- Navigation and referral
- Basic performance tracking and reporting
- Billing and claims management

# Our Services



Enhanced Care  
Management



Housing



Nutrition



Transportation



# Enhanced Social Services



## Enhanced Care Management

- 1.1 Navigation Services
- 1.2a Eligibility Assessment
- 1.2b Enhanced HRSN Care Management



## Housing

- 2.1 Home Accessibility and Safety Modifications
- 2.2 Home Remediation Service
- 2.3 Asthma Remediation
- 2.4 Medical Respite
- 2.5 Rent / Temporary Housing
- 2.6 Utility Setup / Assistance
- 2.7 Pre-tenancy Services
- 2.8 Community Transitional Supports
- 2.9 Tenancy Sustaining Services
- 2.10 Housing Transition and Navigation Services



## Nutrition

- 3.1 Nutrition Counseling and Education
- 3.2a Medically Tailored Meals
- 3.2b Clinically Appropriate Home Delivered Meals
- 3.3 Medically Tailored or Nutritionally Appropriate Food Prescriptions
- 3.4 Pantry Stocking
- 3.5 Cooking Supplies



## Transportation

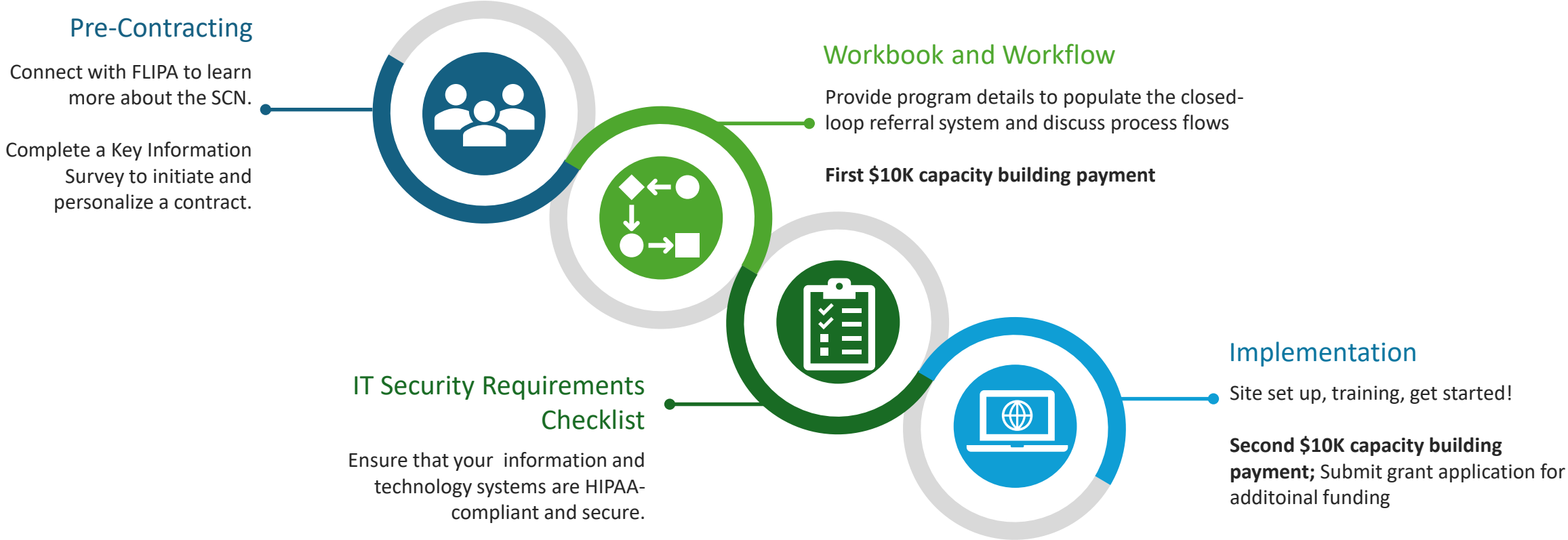
- 4.1 Transportation Services



# WeLinkCare's Onboarding Process



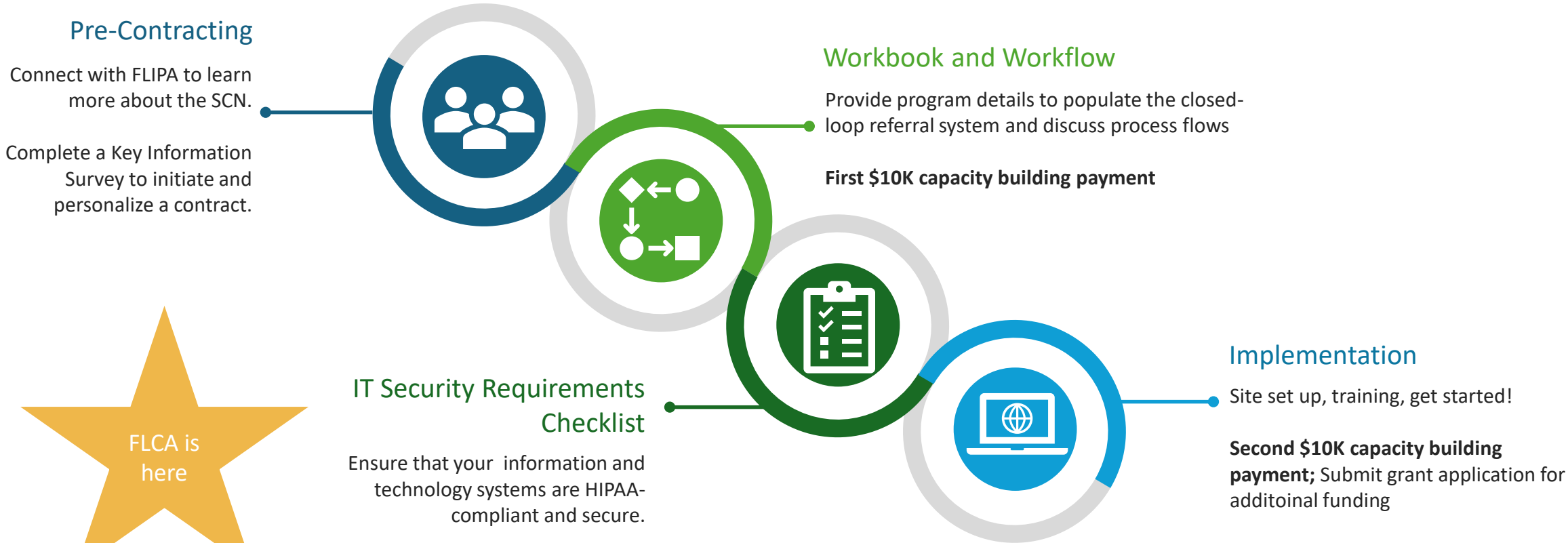
# Onboarding Process



**Post Go Live**  
Monthly Performance Goals  
Learning Community



# Onboarding Process



**Post Go Live**  
Monthly Performance Goals  
Learning Community

# IT Security Requirements

## Annual requirements of all FLCA findhelp users:

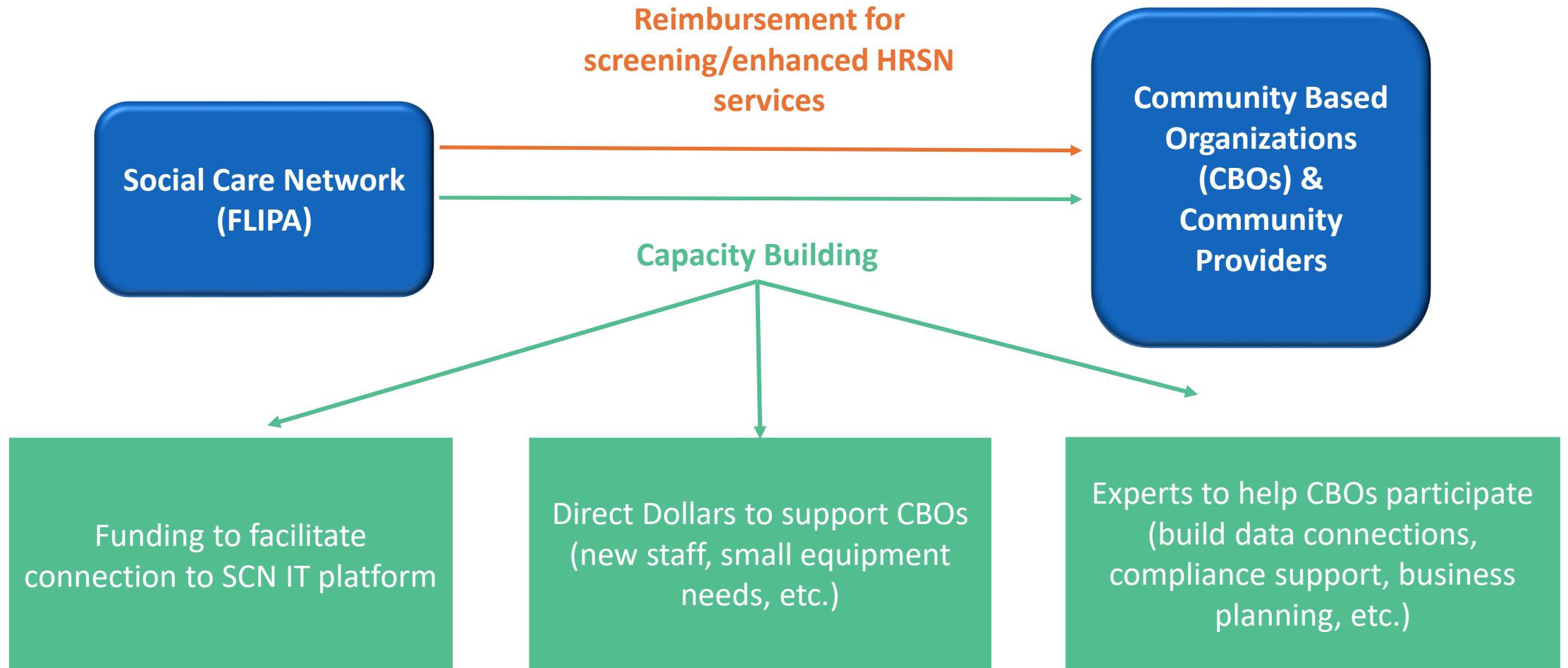
- Conflict of Interest Policy Review
- Conflict of Interest Plan Submission
- Corporate Compliance Training
- HIPAA Privacy and Security Attestation
- Cybersecurity Policy Submission
- Mandated Reporter Training

## Monthly requirements of RHR:

- Medicaid Staff Exclusion List Compliance
  - **RHR Administrator:**
- Access Control and Names List Submission
  - **RHR Administrator: Mai**



# Funds Flow



Per DOH Operations Manual: Health systems, Managed Care Organizations (MCOs), Federally Qualified Health Centers (FQHCs), local departments of health, and for-profit entities are NOT eligible to receive capacity building funds.

