CIE Network Partner Meeting

January 26, 2023

9:00 am – 10:00 am

Welcome
CIE Network Partners

AGENDA

- Welcome
- New CIE Partners
- New Direct Referral Partners
- CIE Updates
  - CIE Training & Help Desk Calendar
  - Client Portal
  - Z-codes
  - Community Voice Advisory
  - Partner Roundtable

What candy or treat did you enjoy as a child?

NEW CIE
PARTNERS

Partners in Care Foundation

Titanium Healthcare

University of San Diego of California

WELCOME
to the
Community Information Exchange

Partner Insights

130 Partners in CIE

25 Partners Joined   26 Partners Joined   11 Partners Joined   1 Partner Joined

<=2017	2018	2019	2020	2021	2022	2023

25 Partners Joined   24 Partners Joined   18 Partner Joined

130 Partners Joined CIE

1,541 Active CIE Users

12 Partners Integrate Data with CIE

53 Partners Accept Direct Referrals

295,313 Consented Clients

76,936 Shared Client Records

www.ciesandiego.org/partners

Partners that joined in 2022

AGENCY NAME	DOMAIN OF SERVICE	DATE SIGNED
Aetna	Health Management	2/16/2022
Charitable Adult Rides and Services	Social and Community Connection	11/4/2022
Doors of Change	Housing	1/18/2022
Health Net	Health Management	1/14/2022
Healthcare in Action	Health Management	10/26/2022
Kaiser Permanente	Health Management	5/2/2022
Lived Experiences	Nutrition; Personal Hygiene and Household Goods	9/8/2022
Partners in Care Foundation	Health Management	11/11/2022
Porchlight Community Services	Nutrition	5/5/2022
San Diegans for Healthcare Coverage	Health Management	9/2/2022
San Diego Community College District	Educational Service	6/10/2022
San Diego For Every Child	Social and Community Connection	1/18/2022
San Diego Futures Foundation	Utility and Technology	9/6/2022
Serene Health	Activities of Daily Living; Healthcare Management; Health Service; Housing; Nutrition; Other; Social and Community Connection; Social Service	11/1/2022
Titanium Healthcare LLC	Healthcare Management	11/11/2022
Travelers Aid Society of San Diego	Activities of Daily Living; Transportation	11/9/2022
United Way of San Diego County	Social and Community Connection	6/15/2022
Volunteers of America Southwest	Social Service, Housing	6/10/2022

130 CIE Partners

| CIE Partner List | CIE Partner Logos | Direct Referral List |

NEW DIRECT
REFERRALS

Traveler's Aid San Diego

Homeless Outreach Program
 Provides information and referral services, vouchers for free San Diego birth certificates, homeless certifications, senior transportation services (Pronto, taxi, volunteer driver...), and reduced fare vouchers for DMV Identification Cards to homeless clients residing in San Diego County. Does not assist with shelter placements, permanent housing assistance, or hotel/motel vouchers.

Orientation and Mobility Training
Travelers Aid has hired an Orientation and Mobility (O&M) Trainer. The new O&M trainer will assist low-income individuals with vision impairments or other permanent disabilities orientate from home to public transit. The participants must complete an application that they can receive by calling the office.

Traveler's Aid San Diego

SenioRide

COVID-19 Update: Rides are limited to medical rides and grocery shopping due to COVID-19, call for more information. Helps pay transportation for medical and social needs for low-income seniors ages 60 and older. Forms of transportation assistance include: volunteer drivers, door-to-door services, taxis, and senior bus passes. Transportation services are offered within San Diego County. Services may not be offered in some areas. Do not assist with gas vouchers. Also offers homeless certifications, birth certificate vouchers for San Diego County, and ID vouchers.

Senior Solutions - ACS

Provides transportation funding to cancer-related medical appointments through MTS Access, NCTD Lift, Uber, Lyft, and taxis.

Schedule same-day support or a later training session

CIE Training Calendar & Helpdesk

Community Information Exchange®

CIE Training Calendar and Helpdesk

⊘ **SELECT A SERVICE**

15 min Technical Support ○
1:1 support for login support, locked accou... Read more
Free · 15 minutes 🌐

30 min Technical Support ○
1:1 support for general trouble shooting. Read more
Free · 30 minutes 🌐

30 min Training ○
Maximum of 3 attendees. Recommended f... Read more
Free · 30 minutes 🌐

45 min Training ○
Maximum of 10 attendees. Recommended f... Read more
Free · 45 minutes 🌐

CIE Training Calendar & Helpdesk

How?

1. Visit the link.
2. Make your selections & enter your info.
3. Click "Book."

What next?

