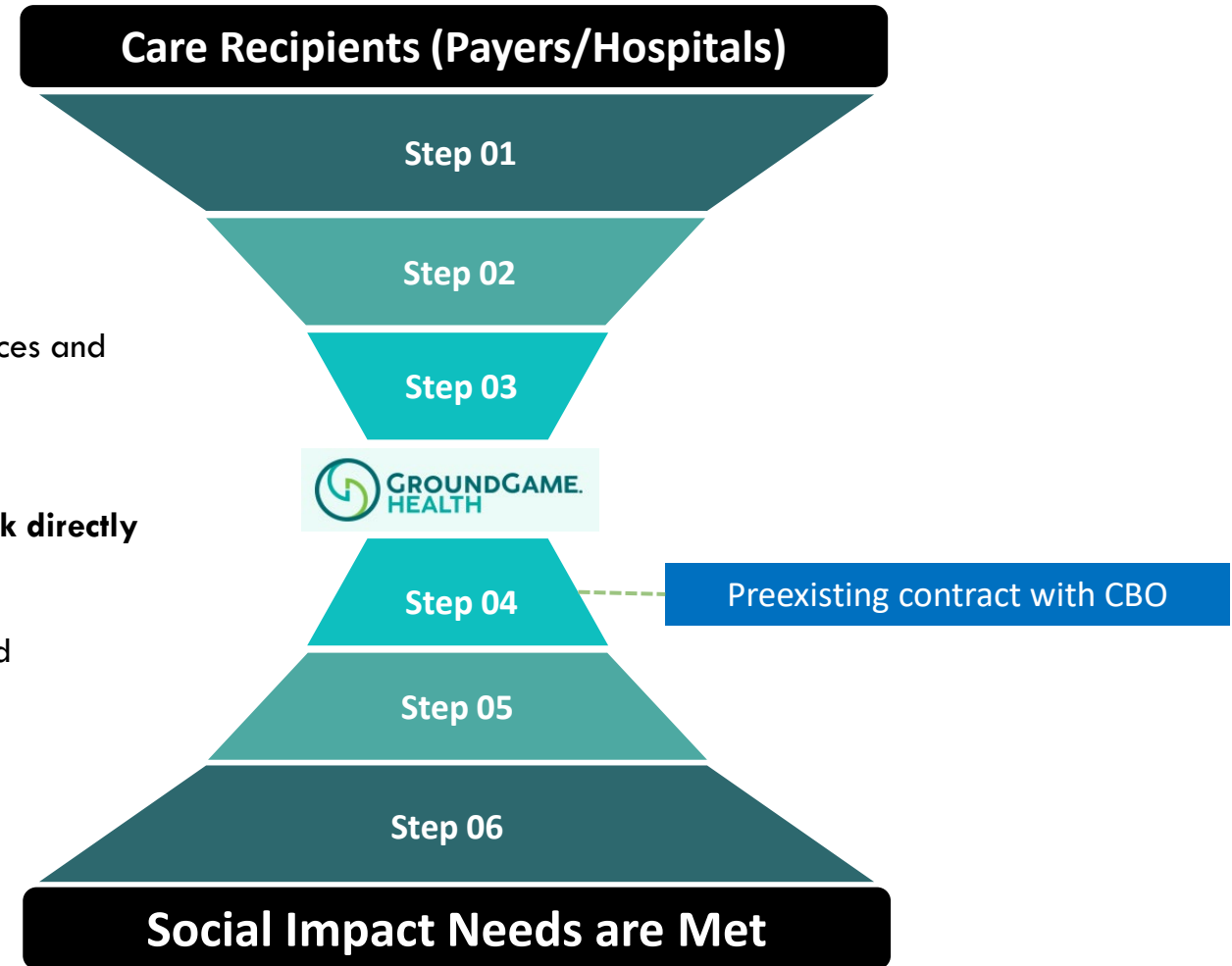


More than 45% of healthcare consumers have at least one unmet basic need that affects their health and cost of care.

Our Proven Last Mile Solution at Scale Identifies and Closes Member Gaps

- 1 **Identification** of the population with social needs
- 2 **Bi-directional digital integration** capabilities with customers such as referrals, care plans, and claims etc.,
- 3 **Implify™** platform **intelligently routes** the information to relevant resources and documents activity and results
- 4 GGH staff, local community organizations and/or resource providers **work directly with the people** who need help
- 5 **Implify™** platform creates a **secure, cohort-based structure** to assess and capture needs, document gaps identified, and the resources provided
- 6 **Implify™** platform enables **up & down stream billing and payments** via invoices and claims



GGH provides **constant feedback loop & metrics to meet various customer needs**

Helping real people on the ground

Who

50 year old woman in Virginia in a commercial plan

Challenges

Member is a survivor of domestic abuse, including repeated sexual assault at the hands of her ex-husband. She has been divorced for 2 years and struggles daily with mental health because of her trauma. She struggles to eat and sleep and feels that her stress and anxiety are causing her body to shut down. She wants to take legal action against her abuser but has no idea where to begin.

Actions taken

- CC sent her resources for survivors of abuse, as well as information related to her other needs, including the United Way's Community Assistance Network, THRIVE Peninsula website, Catholic Charities of Eastern Virginia website, and a contact number to discuss her legal options.

*de-identified real person GGH has supported



CCHI Health Related Social Care

- Service Coordination

Administrative Functions & Operational Infrastructure:

- Contract Negotiations & Management
- Comprehensive Health IT Platform
- Network Training, TA & Quality Assurance

Value Added Member Support Products Available

- Family Caregiver
- Care Transitions
- Chronic Disease Self-Management
- Social Engagement
- Advance Care Planning



**Better Outcomes
for Hoosiers**



78,383

Individuals helped



164,613

Social impact needs met



\$19 million

Flowed to CBOs because of
our work