# Deep Dive: Health Related Social Needs (HRSN) Services



Enhanced Care  
Management



Housing



Nutrition



Transportation

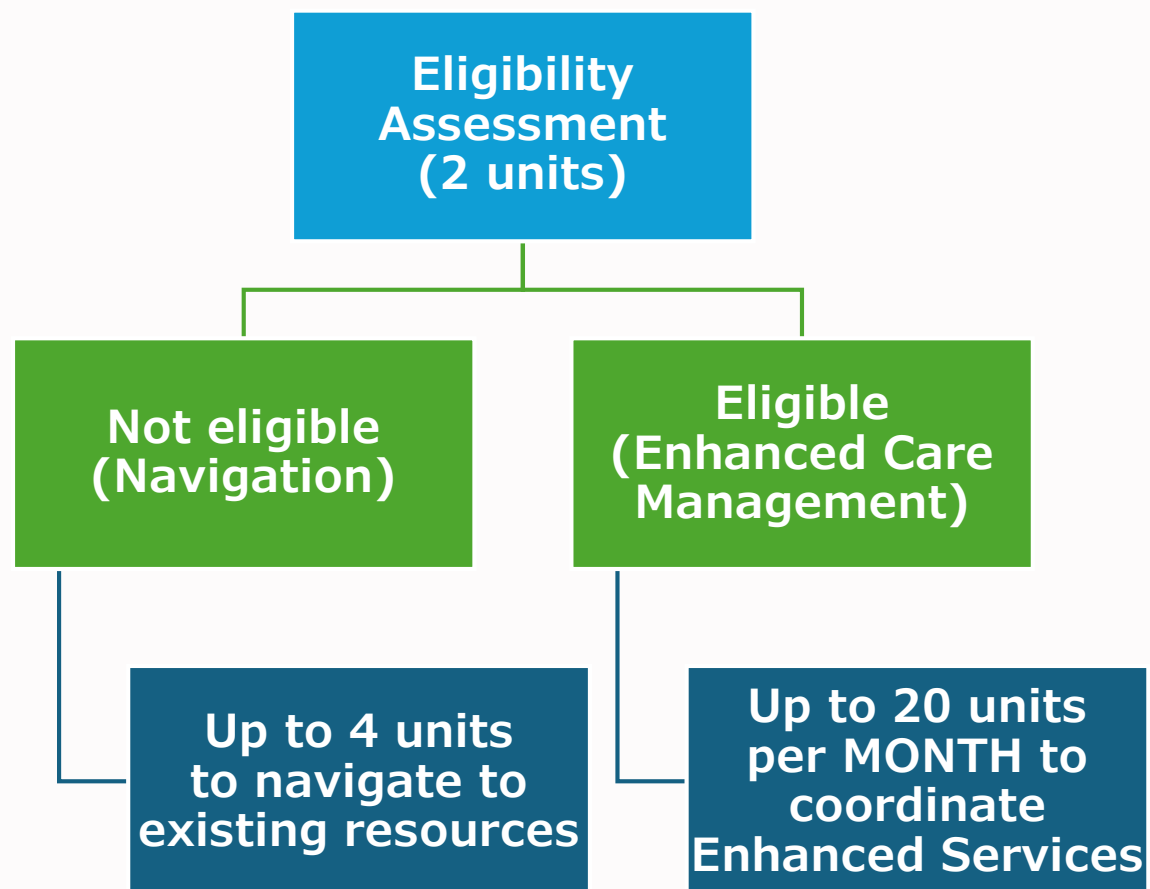


# Screening

- ~15-question Health Related Social Needs (HRSN) Screener
  - Identifies housing, nutrition, transportation, education/employment ,and safety concerns
- Goal: 100% of Medicaid Members (both FFS and MC) get screened annually
  - Also eligible to be rescreened 1/year due to lifechanging event
- Each screening is reimbursable for up to two 15-minute units at \$17.50/unit (\$35 max).



# Navigation and Enhanced Care Management



# Housing

## 2.1 Home Accessibility Modifications

- \$10,000 cap through March 2027
- Member must have a physical disability that limits their independence at home
- Home modifications that are eligible by clinical criteria:
  - Accessibility ramps
  - Handrails
  - Grab bars
  - Electric door openers
  - Widening of doorways and pathways
  - Door and cabinet handles
  - Bathroom facilities
  - Kitchen cabinet or sinks
  - Non-skid surfaces



# Housing

## 2.2a Mold and Pest Remediation

- \$10,000 cap through March 2027
- Mold remediation includes the provision of:
  - Plumbing repairs to support moisture control and water damage
  - Repairs to boilers (steam and water)
  - Repairs to condensate drain
  - Basement water proofing (coatings, drainage systems)
  - Sump pump repair / replacement
  - Carpet removal or removal of moldy wet flooring
  - Dirt floor vapor barrier basement / crawlspace
  - Cleaning / repair / installation of gutter downspout system and gutter screens
- Pest remediation includes the provision of:
  - Sealing or patching cracks or openings in walls, baseboards, or around plumbing
  - Application of environmentally friendly pesticides, baits, and traps
  - Airtight food storage containers



# Housing

## 2.2b Ventilation System Improvement and/or Repair

- Medically necessary improvement of ventilation systems, which include provisions of the following devices and appliances, eligible by clinical criteria:
  - Air conditioners
  - Humidifiers
  - Dehumidifiers
  - Heaters
  - Air filtration devices



# Housing

## 2.2c Refrigeration

- Provision of medically necessary mini refrigeration units as needed for treatment and prevention, including:
  - Breast milk
  - Insulin
  - Medication



