

AAAs at the Nexus of Social Care: Contracting with Health Care Entities

AAA Snapshot from the 2023 CBO-Health Care Contracting Survey

Since their creation by the Older Americans Act in 1973, Area Agencies on Aging (AAAs) have supported older adults to age well at home and in the community by developing, coordinating and delivering a wide range of home and community-based services that address health-related social needs (HSRNs). As policymakers and the health care sector have become increasingly aware of the negative impact that unmet social needs have on health, health care payers and providers are looking to improve care and outcomes by contracting with AAAs to provide social care services.

AAAs Provide a Variety of Social Care Services for People with Complex Care Needs Through Health Care Contracts

64% of AAAs with contracts provide case management/care coordination or service coordination through contracts with health care entities. Other commonly contracted services include:



Assessment for long-term services and supports (LTSS) eligibility (including level of care/functional assessment)

Assessment or screening for social determinants of health (SDOH) needs (e.g., food security, affordable housing, transportation)



Nutrition program (e.g., counseling, meal provision)

Person-centered planning



Transitions from hospital to home, including discharge planning and hospital readmission prevention program



Home care

Caregiver support, training or engagement



76% of contracting AAAs also support people with complex care needs through these contracts, such as:

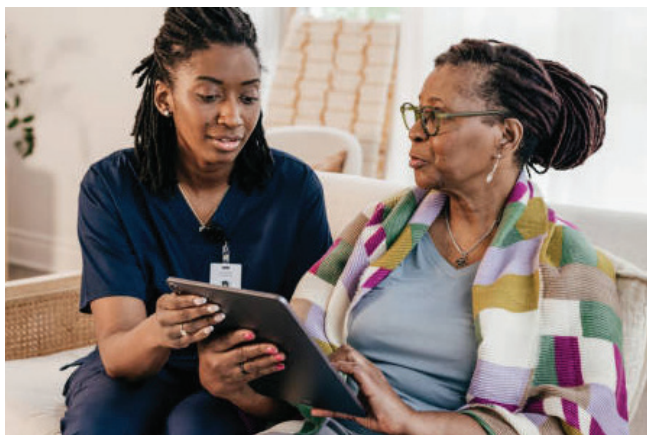
Individuals at high risk for ER use, hospitalization, or hospital readmission

Individuals at risk for nursing home placement

Individuals who are dually eligible for Medicare and Medicaid

Individuals with specific chronic illness diagnoses (other than dementia)

