



Community of *Innovation*TM

Supporting the Provider Experience

Today, complex health providers are strained from economic, environmental, and technological factors, impeding their ability to deliver the best person-centered quality of care possible to complex populations. Left unresolved, the negative impacts of these factors will prove catastrophic for complex health providers influencing member health outcomes and overall cost of care. **CareSource** is committed to strategically investing industry expertise, resources, technical assistance, and comprehensive training to transform the provider experience.

The Community of InnovationTM (COITM)

The **Community of InnovationTM (COI)** is a strategically organized coalition of complex health industry leader's, laser focused on innovations and support, that transform the provider experience to improve the health equity and outcomes of complex health populations. The **COI** identifies and creates solutions for complex health provider economic, environmental, social, and technological factors impeding their ability to deliver the best person-centered quality of care.

Complex Health Populations:

Co-occurring Behavioral Health Medical Challenges

Intellectual and Developmental Disabilities (IDD)
Behavioral Health

Social Determinants of Health Needs (SDoH)

Substance Use Disorders (SUD)

Children with Special Healthcare Needs

Long-Term Services and Supports (LTSS)

Involvement with

- Child Welfare
- Criminal Legal System

Complex Health Providers:

All providers rendering services to support the unique needs of complex health populations

Community-Based Organizations (CBO)

Stakeholders

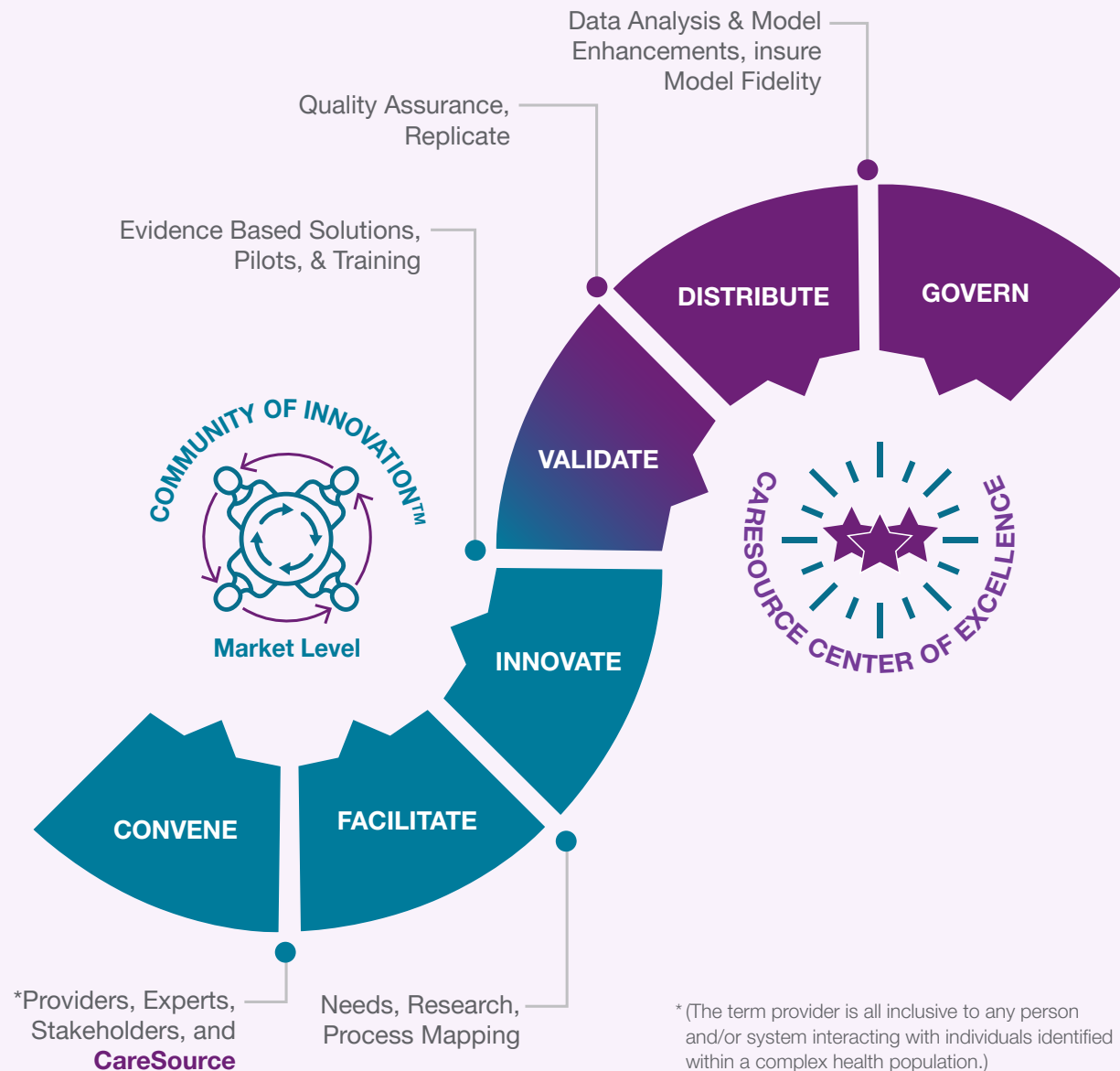
- Advocacy Groups
- Provider Associations
- Local Supports
- State Agencies

Subject Matter Experts

- Individuals w/Lived Experience
- Industry Experts

The COI Model

COI participants convene to identify needs, create initiatives, and develop solutions that offer support, unique approaches, and innovative techniques to improve member and provider experiences, reduce service and product gaps and barriers, and strengthen industry partnerships.