Microsoft TEAMS will send you a calendar invitation. Forward that invitation to others that you'd like to join.

Technology updates

Tier 2 Partner Community

To date, CIE Partners with Tier 2 access have had limited functionality. Tier 2 users are only able to access clients who are Directly Referred to their services.

What's changing?

Tier 2 access will soon include the ability to search for clients in CIE, add new clients into CIE, send Direct Referrals to other services in CIE.

Technology updates

Client Portal

211 CIE designed a client portal where clients can view and edit data.

Feature Set

View & edit their basic information
View & send an email to Care Team members
View a list of Referrals saved to their profile
Opt in or out of CIE
Search the public database
Add resources to their "Favorites" section

Technology updates

What next?

Go-live date TBD.

Roll-out Strategy

Pilot this with Internal 211 team.

Solicit feedback from partner organizations.

Pilot the use of the portal on small scale.*

Apply lessons learned to design and wider launch.

Want to learn more?

Register for a demo or contact us to plan your pilot effort.
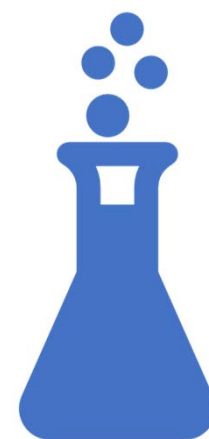
Technology updates

Client Portal Demo Sessions

Feb 3, 11:00 AM – 12:00 PM

Feb 10, 11:00 AM – 12:00 PM

Register: https://211sandiego.zoom.us/meeting/register/tZwscOiorT0qHdasOLPq4YQwzYxsbqyoElqu

Or visit the CIE Training Calendar & Helpdesk to schedule one that fits your schedule.

Reactions

Z-Codes

What are Z codes

SDOH-related Z codes ranging from Z55-Z65 are the ICD-10-CM encounter reason codes used to document SDOH data (e.g., housing, food insecurity, transportation, etc.).

SDOH are the conditions in the environments where people are born, live, learn, work, play, worship and age.

- ICD-10-CM codes are used to properly note diseases on health records, to track epidemiological trends and to assist in medical reimbursement decisions.

- Z-codes are used to determine eligibility for CalAIM services and are required for authorization processing to health plans for services such as Enhanced Care Management and Community Supports

Categories of z-codes, 25 total priority z-codes

Z code	Description
Z55	Problems related to education and literacy
Z56	Problems related to employment and unemployment
Z57	Occupational exposure to risk factors
Z59	Problems related to housing and economic circumstances
Z60	Problems related to social environment
Z62	Problems related to upbringing
Z63	Other problems related to primary support group, including family circumstances
Z64	Problems related to certain psychosocial circumstances
Z65	Problems related to other psychosocial circumstances

