



Social Care Coordination

# Improving the health of communities

with infrastructure that integrates social supports  
into healthcare delivery







WellSky® delivers **turnkey solutions** that enable payer and provider organizations to **improve health equity and outcomes** by identifying social needs, finding services, and coordinating care in collaboration with **an integrated network of social service providers.**



# Predictive Analytics

Our predictive analytics and data suite allows you to identify impactable cost and medical management opportunities for social service interventions. WellSky's dedicated analytics team captures individual, household, and neighborhood data to create a complete picture of your members' SDoH needs. The data is normalized and used to develop predictive models that help you focus on the most impactful SDoH interventions and populations. WellSky's predictive models turn data into actionable interventions.

Here's what the suite includes:

- **SDoH Composite Risk Score**  
Assess the overall risk of a member, with or without clinical information, and determine the potential for increased medical costs or emergency department utilization.
- **Social Vulnerability Risk Score**  
Calculate risk based solely on a member's acuties, including household composition and educational attainment.
- **Housing Indicator and Unstable Housing Risk Score**  
Predict a household's risk for housing instability or homelessness based on address history, length of residence, property records, and other factors, and discover if they are currently living at a homeless shelter, support agency, or state office building.
- **Neighborhood Stress Score**  
Stress levels are determined by seven different variables comparing the neighborhood of a member to nearby neighborhoods and calculating a score based on the statewide population.
- **Transportation Risk Score**  
Determine transportation risk based on private vehicles and public transportation access to better understand why members miss appointments or avoid routine medical visits.
- **Food Access Score**  
Gauge a member's ability to afford or access to target food-based interventions such as home-delivered meals, meal supplementation, or SNAP enrollment assistance.
- **Social Isolation Score**  
Based on several factors, including vehicle ownership and household composition, determine the likelihood of social isolation and take preventative measures to address.

## Steps to leveraging analytics & data

1

Understand scope of need

2

Build the financial case

3

Solve for most impactful interventions

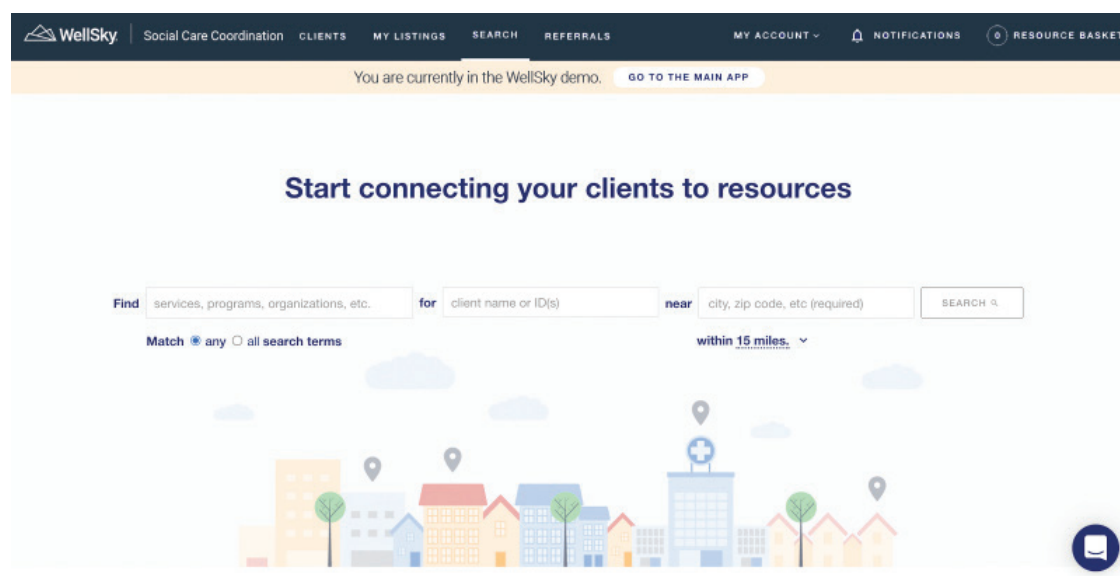
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Measure ROI



# SDoH Platform

The WellSky Social Care Coordination platform inspires multi-sector collaboration by enabling payers, providers, and community-based organizations to identify social needs, find resources, access social services, and close the loop on referrals.



## Scalable technology

WellSky Social Care Coordination makes it easy to screen for social needs, find services, and coordinate referrals in a network.

## Interoperable technology

The platform is interoperable with EHRs, care management systems, and health information exchanges.

