



## Overview of Connected Care Pilot Program & EngageWell's "Care Your Way" Initiative

The [Connected Care Pilot Program](#) (CCPP) is funded by the Federal Communications Commission (FCC) to enable non-profit agencies to offer "[connected care services](#)" to low-income and veteran populations. EngageWell applied as a 'consortium,' with Housing Works as the lead entity. We are one of 93 pilot projects selected (as of October 2021), receiving \$2,527,220 over 3 years to invest in "broadband connectivity, network equipment, and information services" benefiting low-income clients with chronic medical and behavioral health (BH) conditions. All selected projects will need to demonstrate how the investment results in higher quality of and satisfaction with care, improves health outcomes, and makes 'connected care services' available to more people.

More specifically, the FCC's funding model will reimburse eligible providers 85% of 'eligible connected care' expenses, requiring the IPA to cover the 15% balance. Agencies who opt-in to the program will receive 100% of the award as the IPA is not eligible for funds. Additionally, CCPP funds cannot be used to buy telehealth devices (phones, tablets or computer), pay staff salaries or other personnel costs (i.e. consultants), reimburse for [ineligible expenses](#) (i.e. client financial incentives), or to cover general operating costs for the IPA or its member agencies. The IPA is actively approaching Foundations, MCOs, and other payers, to help cover the 15% share and other ineligible costs.

The IPA will use this FCC award to support its newly branded "**Care Your Way**" Initiative, a culmination of the network's innovative approach to care delivery, which is rooted in harm reduction principles. Leveraging the FCC funds, this network-wide initiative will offset the costs of establishing a hybrid care delivery model that provides Medicaid beneficiaries and other low-income patients diagnosed with chronic medical and BH conditions new options for how and where they choose to receive care/treatment. The IPA network has dozens of brick-and-mortar, community-based clinics and programs, and the "Care Your Way" Initiative will augment face-to-face, outpatient care with telehealth technology, remote patient monitoring tools, and patient reported health outcome platforms. Specifically, cohorts of clients will benefit from **virtual primary care services, video-based health counseling, wireless phone plans (if needed), remote medication adherence support, virtual nutrition education, and streamlined referrals to needed services**. This project will also help alleviate clients' common barriers to care, including economic hardship and malnutrition.

The IPA was created, in part, to demonstrate how an integrated care model can reduce total cost of care for complex subsets of the Medicaid population, often those in the top 5% of health care spending and a priority among health payers. EngageWell will work closely with agencies who opt-in to the CCPP to operationalize these innovative services, measuring how and if our hybrid care delivery model reduces hospitalizations/ER visits, improves outpatient care engagement, increases care quality and client satisfaction, and ultimately reduces health spending - all the ingredients needed to succeed in value-based arrangements.