# Housing

## 2.3a Asthma Self-Management Education

- Health education tailored to the needs of the member (and their household) to expand asthma knowledge, such as:
  - Early warning signs
  - Management of worsening symptoms
  - Asthma control
  - Medication adherence
  - Identification and reduction of asthma triggers
- Required: Two at-home visits (pre- and post-) to conduct an asthma and environmental assessment
  - Up to 24 units can be billed for ASME Home Visits should the provider need to provide additional education to the member
- Training provided by NYS Children's Asthma Initiative
  - Virtual upon request
  - Three days
  - Six modules
  - Exam to test for knowledge



# Housing

## 2.3b Asthma Remediation

- \$8,000 cap through March 2027
- Can be provided in combination with
  - 2.2a Mold and Pest Remediation and
  - 2.2b Ventilation System Improvement and/or Repair
- In instances where there is more than one member of a household diagnosed with asthma, services are provided per household rather than per member
- Table 5-22 outlines allowable remediation services and supportive products



# Housing Remediation Services

2.1 - 2.3

2.3a ASME completes initial home visit and recommends services

1. Dwelling Assessment

2. SOW Development

3. Technical Review

Member is eligible for a home modification service (2.1)

Navigator refers Member to housing provider (1)

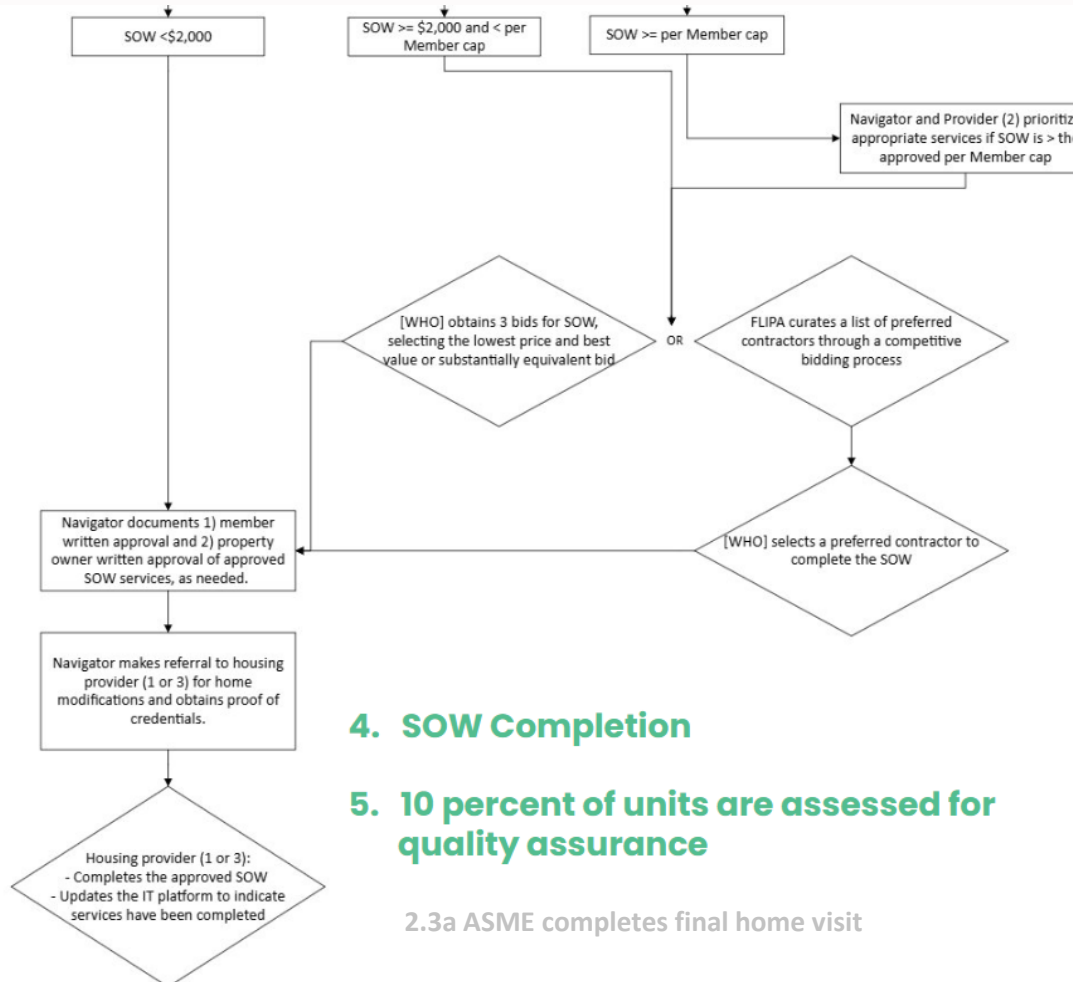
Provider (1):  
1) Completes a dwelling assessment  
2) Develops a SOW and returns it to the SCN via the IT platform