## Actionable insights

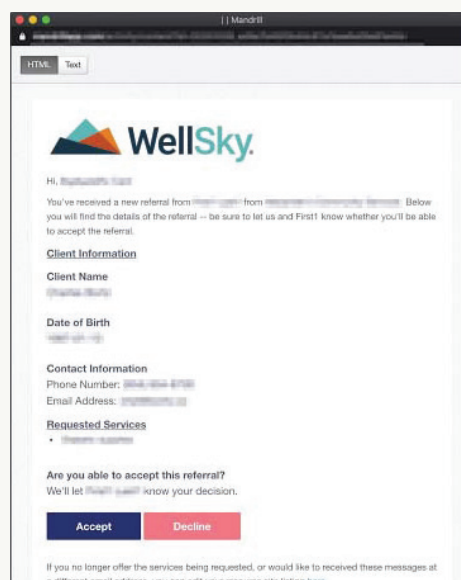
Get data on a wide range of metrics including network performance, referral activity, community needs, and user engagement.

Screening tools are included in the the WellSky Social Care Coordination technology. Organizations can choose to use PRAPARE, HRSN, or the HealthBegins assessment tools, or customize the assessment tool.



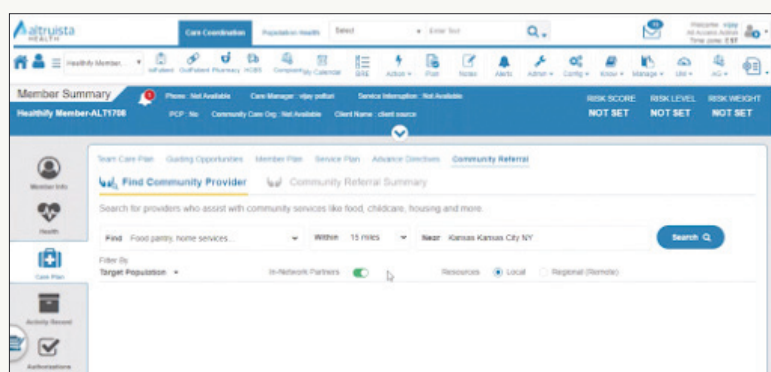
## Coordinate and track bidirectional, closed-loop referrals

WellSky makes it easy to send referrals to community-based organizations, track the status of referrals, and close the loop. Users are notified through the WellSky platform when the status of a referral changes.



Community-based organizations receive an automated email, notifying them of a new referral.

*The WellSky Social Care Coordination platform is interoperable with any system, including EHRs, care management platforms, and health information exchanges, so you don't need to change your workflows.*



WellSky Social Care Coordination is fully integrated with Altruista® Health's GuidingCare® platform, so users can search for community services, find organizations, send referrals, and close the loop, all from within one workflow.

## Access from your care management platform or EHR

You can keep your existing workflows intact when you integrate WellSky into your care management platform or EHR. We work with you to implement WellSky's HL7 and API integrations to ensure a seamless workflow for your users.



Social drivers of health solutions

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# Accountable social care networks

WellSky analyzes SDoH data about your membership to design an accountable network of community-based organizations that meet your members' specific social needs. WellSky makes a comprehensive inventory of the available social service resources in your community and develops strong relationships with them. WellSky's network development process is scalable and evolves as the needs of your membership changes.



WellSky network

- Out of network CBOs
- In network CBOs

	Design	Build	Monitor	Evaluate
KEY ACTIVITIES	Research & analysis Internal capability assessment	Network design CBO outreach Due diligence	Contract execution CBO onboarding Guided touchpoints	SLA adherence tracking Ongoing CBO partner engagement
KEY DELIVERABLES	Network strategy report	CBO scorecards CBO selection	Executed CBO contracts CBOs go live CBO performance	Reporting Network performance reporting



# Reporting

WellSky provides robust data and reporting that inform your SDoH strategy. Dashboards provide easy-to-understand metrics, and data extracts enable you to perform your analysis.

- ## Executive Insights Reporting

The Executive Insights report enables executive stakeholders to gain valuable insights into SDoH initiatives and guide ongoing network development strategies. This report visualizes key metrics of user engagement, screenings, searches, referrals, and referral outcomes, stratifying each across SDoH categories, patient demographics, referral status, and more.

