

As a top vendor in California's PATH TA Marketplace, COPE Health Solutions (CHS) offers ready-to-deploy scopes of work tailored to strengthen capacity and elevate service quality for CBOs and social service providers. Our expert team is available on-demand to supplement SCN resources and deliver high-impact TA services fast!

Data Analytics & Technology Optimization

- Configuration of analytics and data models to meet waiver transformation requirements
- Development of data processes and workflows to make data easy to use & access
- Risk stratification for high-risk member identification, outreach & enrollment
- Self-service tools for in-house analytics, managed care plan reporting & team performance management
- Platform & technology best practices to accelerate member engagement, data aggregation, sharing & improve clinical quality outcomes

Building Efficiency in Existing HRSN Services

- Gap assessment to understand current program and workflows and identify opportunities for improvement
- Project plan to reconfigure current service offering and implementation of updated workflows, training, documentation, staffing, and member engagement strategies based on assessment

Building New HRSN Services

- Assessment of HRSN gaps within service area and member population and internal capabilities to pivot staff
- Full program build of new service including workflows, training, documentation, staffing, and member engagement strategies

Billing, Contracting & Financial Management

- Financial modeling and/or training
- Payer collaboration & engagement, especially to optimize VBC arrangements
- Contract term and reimbursement structure advisory
- Billing, reporting & documentation best practices

Improving Case Management

- Organizational readiness assessment against requirements for success in case management
- Outreach and engagement strategies for members
- Care plan development to support effective engagement of high-needs patient populations
- Strategies and workflows for coordinating across CBOs, BH, and other service providers, including primary care coordination

Improving Access, Outreach & Engagement

- Development and implementation of engagement strategies for marginalized or underserved communities and members
- Development of data processes, tools, and workflows related to health equity and access, to support identification and engagement with members

Supporting Cross-Sector Partnerships

- Assessment of potential cross-sector partners within service area
- Support engaging with partners and developing shared contracts to increase service offerings
- Development and implementation of shared cared plans with identified partners
- Development of shared team models

Workforce

- Development and implementation of customized competency-based training programs (e.g., care models, member engagement & care coordination)
- Development and implementation of hiring processes, employee engagement and training and performance management tools