Dental TAC - SDoH

May 2022
Workforce Development: Humana recognizes that the health of our Enrollees is dependent upon their well-being and stability. Our voluntary, holistic workforce development program is designed to assist Enrollees find dignified, stable work that affords increased self-sufficiency for themselves and their families.

SDoH Coordinators: The SDOH Coordinators work independently with members as well as provide support for case management functions by addressing social determinants of health (SDOH) needs and promote prevention and health education. SDoH Coordinators as well as our Case Managers identify dental needs when completing surveys with the member.

Housing Assistance Program: Housing Specialists support Care Coordination to help Humana enrollees find, and keep, safe and stable housing and assist with eviction diversion services.

Community Health Workers: The CHW applies a hands-on approach to enrollee engagement to support case management functions, address social determinants of health (SDOH) needs, improve self-management of chronic conditions, navigate the healthcare system, and promote prevention and health education that is tailored to the needs of the communities we serve.
HUMANA HEALTH HORIZONS IN KENTUCKY

Comprehensive Care Support (CCS) Team Model

- Community Health Worker
- Physical Health / Behavioral Health / Maternity Specialist
- SDOH Coordinator
- Medical Director
- Transition / UM Coordinator
- Housing Specialist
- Pharmacist

Comprehensive Care Support (CCS) Team Model

- PCP / BH Provider
- Provider-led Care Coordinator / CHW / Peer Support Specialist
- Other Natural Supports / Caregivers
- Transportation Assistance
- Homelessness & Housing Assistance
- Food Insecurity Support
- Physical Safety Support
- State Staff & Agencies
- Education / Employment Assistance
- Legal Assistance
- Domestic Violence Support
SUCCESS STORY

Referral: 63 year old member was referred to Housing Specialist by a CM after expressing he had some housing/financial insecurity needs. Member on limited income, has health concerns.

Barrier: Not having sufficient income to pay for much needed home repairs to make it habitable. Inability to pay utility bills due to fixed income.

Intervention: Housing Specialist assisted member in searching for different community resources that could assist with home repairs and financial assistance for back utility bills. Member stated that he does not want to lose his home but due to cold weather he had been struggling with high gas bills due to running heaters constantly. Member is on a fixed income and lives in a rural area of Kentucky where housing is difficult to find.

Results: Housing Specialist was able to work with member and locate a resource to obtain $9660 in grant funding for the much needed home repairs. Due to the roof repairs being completed the member is able to remain in his home. This process took almost a year to complete but ultimately, some of the other repairs were not completed due to COVID pandemic. Member also received assistance with utility bill to get caught up.