Developing a Business Case:

Questions to Consider for CBO Partnerships with MCOs and Provider Organizations

As your organization develops its ideas for a partnership with an MCO and/or provider organization, you will need to consider a series of questions related to evidence, staffing, data, target population, evaluation, reimbursement, and risks. The following questions offer guideposts for this planning. Responses to these questions may help your organization’s leadership evaluate the feasibility of a partnership concept and may also be useful to prospective MCO and provider organization partners during the planning process.

| Questions | Responses |
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| 1. Describe the SDoH intervention, highlighting elements that could be used to incorporate quality assurance. What is the anticipated ROI and/or evidence for the SDoH intervention?
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| 1. How will the CBO staff the SDoH intervention? Will new staff or additional training be required?
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| 1. What data will be exchanged with the applicable MCO and/or provider organization and at what intervals? What steps must be taken to obtain consent to share information across systems?
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| 1. What technology will be used to track and transmit these data?
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| 1. In what geographic area will the intervention be implemented?
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| 1. What is the target population for the intervention? What is the estimated volume of individuals who would receive the intervention and how will their eligibility be identified? How will individuals be selected? What agreements are needed to refer members?
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| 1. How will the intervention be tracked and evaluated? What measures will be used?
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| 1. What is the timeline for implementation?
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| 1. How will the CBO be paid for its SDoH intervention?
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| 1. What are the key risks of the proposed CBO-MCO-Provider partnership to implement this intervention? How might these risks be mitigated?
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Abbreviations. CBO: community-based organization; MCO: managed care organization; ROI: return on investment; SDoH: social determinants of health.