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## 2024 IHCP Works Annual Seminar

Social Determinants Of Health (SDOH):  
Food is Medicine (FIM)

# Agenda

- Review of Key Terms
- Food Insecurity and Malnutrition in Indiana
- Managed Health Services (MHS) Approach to Food Access
- How Providers Are Part of the Solution

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Who are We?

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# Who is MHS?

- MHS is a health insurance provider that has been proudly serving Indiana residents for over 25 years through Hoosier Healthwise (HHW), the Healthy Indiana Plan (HIP), and Hoosier Care Connect (HCC)
- Marketplace – Ambetter from MHS
- Medicare – Wellcare by Allwell

**MHS is your choice for better healthcare**

# MHS Products



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# Key Terms

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# Review Key Terms

- **Social Determinants/Drivers of Health (SDOH):** the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.
- **Food Insecurity:** the condition of not having access to sufficient food, or food of an adequate quality, to meet one's basic needs.
- **Hunger:** a feeling of discomfort or weakness caused by lack of food, coupled with the desire to eat; the distress associated with lack of food.
- **Malnourishment:** lack of proper nutrition, caused by not having enough to eat, not eating enough of the right things, or being unable to use the food that one does eat.
- **Food is Medicine (FIM):** a spectrum of programs and services that aim to treat or prevent diseases through nutrition, responding to the critical link between nutrition and health and connection to the health care system.

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# Food Insecurity and Malnutrition in Indiana

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# Food Insecurity and Malnutrition in Indiana

- In Indiana, 950,220 people are facing hunger – and of them 285,070 are children.
- People facing hunger in Indiana are estimated to report needing \$633,214,000 more per year to meet their food needs.

*That means each person experiencing hunger would need just over \$660 dollars per year to meet their needs.*

- US food insecurity rate: 12.8%  
Indiana's food insecurity rate: 13.9%  
Indiana's child food insecurity rate: 18.2%
- Of Indiana's food insecure population, 65% are above the Supplemental Nutrition Assistance Program (SNAP) threshold, meaning many of our neighbors' wages are simply not enough to make ends meet... yet too high to receive government aid.



# SNAP Monthly Income Limits and Maximum Allotment

The Supplemental Nutrition Assistance Program has two income limits: gross income and net income. **Gross income** is your total income, before taxes or any deductions. **Net income** is determined by subtracting certain allowable deductions from the gross income.

## Monthly Income Limits and Maximum Allotment

Household Size	Gross Income Monthly Limit	Net Income Monthly Limit	Maximum SNAP Allotment
1	\$1,580	\$1,215	\$291
2	\$2,137	\$1,644	\$535
3	\$2,694	\$2,072	\$766
4	\$3,250	\$2,500	\$973
5	\$3,807	\$2,929	\$1,155

# Food Insecurity and Malnutrition in Indiana

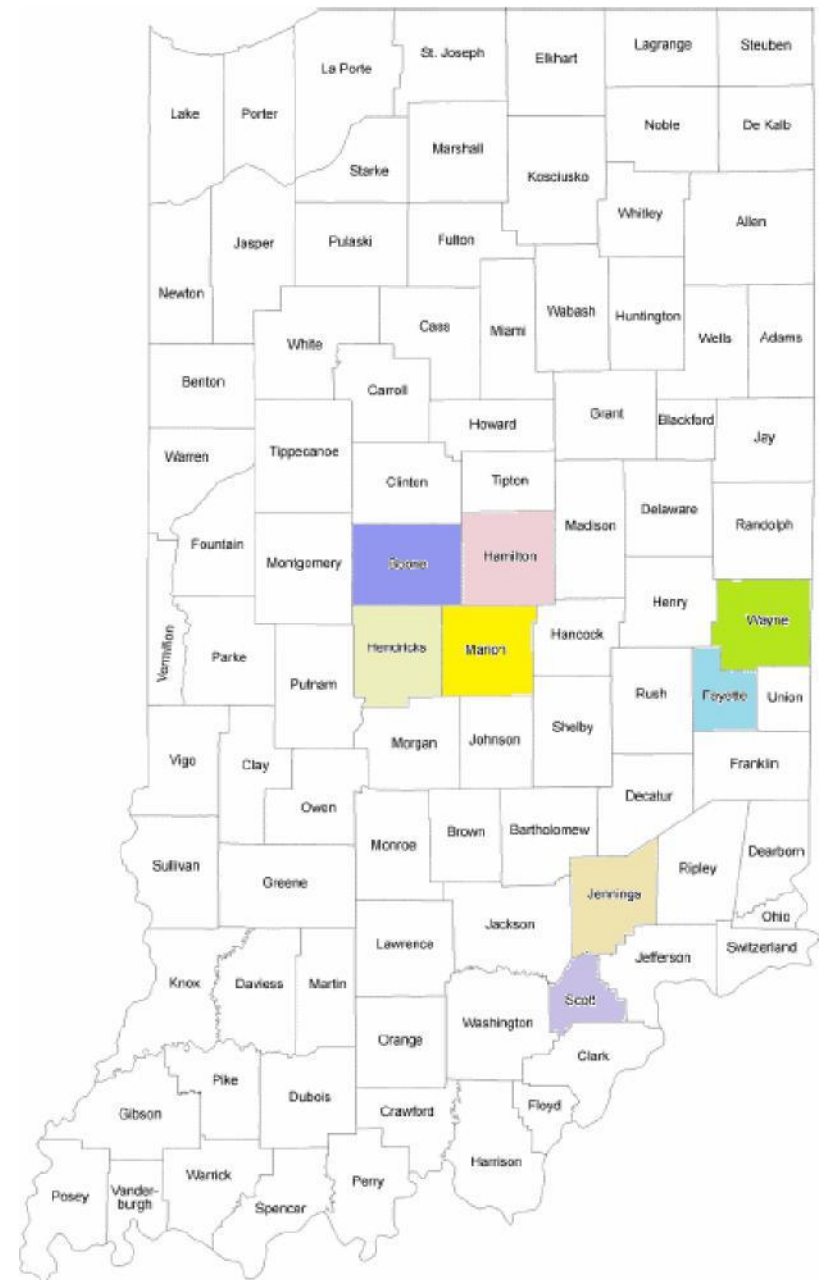
Indiana's largest county, **Marion County**, has the highest rate of child food insecurity with 23.9% of children facing food insecurity. Other counties rounding out the top 5:

