



FQHC Transformation Investments

Federally qualified health centers (FQHCs) serve as the primary care home for nearly 30 million patients, including 1 in 5 Medicaid beneficiaries.* In recognition of the valuable role they play in our health care system, UnitedHealthcare Community & State is partnering with FQHCs in new ways to expand access to care and improve outcomes.

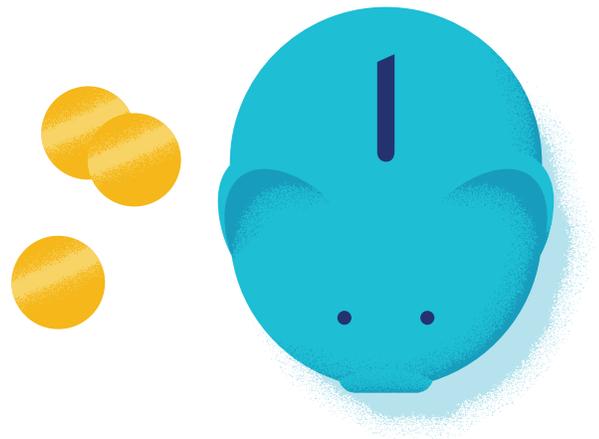
COVID-19 is an unprecedented public health emergency that has amplified existing health disparities and significantly affected the nation's safety net. In response, UnitedHealthcare Community & State launched the FQHC Transformation Investment Program to address decreased cash flow at FQHCs and the need to invest in capacity building efforts as a result of the historic shift in utilization caused by this public health emergency. The program has invested **\$20 million in over 300 health centers in 22 states**, serving more than 830,000 of our members.

Investment Overview

The FQHC Transformation Investment Program is a one-time investment based on a portion of the individual FQHC's 2019 utilization. With these investments, FQHCs can choose to dedicate the funds to one of the following five pathways based on the needs of their patient population:

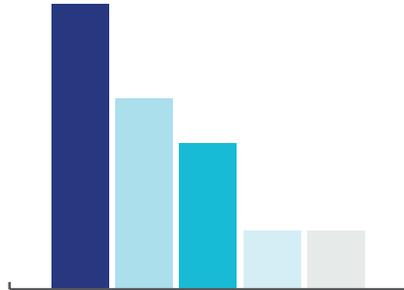
- Healthy Children
- Healthy Pregnancy
- People Living with Chronic Conditions
- Integrating Behavioral and Physical Health
- Addressing the Pandemic

The FQHCs then commit to specific process measures aligned with their selected pathways to demonstrate that they have translated the payment into targeted transformation efforts.



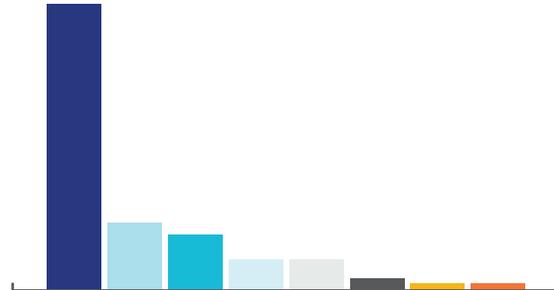
Outcome

With the Transformation Investments, FQHCs have pursued community-based solutions to expand access and improve outcomes. Most FQHCs have used the investments to focus on addressing community needs during the pandemic and serving those living with chronic conditions, the majority of which are building their telehealth and digital engagement capacity to meet those needs.



Pathway

- 39%** Addressing the Pandemic
- 26%** Living w/Chronic Conditions
- 20%** Healthy Children
- 8%** Healthy Pregnancy
- 8%** Integrating Behavioral and Physical Health

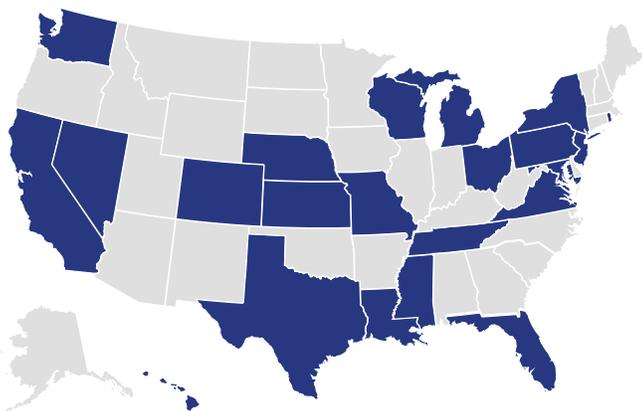


Capacity Building/Process Measure Focus

- 66%** Telemedicine & Digital Engagement
- 11%** COVID-19 Testing Expansion
- 9%** Novel Care Strategies
- 5%** Collaboration w/Community Orgs
- 5%** Addressing Social Needs
- 2%** Transitions of Care
- 1%** Contact Tracing
- 1%** Other

Market Examples

Here are some examples of how FQHCs are using the investments.



Missouri

A FQHC is implementing a telehealth solution for pediatrics and an outreach strategy focused on child well-visits and addressing social barriers.

Colorado

One FQHC is using investment funds to hire a full-time RN and support patients with addressing unmet social needs, such as food, utilities and transportation, that adversely affect health outcomes.

Hawaii

To expand patient access, a participating FQHC is implementing a telehealth platform for behavioral health services.

Ohio

One participating FQHC is implementing a robust patient-centered medical home approach for their high-risk patients with chronic health needs, which integrates behavioral health and social risk screening, by using digital platforms.



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