

Connecting Individuals Dually Eligible for Medicare and Medicaid with Non-Medical Service Providers: Community Resources Guide for Health Plans

Health plans that contract to provide comprehensive care to individuals dually eligible for Medicare and Medicaid may find it beneficial to collaborate with community partners that provide services beyond direct medical care, such as housing, transportation for non-medical needs, and food. Leveraging existing providers of non-medical services could improve your plan's ability to meet the various care needs for your dually eligible members, improve overall health status, and ensure better outcomes for specific episodes of care.

This guide provides brief descriptions, examples, and national directories by resource type. The types of community resources identified in this guide are:

- [Housing and Home Services](#)
- [Transportation for Non-Medical Needs](#)
- [Food and Clothing](#)
- [Emergency and Protection Services](#)
- [Behavioral Health](#)
- [Caregiver Support](#)
- [General Health and Wellness](#)
- [Condition-Specific Programs](#)
- [Other Relevant Services](#)

Your plan should customize this guide by adding services relevant to your member population that are not found in the guide and removing services that are not relevant. In addition, your plan should contact local health and social service entities such as Aging and Disability Resource Centers and Area Agencies on Aging to access information about community resources in their databases that may be useful to your community or member population.¹

¹ One example of an existing database of resources is the Health Information Empowerment Tool, which contains a large repository of providers in the Greater New York area organized by service type: <http://www.hitesite.org/>

Housing and Home Services

Members may need access to housing and home services as the first step to improving their health. The following resources may help connect your members with these services.

Supportive housing

- National directory of supportive housing and other housing arrangements, by locality: <http://www.shelterlistings.org/>
- Additional resources and toolkits on supportive housing: <http://www.nhchc.org/policy-advocacy/issue/permanent-supportive-housing/>

Transitional housing

- National directory of transitional housing programs, by locality: <http://www.transitionalhousing.org/>
- National directory of homeless shelters, by locality: <http://www.homelessshelterdirectory.org>
- National Coalition for the Homeless resources: <http://nationalhomeless.org/references/directory>
- Homelessness Programs and Resources: <https://www.samhsa.gov/homelessness-programs-resources>

Housing for older adults

- National directory of assisted living communities, nursing homes, independent living communities, and others, by locality: <http://directory.alfa.org/>

Affordable rental housing

- National directory of public housing agencies, by locality: http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/pha/contacts
- National directory of affordable housing, by locality: <http://www.socialserve.com/>
- Housing choice vouchers fact sheet: http://portal.hud.gov/hudportal/HUD?src=/topics/housing_choice_voucher_program_section_8
- Resources on affordable rental housing: <http://nlihc.org/>

Transitional care

- Information and resources on transitional care: <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Transitional-Care-Management-Services-Fact-Sheet-ICN908628.pdf>

Home care

- National directory of home care, by state: <https://statelocator.nahc.org/>
- National directory of home care, by locality: <https://agencylocator.nahc.org/>

Home and environmental modifications

- National directory of home modification services, by locality: <http://gero.usc.edu/nrcshhm/directory/>
- National directory of home medical equipment associations, by state: <http://www.hmenews.com/resources/state-hme-associations>
- Information and resources on home modifications: https://eldercare.acl.gov/Public/Resources/Factsheets/Home_Modifications.aspx

Utilities and energy

- Information about the Low Income Home Energy Assistance Program (LIHEAP): <http://www.acf.hhs.gov/programs/ocs/programs/liheap>
- National directory of energy assistance programs, by state: <http://www.acf.hhs.gov/programs/ocs/liheap-state-and-territory-contact-listing>
- National directory of utility assistance programs, by state: http://www.utilitybillassistance.com/html/utility_bill_assistance_progra.html

Transportation for Non-Medical Needs

Transportation to non-medical services for vulnerable members ensures that they are able to buy food at supermarkets, participate in wellness programs at community recreation centers, and avoid isolation by taking part in social activities.

Public transportation

- National directory of public transportation options, by locality:
<http://www.apta.com/resources/links/unitedstates/Pages/default.aspx>

Paratransit

- National directory of transit services and paratransit services, by locality:
<http://paratransitwatch.blogspot.com/p/11.html>

Vehicle modifications

- Information on adapting motor vehicles for people with disabilities:
https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/adapting_motor_vehicles_brochure_810733.pdf
- Directory of vehicle modifications services, by modification type:
<http://paratransitwatch.blogspot.com/2006/12/vehicle-modifications.html>

Food and Clothing

Connecting your members to community resources can help them meet their food and clothing needs.

Food

- National directory of Meals on Wheels programs, by locality: <https://www.mealsonwheelsamerica.org/find-meals>
- National directory of food banks, by locality: <http://feedingamerica.org/foodbank-results.aspx>
- National directory of Supplemental Nutrition Assistance Program (SNAP), by locality: <http://www.fns.usda.gov/snap/apply>
- National directory of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), by state agency: <https://www.fns.usda.gov/wic/wic-contacts>
- National directory of Nutrition Services Incentive Program (NSIP), by state: https://www.fns.usda.gov/agency-contacts-search?field_state_value=All&field_agency_programs_tid=982
- National directory of the Child and Adult Care Food Program (CACFP), by state: <http://www.fns.usda.gov/cnd/contacts/statedirectory.htm>

Clothing

- National directory of Salvation Army clothing resources, by locality: <http://satruck.org/national-family-stores>
- National directory of Goodwill clothing resources, by locality: <http://www.goodwill.org/locator/>

Emergency and Protection Services

Adult protective services, personal emergency response systems, poison control, and suicide prevention can help prevent health emergencies and mistreatment of your members.

