

## Preparing for SDOH DAP 2025 Webinar Q&A

### SDOH DAP 2025 Milestones:

1. **Question:** How are we to meet the requirements for the screening being conducted, but may not need a referral, if our organization uses a different screening assessment outside of CommunityCares?

**Answer:** Organizations have the capability to create a custom screening tool within the CommunityCares platform that mirrors the assessment used in your current workflows. Please contact your SDOH Advisor for more information on next steps.

2. **Question:** Would screenings entered in CommunityCares with negative results count towards the monthly requirement?

**Answer:** Yes, any screening assessment that is entered in the CommunityCares platform will count towards your SDOH DAP 2025 milestones.

3. **Question:** Is it required to use CommunityCares for only AHCCCS patients or certain payor populations?

**Answer:** CommunityCares is available to use with all patients regardless of payors.

4. **Question:** If my location submits enough in-network referrals to meet the 5% improvement benchmark, but conduct no screenings within the platform, will that still meet the monthly SDOH DAP requirements?

**Answer:** Yes. Monthly SDOH DAP requirements can be met by making (1) in-network referrals only, (2) conducting screenings in CommunityCares only, or (3) a combination of the two.

5. **Question:** Can we begin using the PRAPARE screening now to count towards our monthly expectations, or not until October 1, 2024?

**Answer:** Any screenings conducted within the platform will not be included in your SDOH DAP 2024 monthly requirements data until the new DAP year begins on October 1, 2024.

6. **Question:** When you say 'completing screenings' you mean within the platform correct? - we need this completed within our EHR - which requires double documentation - is there a way to export or keep this in our EHR?

**Answer:** Correct. For screenings to count towards DAP milestones, they must be captured within the Unite Us platform. If your organization uses Epic or Cerner, the platform has screening ingest functionality available. Please reach out to your SDOH Advisor if your organization uses either of these systems and are interested in discussing next steps.

Additionally, you are not required to complete screenings and can choose to only send referrals within CommunityCares to meet your DAP milestones if that is the preferred workflow for your organization.

7. **Question:** It is hard to keep up with the number of completed referrals per month. All the referrals we have made end up not counted because of lack of staff at the receiving facility, or they deny our referral and it is hard to find contracted facilities. So, the number of completed referrals is going to be hard to meet for any clinic. They need to revise this requirement.

**Answer:** The referral requirement is based on the number of referrals sent and not by completion or outcome. Additionally, your organization can complete both screenings and/or send referrals to meet the monthly milestone.

8. **Question:** Will the 5% improvement goal be expected at each specific location, or will the 5% improvement be an average across all agency locations?

**Answer:** Each location registered for DAP 2025 will receive a monthly goal contributing to the overall total organization goal. All registered sites will need to contribute to the DAP milestones.

9. **Question:** Can I have clarification on the number of referrals per month? Is it not 10 per NPI or Tax ID?

**Answer:** The number of referrals depends on which Cohort your organization is in. For Cohort 1 your monthly goal will be calculated by Contexture and provided to you via email from your SDOH Advisor by September 30<sup>th</sup>. This number is calculated as a 5% improvement on your average DAP 2024 referral numbers. For Cohort 2 your monthly goal will be 10 referrals/screeners per month per registered site or registered AHCCCS provider.

<https://www.azahcccs.gov/AHCCCS/Downloads/PublicNotices/rates/CYE25DAPFinalPublicNotice.pdf>

10. **Question:** Do the referrals count per request or per client/member? We sometimes have a member who needs multiple referrals on things.

**Answer:** Referrals are counted per referral not per client. You will receive credit for each referral and screener completed on the platform. For example, if you have a client who completes the screening and generates 3 referrals, that will be 4 towards your monthly goal.

11. **Question:** If we did not conduct a new screening and went directly to create a new referral does this mean we have not met our monthly requirement?

**Answer:** No, sending in-network referrals only, without conducting screenings, will still count towards your monthly requirement.

12. **Question:** Do we still get credit for the screener if only a few were answered?

**Answer:** Yes, completing every question on the screening tool is not required and will still count towards your monthly DAP requirements if entered in the CommunityCares Platform.

13. **Question:** Regarding the requirement for 10 screenings or referrals per month, how are participants graded/scored over time for this milestone? For example, if our organization has a surplus of screenings month 1, and a deficit for month 2, will we need to look at an improvement plan, or is an average collected over a period?

**Answer:** Screening and referral activity will be reported monthly. Your SDOH Advisor will provide your organization a quarterly worksheet and reach out to schedule a meeting if your organization is falling behind on meeting monthly goals to develop an improvement plan and help overcome barriers to adoption and utilization.

14. **Question:** Will Providers need to remain a part of the Contexture HIE platform to continue accessing Community Cares. Could we only access the CommunityCares platform and are there fees associated with that in the coming year(s)?

**Answer:** You do not need to be enrolled in the HIE DAP program to continue to be enrolled in SDOH DAP. Similarly, you do not need to be enrolled in SDOH DAP to continue utilizing CommunityCares at your organization. CommunityCares is a free

web-based application with EHR integration options that would incur an additional fee after the first year of integration.