https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2021/APL21-009.pdf

Z-Codes & CIE

- 211/CIE has completed data mapping for 25 DHCS defined priority z-codes
- Z-code data of CIE consented clients/members will be shared back to contracted health plans to assist with identifying potentially eligible clients for ECM
- Z-codes will be displayed on CIE client records to help providers confirm potentially eligible clients and to assist with authorization process
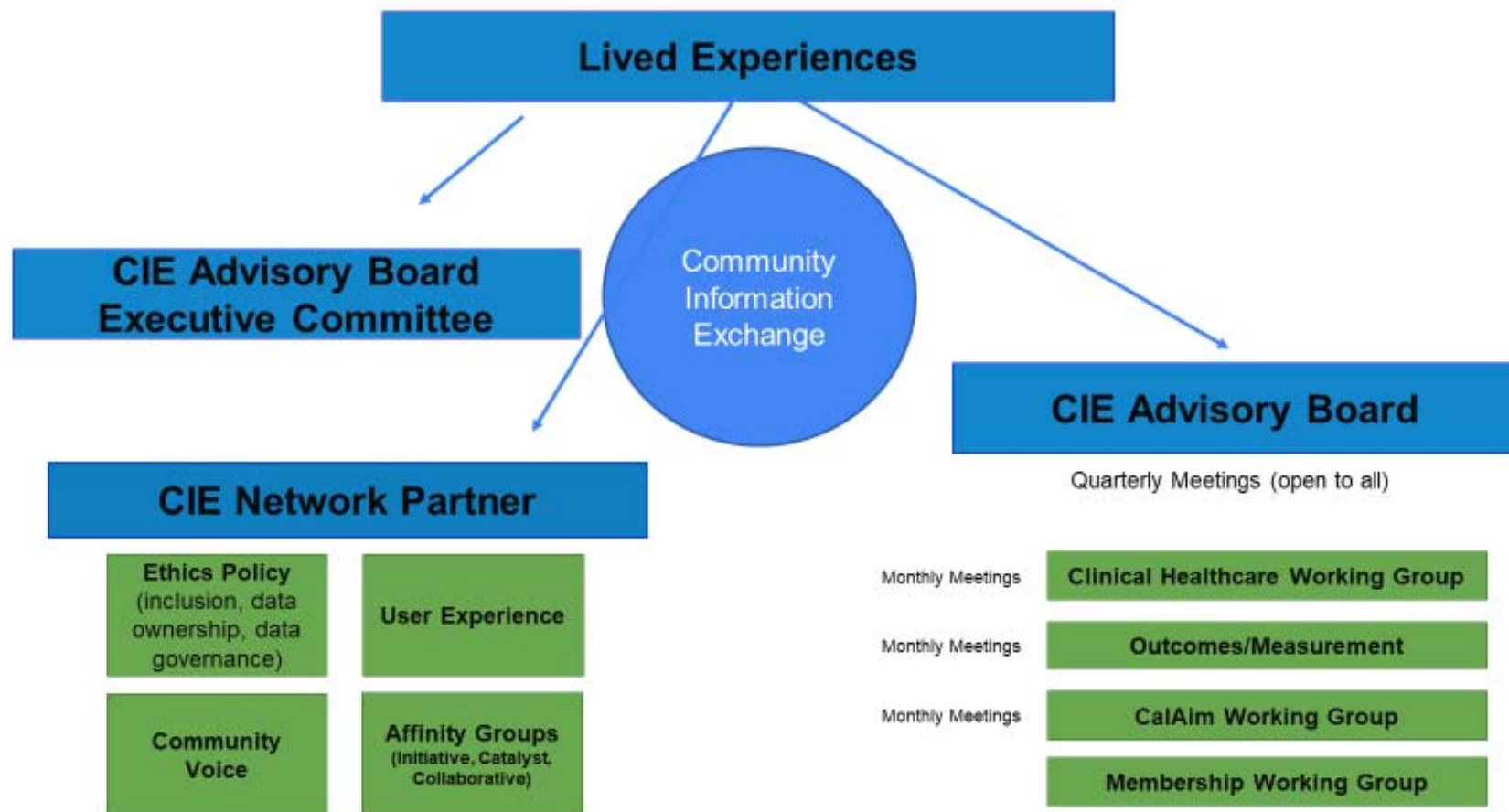
Coming soon:
- Executive summary of z-code strategy will be shared with partners to request feedback

Community Voice

Community Voice Advisory

- Jewish Family Service of San Diego
- Lived Experiences
- Neighborhood House Association
- Lived Experiences Community Member
- 211 San Diego Client Experience

CIE Impact Survey

We value your feedback!

Your feedback is important to us!

We want your insights on how the Community Information Exchange (CIE) impacts your work.

Please complete the CIE Impact survey by 1/31/2023!

CIE IMPACT SURVEY

Your participation in this brief survey is voluntary. It will take less than 10 minutes to complete.

If you have any questions about this survey or have difficulty accessing the site, please reach out to our CIE team.
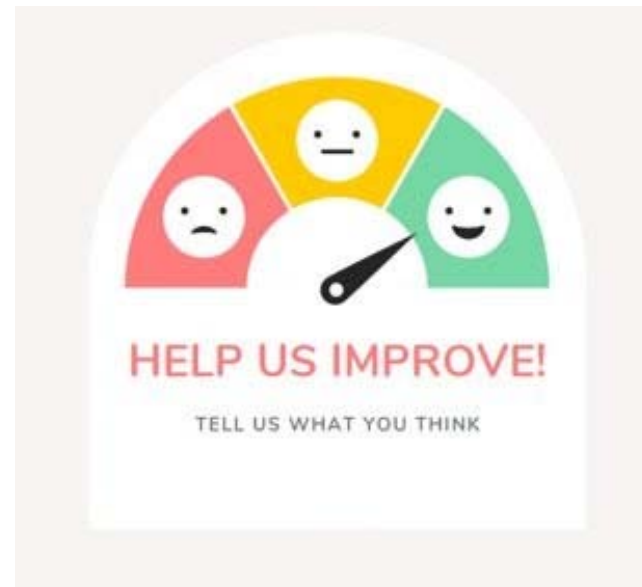
HELP US IMPROVE!

TELL US WHAT YOU THINK

Partner
Roundtable

Next Meeting
February 23, 2023
9:00 –10:00 AM