Navigator submits SOW to provider (2) for technical review

Provider (2):  
1) Conducts the SOW technical review, indicating which services are invasive measures  
2) Returns the SOW to Navigator

Navigator selects the appropriate services for a Member to receive; entering and creating unique referrals for each service included in the SOW

NOTE: It is possible that the SOW will recommend services that are not covered as enhanced services. In this case, it is the responsibility of the navigator to connect the Member to applicable local, state, and federal programs.



4. SOW Completion

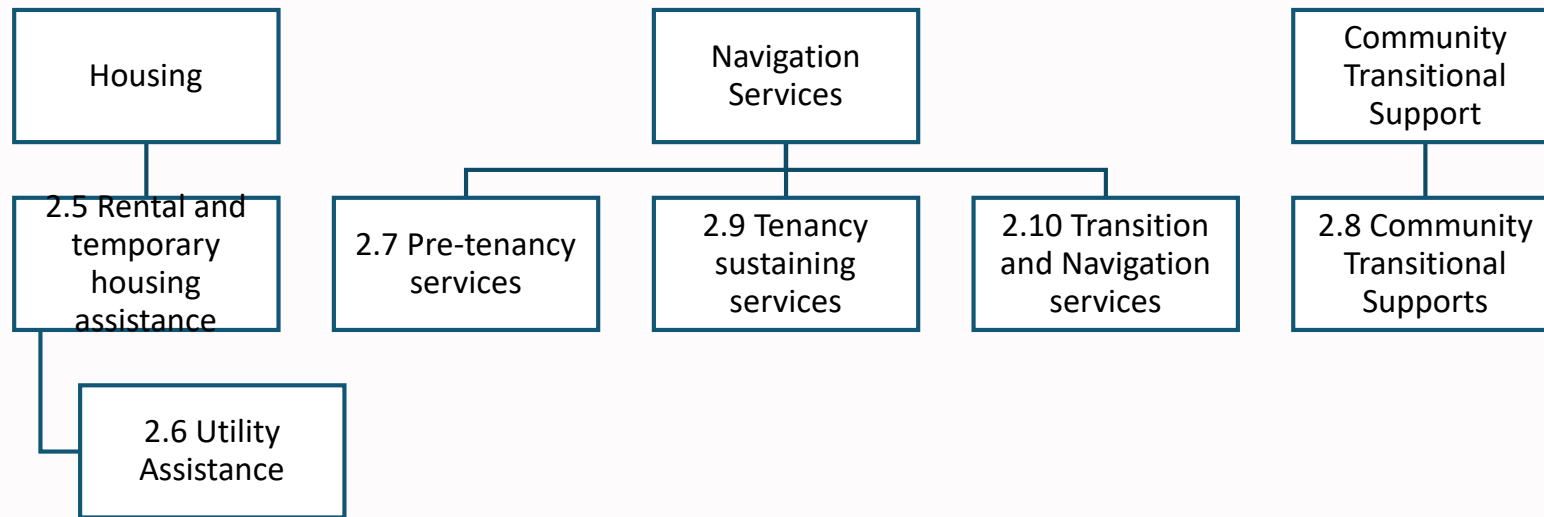
5. 10 percent of units are assessed for quality assurance

2.3a ASME completes final home visit



# Housing Services

2.5 - 2.10



# Housing

## 2.5 Rental/Temporary Housing Assistance

- Includes payment for rent for up to six months
  - Eligible costs include rental payment sup to the HUD Fair Market Rate
  - Back rent can be paid when a member is at risk of homelessness
  - Must be paid directly to the landlord and/or housing management agency
- Service coordination time should be billed under one of the following:
  - 2.7 Pre-tenancy services
  - 2.9 Tenancy sustaining services
  - 2.10 Housing transition and navigation services



