

**Building Partnerships between Health Plans & Providers and  
Community-based Organizations**  
*Disability-Competent Care Webinar Roundtable Series*

Health plans and providers may find partnerships with community-based organizations (CBO) useful as they implement **integrated models of care**. CBOs may help support independent living, promote cultural competency, and provide consumer protections for long-term services and supports. Bringing together the plan, provider, and CBO perspectives can help integrate care and services, as well as rebalance services to reflect home-and community-based care instead of institutionalization. Successful partnerships can improve participant satisfaction and positively influence health outcomes.

**Integrated models of care** are approaches to care management that coordinate among diverse skill sets and perspectives, such as that of CBOs and health plans, to provide comprehensive care.

The following table summarizes other potential benefits from these partnerships:

| For the CBO   | For the Health Plan   |
|---|---|
| <ul style="list-style-type: none"> <li>• Provide opportunities to fulfill mission</li> <li>• Serves as a way for consumers and advocates to be engaged in LTSS planning, execution, and monitoring</li> <li>• Identify other potential strategic partnerships</li> <li>• Obtain a better understanding of the health plan’s systems, challenges, and opportunities</li> </ul> | <ul style="list-style-type: none"> <li>• Integrate the independent living concept into the policies of the plan</li> <li>• Establish more meaningful stakeholder involvement</li> <li>• Establish affinity between the plan and community advocates</li> <li>• Learn about preferred providers and service delivery alternatives</li> </ul> |

The **Center for Independent Living (CIL)** and **Alameda Alliance Health Plan** collaborated with LifeLong (a Federally Qualified Health Center, or FHQC) to better integrate care for their shared participants. Starting in 2008, the partnership established protocols to integrate care and encourage healthy behavior among the FQHC’s 3,250 Medicare-Medicaid enrollees. Together, they reduced the cost of care and have created additional jobs and resources to serve the community.

**Profile: Center for Independent Living, Berkeley, CA**

- Provides services and advocates for individuals with disabilities in Alameda and Contra Costa counties in California

**Profile: Alameda Alliance Health Plan**

- Local, public, not-for-profit managed care health plan
- Provides coverage through Medi-Cal, Alliance Group Care for in-home supportive services workers, and Alliance CompleteCare (a Medicare

**CIL offers the following suggestions when developing such a partnership:**

- Use common and consistent language;
- Communicate each partner’s value in the partnership;
- Clarify each partner’s role, responsibilities, accountabilities, and deliverables;

- Determine how to create the capacity to deliver services under the contract;
- Establish how to measure outcomes and evaluate the programs; and
- Determine how to make adjustments to the contract over time.

**Key success factors include having all parties:**

- Identify their competencies, goals, and reasons for partnering; and
- Obtain commitment from all levels to facilitate buy-in and collaboration.

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*Additional Resources*

Please visit the *Resources for Integrated Care* website ([www.resourcesforintegratedcare.com](http://www.resourcesforintegratedcare.com)) for the “Training in Disability-Competent Care and Supports” webinar series, which served as the basis for this brief and for other Disability-Competent Care-related resources including an interactive self-assessment tool.