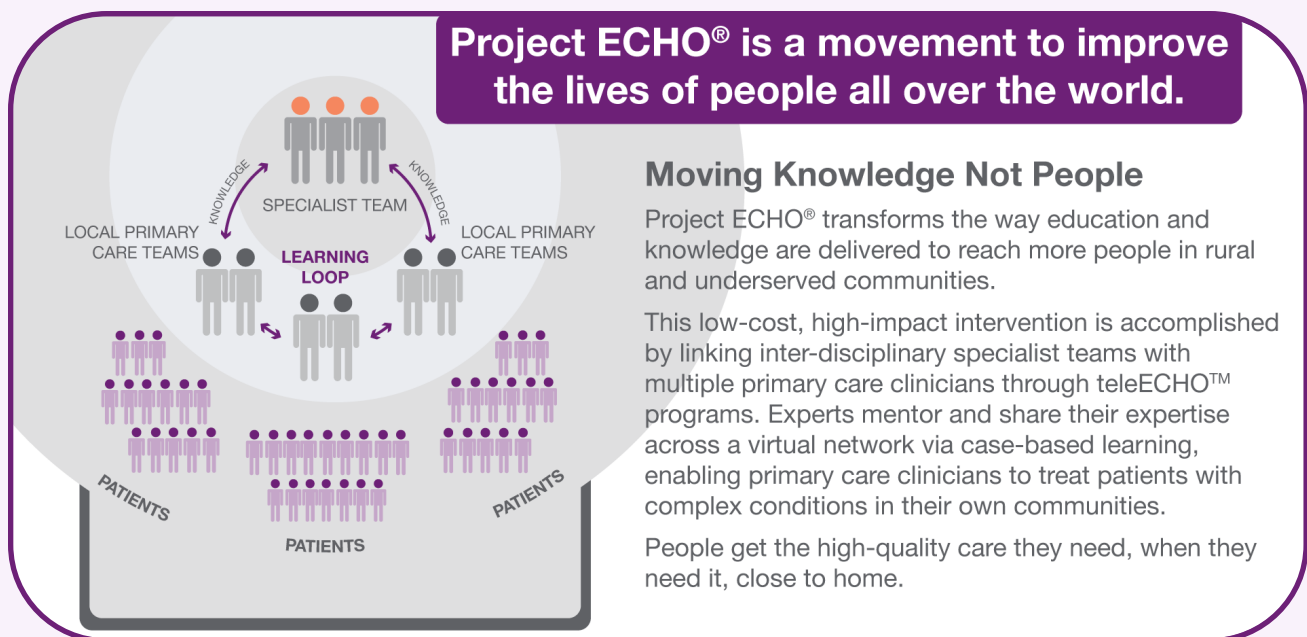
Success of the **Community of Innovation™** relies heavily on formal partnerships and open channels of communication with ALL complex health providers. The **COI** will facilitate Community Innovation Sessions where providers can share firsthand experience with service delivery, needs, gaps, successes, and best practices.

This vital intel allows for **CareSource** to drive innovation solutions WITH providers, while also supporting cross-sector collaboration for all stakeholders involved.

Project ECHO®

A key feature of the **COI™** is the inclusion of **CareSource Project ECHO®** as not all solutions will be new innovations. **Project ECHO®** allows **CareSource** to disseminate existing specialty knowledge (i.e., evidence-based practices and complex health related trainings) and practice experience in a proven tele-mentoring model. Leveraging the enhanced provider partnerships cultivated within the **COI**.

The focus areas and specific solutions developed through the **COI** and PIC are critically important to all who provide services and supports to members with Complex Health Needs. **Project ECHO®** is a means by which the **COI** disseminates information and training to anyone serving these populations.



Project ECHO® is NOT telemedicine!

It is a tool used to move knowledge, propelling providers through a continuum of knowledge and best practices that can impact entire provider practices and delivery systems. This learning can encompass all aspects of the providers practice from member care, administrative practices, reimbursement and contracting approaches, and even technical assistance.

Inclusion of **Project ECHO®** is not limited geographically and is a means to deliver subject matter expertise and enable participation regardless of location or other limitations.

Interested in Joining our Community of Innovation™?

Eligibility, Requirements, and Expectations for participants.

- Be a Complex Health Provider
- Attend orientation
- Willingness to complete Confidentiality Agreement
- Active engagement during regular scheduled cadence of meetings
- Willingness to participate in pilot testing for initiatives

Please email Community.Innovation@CareSource.com

Your Name

Your Organization

Best Point of Contact with email (if not you)

Want to learn more about the **Community of Innovation™**?
Contact us at community.innovation@caresource.com.