Adult protective services

- National directory of adult protective services local offices: <http://www.napsa-now.org/get-help/help-in-your-area/>

Personal emergency responses systems (PERS)

- Information on PERS: <http://www.consumer.ftc.gov/articles/0316-personal-emergency-response-systems-health-information-older-people>
- Buyer's guide to PERS: http://www.caring.com/buying_guides/personal-emergency-response-system-guide

Poison control

- National directory of poison control centers, by state: <http://www.aapcc.org/centers/>

Suicide prevention

- National directory of suicide crisis centers, by state: <https://www.suicidology.org/Resources/Crisis-Centers>
- National suicide prevention hotline: <https://suicidepreventionlifeline.org/>
- Suicide prevention hotlines, by state: <http://www.suicide.org/suicide-hotlines.html>

Behavioral Health

Connecting your members to crisis-respite centers or peer-led substance abuse recovery groups may help meet important behavioral health needs.

Crisis respite centers

- Directory of peer-run crisis respite centers: <http://www.peerrespite.net/directory/>

Peer-led substance abuse recovery support groups

- National directory of Alcoholics Anonymous programs, by locality:
https://www.aa.org/pages/en_US/find-local-aa
- National Directory of Narcotics Anonymous websites or phone lines, by locality:
<https://www.na.org/meetingsearch/>

Caregiver Support

Mental, emotional, and physical support for the individuals who care for your members may indirectly benefit your members' health.

Caregiver resources

- National directory of caregiver resources, by state: <http://www.caregiver.org/family-care-navigator>
- AARP's Caregiver Resource Center: <http://www.aarp.org/home-family/caregiving/>
- Well Spouse Association's resources for caregivers: <http://www.wellspouse.org/>
- Caregiver Action Network's resources for caregivers: <https://caregiveraction.org/family-caregiver-toolbox>
- Behavioral health treatment services locator, by locality: <http://findtreatment.samhsa.gov/>

General Health and Wellness

Connecting your members to recreation, weight control assistance, adaptive recreation, and tobacco cessation can help them meet their health and wellness needs.

Recreation

The YMCA may provide recreation options, gyms, or recreation centers.

- National directory of local YMCAs: <http://www.ymca.net/find-your-y/>

Weight control assistance

- National directory of registered dieticians, by locality: <https://www.eatright.org/find-an-expert>

Adaptive recreation

- National directory of adaptive recreation organizations:
<https://www.challengedathletes.org/resources/>

Tobacco cessation

- National directory of quit-lines, by state: <http://map.naquitline.org/>
- Information on tobacco cessation Medicaid coverage, by state²:
<http://www.lungusa2.org/cessation2/>

² Cessation programs are often covered by Medicaid, but your health plan may want to broaden the types of services offered, such as group or phone counseling.

Condition-Specific Programs

Condition-specific programs may have resources and expertise to help connect your members to their needed community resources.

AIDS/HIV

- National directory of HIV/AIDS services, by locality:
http://findhivcare.hrsa.gov/Search_HAB.aspx

Alzheimer's disease

- National directory to locate the local chapter of the Alzheimer's Association, by state:
<http://www.alz.org/apps/findus.asp>

Arthritis

- National directory to locate the local chapter of the Arthritis Foundation:
<http://www.arthritis.org/local-offices/>

Autoimmune diseases

- Information and resources for patients and families living with lupus, type 1 diabetes, scleroderma, celiac disease, multiple sclerosis, Crohn's disease, and other autoimmune diseases, provided by the American Autoimmune Related Diseases Association: <http://www.aarda.org/>

Bone disease

- National directory of community groups associated with the National Osteoporosis Foundation:
<http://nof.org/connect/groups>

Cancer

- National directory of local offices of the American Cancer Society:
<https://www.cancer.org/about-us/local.html>

Dental and periodontal disease

- National directory of dentists associated with the American Dental Association:
<https://findadentist.ada.org/>

Depression, anxiety, and other mental illness

- National directory of psychologists associated with the American Psychological Association:
<http://locator.apa.org/>

Diabetes

- National directory of local offices of the American Diabetes Association:
http://www.diabetes.org/in-my-community/local-offices/?loc=util-header_localoffice

Heart disease and stroke

- Local offices of the American Heart Association and American Stroke Association can be found here: <http://www.heart.org/HEARTORG/>

Intellectual and developmental disabilities

- National directory of regional chapters of the American Association on Intellectual and Developmental Disabilities, which provides information and assistance to patients and families living with cerebral palsy, autism, intellectual disabilities and other developmental delays:
<http://aaidd.org/about-aaidd/membership-join/chapters-and-regions>

Kidney disease

- National directory of patient and family resources associated with the National Kidney Foundation: <http://www.kidney.org/patients/resources.cfm>

Lung Disease

- Nationwide list of upcoming events associated with the American Lung Association to assist families and patients living with lung diseases, including COPD, asthma, chronic bronchitis and others: <https://www.lung.org/get-involved/events/all-upcoming-events.html>

Other Relevant Services

The resources in this guide are not exhaustive. Additional community resources, such as literacy services, could help members overcome barriers that may prevent them from accessing basic health care services.

Literacy services

- National directory of local literacy programs: <http://www.nationalliteracydirectory.org/>

Vision services

- National directory of organizations for the blind or those with vision loss: <https://nei.nih.gov/lowvision/content/resources2>
- National directory of organizations for the blind or those with vision loss: <https://www.visionaware.org/directory.aspx>
- National directory of Lions Clubs that provide free or low-cost eyeglasses, by locality: <https://directory.lionsclubs.org/>

The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This tool is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>