15. **Question:** Does an internal case referral count towards our monthly milestone requirement?

**Answer:** Only in-network referrals (in addition to screenings) will be counted towards your monthly requirement. However, if you have a program or organization configured onto the platform as a separate site and is receiving referrals, then referrals made to that location will be considered an in-network referral.

16. **Question:** Do referrals or screenings conducted for caregivers/employees count towards our monthly requirement?

**Answer:** CommunityCares is available to all Arizonans and can be used for any individual with identified social needs, including employees and clients' caregivers. We recommend that your organization consider the privacy of employee and client caregivers' information if adopting this workflow. All referrals and screenings conducted at your location will count towards your monthly requirement.

17. **Question:** If we are utilizing the PRAPARE in our EHR and then send referrals on CommunityCares, do we then need to upload a completed PRAPARE into the platform?

**Answer:** CommunityCares has the functionality to upload and store screening assessments conducted outside of the platform; however, the uploaded document would not be captured within the screening data and would not be counted towards your monthly DAP requirement. Making In-network referrals within the platform will still count towards meeting your milestones. If you would like to have your screenings count towards your DAP milestones, then we recommend completing the PRAPARE assessment within the platform or creating a custom screening. If you have Epic or Cerner, we also have screening integration options.

18. **Question:** What do we do if we are in a remote area and our referral sites are not on the platform?

**Answer:** Please contact your SDOH Advisor to discuss organizations who you would like to see on the platform. We have a Community Team ready to engage your partners with your support. If you have already submitted a list of organizations for outreach, please contact us at [communitycares@contexture.org](mailto:communitycares@contexture.org) to help troubleshoot.



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## CommunityCares Functionality & Features

1. **Question:** Are the custom screenings that are free to add, separate from having to be linked to Cerner/ Epic?

**Answer:** There is no charge for custom screening, however there is a fee if your organization decides to complete an EHR integration.

2. **Question:** When completing a client profile within the platform, should the information be completed for the child or the parent if the parent is the one being connected to resources, but the child is the patient?

**Answer:** Client records and referral information should be built for the individual receiving the community resource.

3. **Question:** Is it possible to print a list of referrals for a patient without having to print each page individually? When trying to provide food pantry info, I could only print one resource out at a time rather than the nice list that came up when I searched by location and sorted by distance - that list would be helpful to be able to print. It also allows those of us who are not on EHR yet to have a concise record of where we referred.

**Answer:** Unfortunately, there is not a way for you to print a full list of referrals, the Unite Us team will take your request and provide it to their team as a suggested platform enhancement.

4. **Question:** Where can I find a copy of the PRAPARE tool that is made available in CommunityCares to view the assessment questions?

**Answer:** Here is the link to the assessment tool as seen on PRAPARE.org: [PRAPARE-English.pdf](#)

5. **Question:** How can you find organizations that are receiving referrals on the platform?

**Answer:** The My Network Tab serves as a great resource for viewing in-network organizations and programs. Once you toggle over to the My Network tab at the top of the platform page, there are filters available to narrow your search further, including filtering for programs who are receiving referrals only.

6. **Question:** In the screening process do we still need to get consent for the client? I have a client that has no needs, but the screening tool is suggesting referrals; will I still be required to obtain consent for this client? This client has met all their needs already.

**Answer:** Consent is only required if a referral is being sent on behalf of the patient or client. Consent is not required for screenings.

7. **Question:** Once a screening has been conducted in CommunityCares, are you able to go back into the system and make a referral later?

**Answer:** Yes. Referrals and screenings can be added at any time. You can find completed screenings under the Client's profile within the Forms tab.

8. **Question:** How often can the PRAPARE be done on the same client for credit expectation each month?

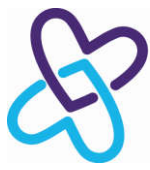
**Answer:** You can do multiple screenings on the same client as client needs can change overtime. Each screening completed will be counted towards your DAP milestones.

9. **Question:** What are the benefits of adding a screening versus just adding a referral? (Other than getting credit for that screening)

**Answer:** By conducting the screening within CommunityCares, the platform will be able to quickly show programs and resources based on the responses to the screening assessment, making it easier for the end-user to suggest and send referrals.

10. **Question:** If we were to create custom screening within CommunityCares, would the workflow still prompt the appropriate referral categories, or would we lose that functionality?

**Answer:** During the build process, your custom screening will be matched to the various service types in the CommunityCares platform to ensure the appropriate programs and resources are prompted for referral.



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## CommunityCares Support Resources

1. **Question:** How many resources are currently available in Community Cares?

**Answer:** There are over 1,000 organization sites using the platform offering over 2,000 programs.

2. **Question:** How can we find out who our SDOH Advisor at Contexture is?

**Answer:** If you are not sure who your organization's SDOH Advisor is, please reach out to [communitycares@contexture.org](mailto:communitycares@contexture.org) for further assistance.