

## CASE STUDY

# ADDRESSING HEALTH RELATED SOCIAL NEEDS FOR NY MEDICAID BENEFICIARIES

**Industry:** Healthcare

**Challenge:** Implement a complete solution to support New York's Health Equity Reform (NYHER) 1115 Medicaid Waiver Amendment for the Staten Island PPS.

**Solution:** Ready Computing combined its integration expertise, healthcare knowledge, and flagship Channels360® platform to deliver a fully functional, scalable solution that met the state's rigorous requirements by January 2025.



### About the Staten Island Performing Provider System

The Staten Island Performing Provider System (SI PPS) is a collaborative network of clinical and social service providers committed to improving healthcare quality for Medicaid and uninsured populations in Staten Island. Established in 2014 through New York State's DSRIP program, SI PPS focuses on enhancing care, reducing costs, and driving better health outcomes.

## The Challenge

In 2024, the Staten Island PPS was selected as the Social Care Network for Richmond County under New York's Health Equity Reform (NYHER) 1115 Medicaid Waiver. To support the program's goal of addressing health-related social needs and integrating care services for Medicaid beneficiaries, **SI PPS partnered with Ready Computing to design a comprehensive, end-to-end solution aligned with state requirements.**



**160,000**

Medicaid Members



**60+**

Users



**16**

Data Integrations



**10**

Payer Connections



"When we were awarded the Social Care Network for our borough, Channels360® adopted the ACH screening tool within weeks, and even prior to official implementation. Our navigators and their employees are already using the tool! We are confident we have the technology partner to achieve success."

**Dr. Joseph Conte**

Executive Director of the Staten Island Performing Provider System

## The Solution

The Staten Island Performing Provider System partnered with Ready Computing to implement Channels360® — a platform that streamlines care coordination through outreach, screenings, assessments, referrals, and reporting. Over the past four years, **Channels360® has enabled SI PPS to complete health-related social needs screenings and manage closed-loop referrals for more than 60,000 patients across clinical and social care settings.**

With the final approval and award of the social care network contract to the PPS for Richmond County in 2024, the PPS and Ready Computing staff dug into the myriad of requirements to develop a customized solution that would meet the needs of the PPS and the state of NY providing a complete end to end solution which includes:

- ✓ Data mapping and normalization to and from the Channels360® system to the state's systems
- ✓ Enabling eligibility verification with the state's Medicaid enrollment verification system
- ✓ Documenting a member's health related social needs
- ✓ Qualifying members for enhanced services
- ✓ Generating referrals and ensuring the loop is closed
- ✓ Capturing billable items and allocating payments for each participating organization
- ✓ Submitting and reconciling claim records with payers
- ✓ Supporting ongoing management reporting
- ✓ Supporting ongoing performance reporting to the state

## The Result

The final solution was delivered on time, with initial users onboarded in January 2025. **This included accurate data integration, navigators assisting members with surveys and assessments, and referrals to contracted organizations.**

The PPS and Ready Computing teams collaborated closely with New York State, regional Managed Care plans, the Health Information Exchange, the Department of Social Services, and Community-Based Organizations to ensure a successful implementation.

Ongoing efforts continue to refine the program in response to new state guidance and field insights, with a focus on measuring long-term impact for Richmond County residents.

