

## Circulation: Driving Toward Better Health

### SOCIAL DETERMINANTS OF HEALTH



### Why Circulation?

Medicaid-covered transportation includes rides for medical services only, but there is more to being healthy than visiting the doctor's office. Access to services that address an individual's "social determinants of health," such as housing, food, chronic illness support, pharmacies and other services are essential to improving health outcomes. Through a formal Community Needs Assessment, regional provider feedback and

consumer listening sessions, insufficient transportation to non-medical, social and human services was identified as a barrier. Such barriers prevent individuals and communities from achieving optimal health and contribute to preventable Emergency Department and hospital utilization.

User enters the Rider's demographic information and obtains a one-time Circulation consent for the Rider.



User ensures the ride meets one of the approved ride categories and enters information about the specific ride.



Rider has the option to confirm a trip by responding to a text notification or phone call.

### What is Circulation?

Like Lyft and Uber, Circulation is a web-based transportation coordination platform that connects community members to local transportation carriers for rides to non-medical services. Access to transportation for Medicaid consumers to address their social determinants of health needs improves their overall health outcomes. Circulation does not replace current Medicaid-covered transportation, rather it provides additional support for qualifying patients. This support could involve food, housing, chronic illness support, benefits management, and other services.

### How does it work?

Two regional entities working on the New York State Delivery System Reform Incentive Payment (DSRIP) program, Alliance for Better Health (Alliance) and Better Health for Northeast New York (BHNNY), have partnered to provide Circulation's services to eligible members of the Medicaid population.

Care coordinators (Users) identified by both organizations have been trained to administer the Circulation program under a scope of approved benefit services. Care coordinators can schedule transportation for Medicaid members who have been identified as unable to obtain or access transportation to address their social determinants of health needs (Riders). Users may modify ride parameters, however the Rider may not.

If you are part of the Healthy Together network, you can start using Circulation today! You can request a ride for your client, if the request meets the approved use cases in place for a ride. Ask Caitlin Collins for exact instructions on how to make the request in the system by emailing [caitlin.collins@abhealth.us](mailto:caitlin.collins@abhealth.us).

### Next Steps

Alliance and BHNNY are piloting the Circulation program with a small group of performance partners and will evaluate program outcomes and processes while continuing to expand the program throughout the region.

### Questions?

If you have any questions about the Circulation program, please contact Kristen Scholl, VP, Population Health, at [kristen.scholl@abhealth.us](mailto:kristen.scholl@abhealth.us).

## Categories of Ride Purposes

Benefits Navigation

Clothing & Household Goods

Education/Support for chronic conditions

Food Assistance

Housing & Shelter

Medication Management (Pharmacy)