- ## Operational Reporting

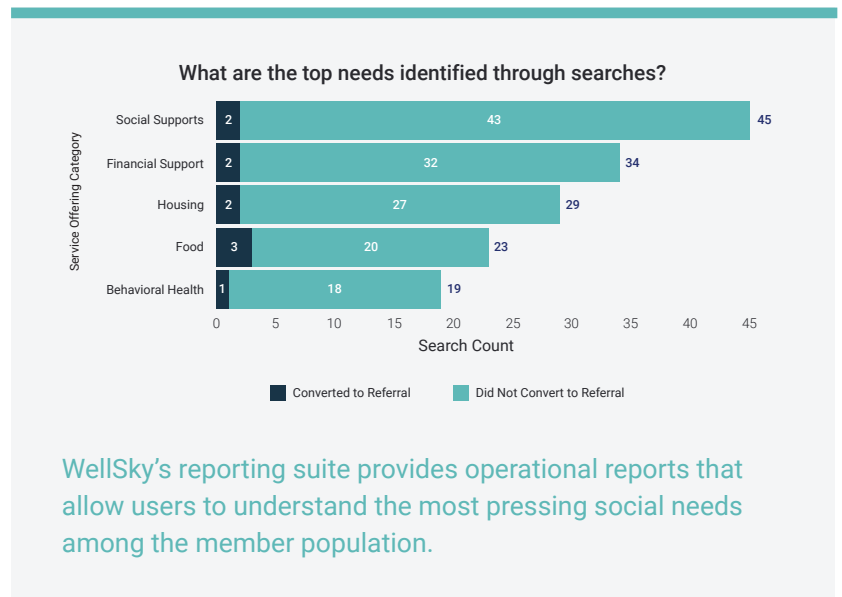
The Operational Reports enable supervisors to monitor usage to support ongoing engagement. This report visualizes key metrics of user engagement, screenings, searches, referrals, and referral outcomes, stratifying each across individual users, user groups, and community partners.

- ## Network Dashboards

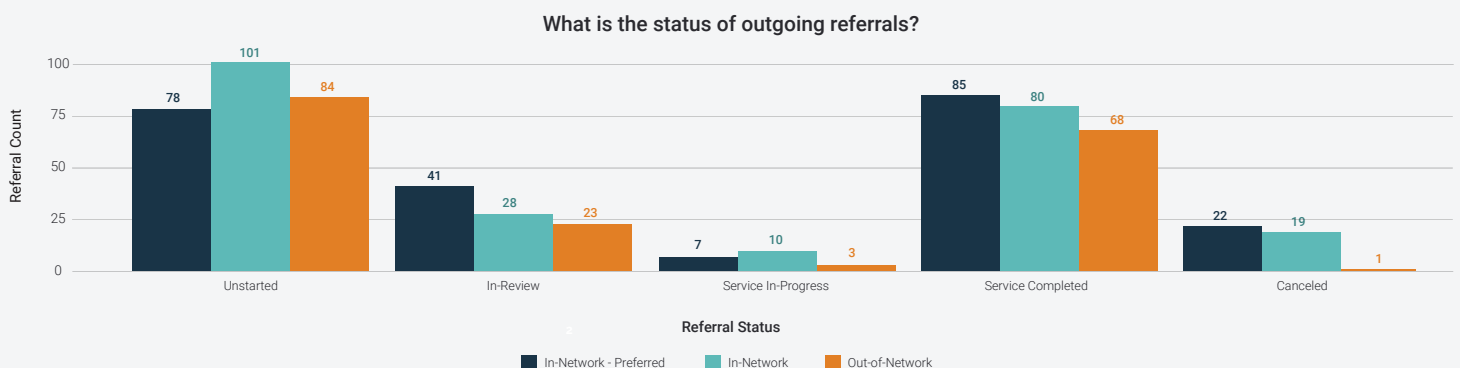
The Network Dashboards enable you to monitor and track the activity of community-based organizations within the network so you can understand the efficacy of the network.

- ## Data Extracts

Data Extracts enable you to perform your analysis to measure SDoH interventions' efficacy within a larger population health dataset. WellSky provides you with access to underlying activity data that can be tied back to member records within claims or medical utilization datasets. The data includes screenings, searches, referrals, and referral outcomes.



WellSky Social Care Coordination reports allow users to understand the status of referrals.







## About WellSky®

WellSky is a technology company leading the movement for intelligent, coordinated care. Our next-generation software, analytics, and services power better outcomes and lower costs for stakeholders across the health and community care continuum. In today's value-based care environment, WellSky helps providers, payers, health systems, and community organizations solve tough challenges, improve collaboration for growth, harness the power of data analytics, and achieve better outcomes by further connecting clinical and social care. WellSky serves more than 20,000 client sites — including the largest hospital systems, blood banks, cell therapy labs, blood centers, home health and hospice franchises, post-acute providers, government agencies, and human services organizations. Informed by more than 40 years of providing software and expertise, WellSky anticipates clients' needs and innovates relentlessly to ultimately help more people thrive. For more information, visit [wellsky.com](https://www.wellsky.com).