Individuals living with dementia



A Growing Percentage of AAAs Are Contracting With Health Care Entities

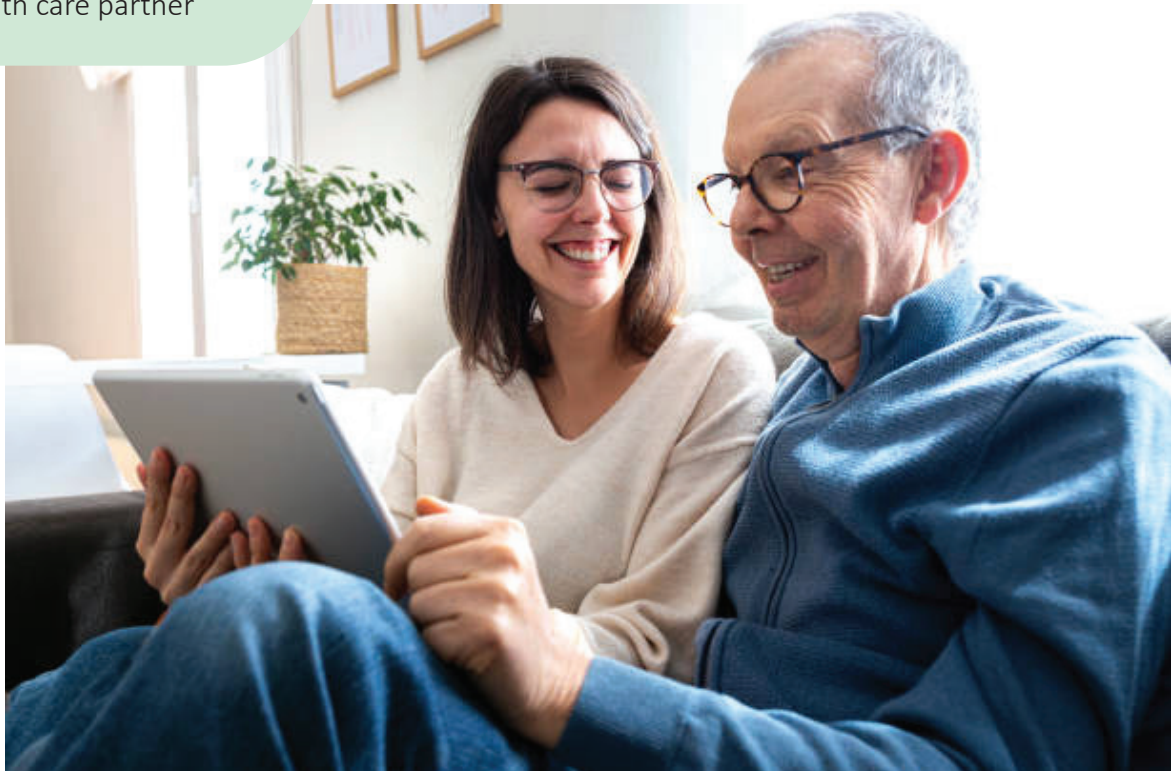


AAAs Are Contracting Through Networks

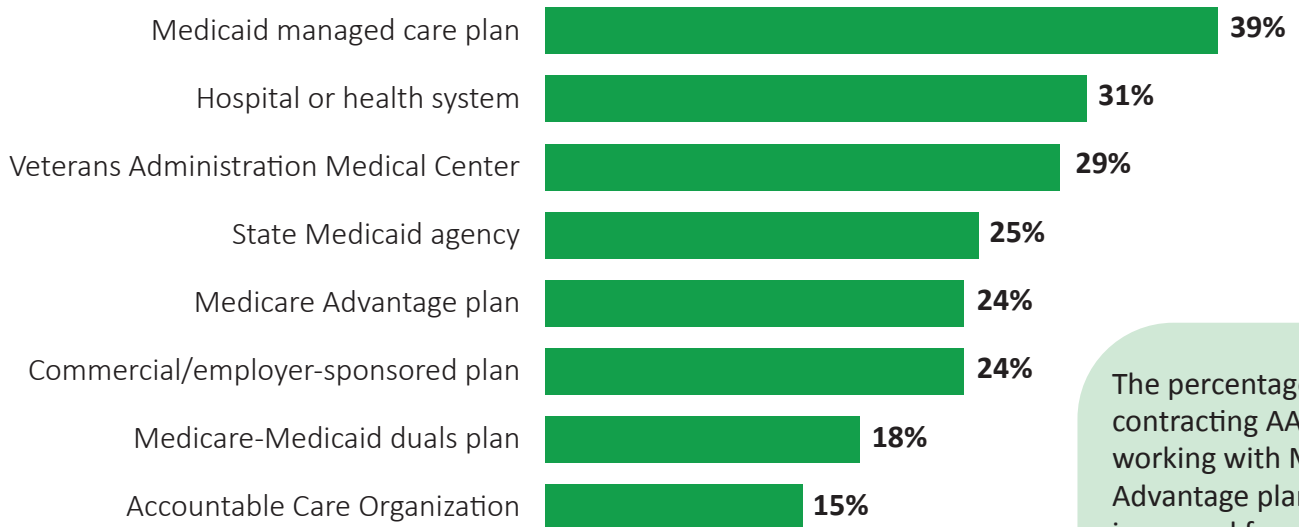
Growing numbers of AAAs are leading networks as Community Care Hubs (CCHs) and contracting through networks. CCHs streamline the contracting process for health care partners, help to attain a broader geographic reach and provide administrative and operational support for member organizations. Since 2017, the proportion of AAAs with contracts that report contracting as part of a network has increased from 22 percent to 39 percent.