# Housing

## 2.6 Utility Set Up and Assistance

- Limited to Members receiving 2.5 Rent / Temporary Housing
- May include one-time activation costs as well as payment of up to six months of utility costs
  - Back payments are allowable
- Covered utilities include:
  - Garbage
  - Water
  - Sewage
  - Recycling
  - Gas/oil
  - Electric
  - Internet
  - Phone (landline and cell service)
- Service coordination time should be billed under one of the following:
  - 2.7 Pre-tenancy services
  - 2.9 Tenancy sustaining services
  - 2.10 Housing transition and navigation services



# Housing

## 2.7 Pre-tenancy Services

- These services are meant to assist with navigating the complexities of the housing application and include the following supports:
  - Housing search
  - Tenant screening
  - Rental application submission
  - Rental assistance support
  - Lease agreements
  - Tenant interviews



# Housing

## 2.8 Community Transitional Supports

- Services are intended to assist members who have secured a new housing unit to have a smooth and seamless transition.
- Total costs of services may not exceed per member cap listed in the fee schedule. This cap changes based on size of housing unit
- The following one-time transition and moving costs are included:
  - Security deposit and brokerage fees
  - Utility activation fees, movers, and relocation expenses
  - Pest eradication and inspection fees
  - Pantry stocking food (maximum 30 days of food)
  - The purchase of covered household goods and furniture



# Housing

## 2.9 Tenancy Sustaining Services

- Tenancy Sustaining Services will include:
  - Linking Members facing housing-related issues with free or affordable legal services
  - Connecting Members to available resources to assist in establishing a bank account and paying bills;
  - Application assistance
  - Documenting sources of income
  - Establishing credit
  - Understanding and meeting the obligations of tenancy
  - Providing tenant rights education and eviction prevention services
  - Mediation to help resolve disputes with landlords and/or neighbors
  - Housing recertification support, including lease and subsidy renewals
- Service is limited to six-months



# Housing

## 2.10 Transition and Navigation Services

- Members may qualify for 4 hours (24 units) of assistance navigating and transitioning into a new home for a maximum of 6 months
  - Services may be reauthorized for an additional 6 months
- Services include:
  - Collaborating with relevant providers to ensure a seamless transition out of an institutionalized care setting
  - Review of (future) living environment
  - Coordination of clinically appropriate residential modifications
  - Moving arrangements
  - Connection to resources aiding with housing costs, including:
    - Rental assistance vouchers
    - Security deposits
    - Application fees
    - Moving costs



# Nutrition

## 3.1 Nutrition Counseling and Education

- Must be provided by a Certified Dietician Nutritionist (CDN) or Registered Dietician Nutritionist (RDN)
- May be provided at the individual or group levels
  - Up to 2 hours available per Member, per month, for up to 6 months
    - 8 x 15-minute units
    - 4 x 30-minute units
  - Option to renew services as needed
- Counseling and education may include:
  - Needs assessment
  - Personally-tailored nutrition counseling
  - Healthy meal preparation
  - Grocery budgeting resources
  - Shopping education



# Nutrition

## 3.4 Pantry Stocking

### Fresh Produce and Nonperishable Groceries

- RDN/CDN oversight is not required
- Available only to
  - High-risk children under 18 (up to 6-months)
  - Pregnant/postpartum persons (up to 12-months, postpartum)
- Pantry stocking boxes include 21 meals (about 25 pounds of food) each week; boxes do not include perishable meat or dairy items.
- Boxes may be delivered to Member's homes or picked up weekly.
- Reimbursed between \$30 and \$78 per week, per Member. Providers can charge for food, delivery, and administrative costs.



# Transportation

- Transportation services provide Members with access to public or private transportation to utilize Enhanced Services or care management activities.
- Modes of transportation include:
  - Public bus system (bus passes)
  - Rideshare services (scheduled Lyft or Uber rides)
  - Taxi/livery (scheduled taxi services)
  - Private rides provided by an organization-owned vehicle
- Members receive up to \$500 in transportation support for up to 6 months (can be reauthorized)
- Only certain rides are allowable; eligible rides are used to support HRSN activities
- Organizations providing private rides set their own rates
  - As an organization, you only get reimbursed for the rides you provide (and not the rides you schedule)
  - Rates ought to account for mileage, as well as vehicle maintenance fees, missed rides, etc.



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