91% of contracting AAAs have had a contract renewed by a health care partner

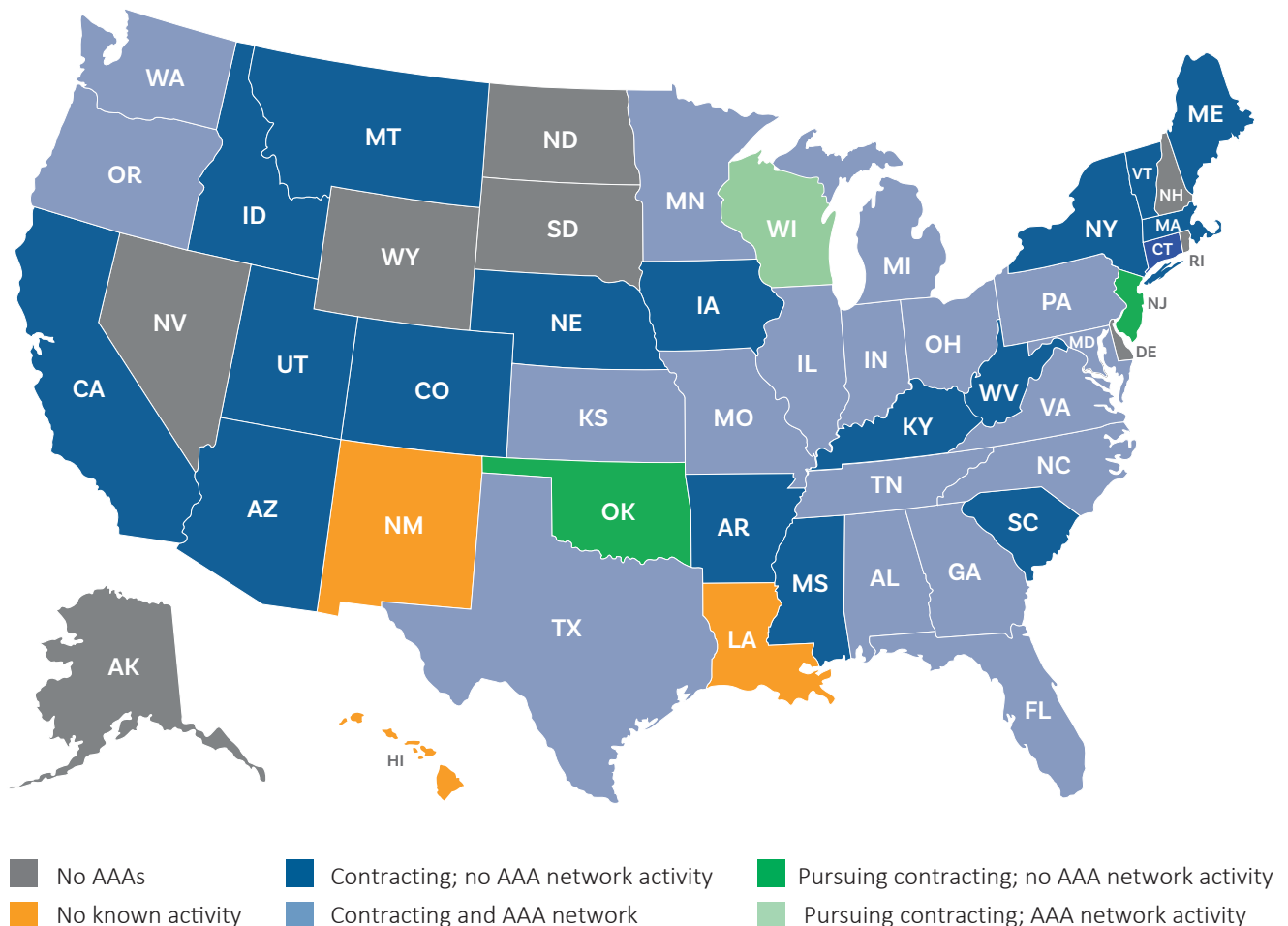


AAAs Contract With Many Different Health Care Entities, Including:



The percentage of contracting AAAs working with Medicare Advantage plans has increased from **4%** in 2017 to **24%** in 2023.

AAA-Health Care Contracting Status by State



AAAs experience both challenges and benefits in contracting with health care entities. The seven most significant challenges AAAs face in contracting are:

- Negotiation of price or contract terms
- Lack of awareness by health care entities of CBO programs and services
- Time it takes to establish a contract
- Staff turnover in the health care entity
- Common understanding of proposed programs or services
- Referrals and volume
- Staff turnover or shortages in your organization



The seven most significant benefits AAAs experience as a result of contracting are:

- Positioned their organization or network as a valuable health care partner
- Expanded visibility of their organization or network in the community
- Increased number of people served
- Increased organizational net revenue
- Enhanced their organization's or network's sustainability
- Expanded or enhanced the types of services offered
- Obtained funding from new sources



This infographic was developed by the Aging and Disability Business Institute (Business Institute). The Business Institute is led by USAging in partnership with the most experienced and respected organizations in the aging and disability networks, and funded by The John A. Hartford Foundation, The SCAN Foundation and the Administration for Community Living. The Business Institute builds the capacity of AAAs and other aging and disability CBOs as they seek to partner and contract with health care entities to better serve older adults, people with disabilities and caregivers. To understand how these relationships grow and change over time, the Business Institute, in partnership with the Scripps Gerontology Center of Excellence at Miami University, conducts recurring surveys on the contracting partnerships CBOs have with health care payers and providers. These surveys collect data from AAAs, Centers for Independent Living, nutrition services providers, senior centers and other CBOs that are contracting with health care providers and payers. Data in this infographic was gathered through the 2023 and 2017 surveys and focuses on AAA contracting. Visit www.aginganddisabilitybusinessinstitute.org/resources/cbo-health-care-contracting-survey to learn more.