- **Fayette County**, 22.9%
- **Scott County**, 22.1%
- **Wayne County**, 21.8%
- **Jennings county**, 19.5%

The issue is expanding even in the state's wealthiest counties. From 2021 to 2022, **Hamilton County's** food insecurity rate increased from 6% to 9.2%.

In **Boone County**, it increased from 6.7% to 10%.

In **Hendricks County**, it increased from 6.4% to 9.7%



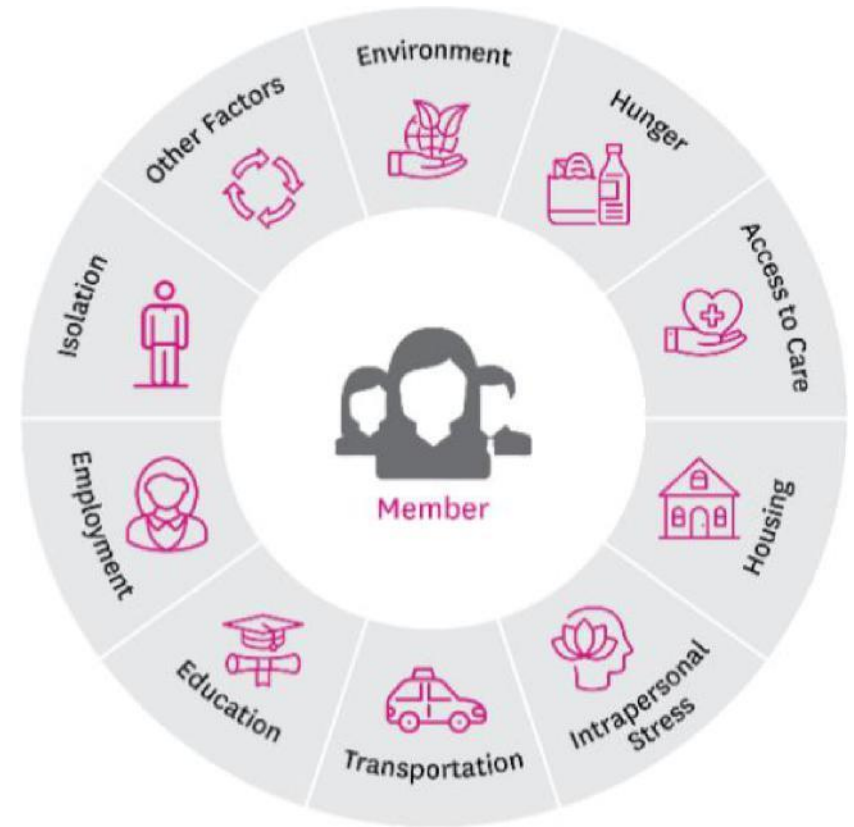
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# MHS Approach to Food Access

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# MHS Approach to Food Access

- MHS is committed to helping members meet social needs through a spectrum of programs and services that aim to treat or prevent diseases through nutrition, responding to the critical link between nutrition and health and connection to the health care system.



# MHS Approach to Food Access Cont.

Program Name	Brief Description
Post-Discharge Meals	Recently discharged members experiencing food insecurity and a high-risk condition such as diabetes or heart disease, Receive medically-tailored food boxes containing two weeks of frozen meals
Food Box Program	Members experiencing food insecurity, with limited access to food pantries, receive 2 boxes of pantry-stable foods
Live Great Program	Members receive \$20 a month, for six months, on their My Health Pays rewards card. This can be used at Wal-Mart to buy food and other necessities
SNAP Benefit Support	Case managers and SDOH specialists direct members to SNAP resources, such as the FSSA application <a href="#">website</a> and the Gleaners SNAP assistance <a href="#">website</a> or hotline at (317) 644-1280
Community Connection	<a href="#">Free, public database</a> of community resources given to members to assist with food, shelter, goods, employment, and other community resources



# GA Foods Post Discharge Meals and Pantry - Stable Food Boxes



# MHS Approach to Food Access

- Improved dietary intake
- Decreased healthcare utilization/spending
- Improved health outcomes
- Decreased depression symptoms
- Improved health status/food security
- Decreased tradeoffs between food and prescriptions
- Improved health status
- Increased daily living independence



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Providers Are Part of The  
Solution

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# How Providers Are Part of the Solution

While there are many possible ways a provider can support a member that has identified an SDOH need, we will review three here:

1. [MHS Community Connect](#)
2. Local Organization Direct Referral (*with warm handoff*)
3. MHS Direct Referral Using the Provider Portal

# MHS Community Connect

Provide a list of local resources using [MHS Community Connect](#)




Find free or reduced-cost resources like food, housing, financial assistance, health care, and more.

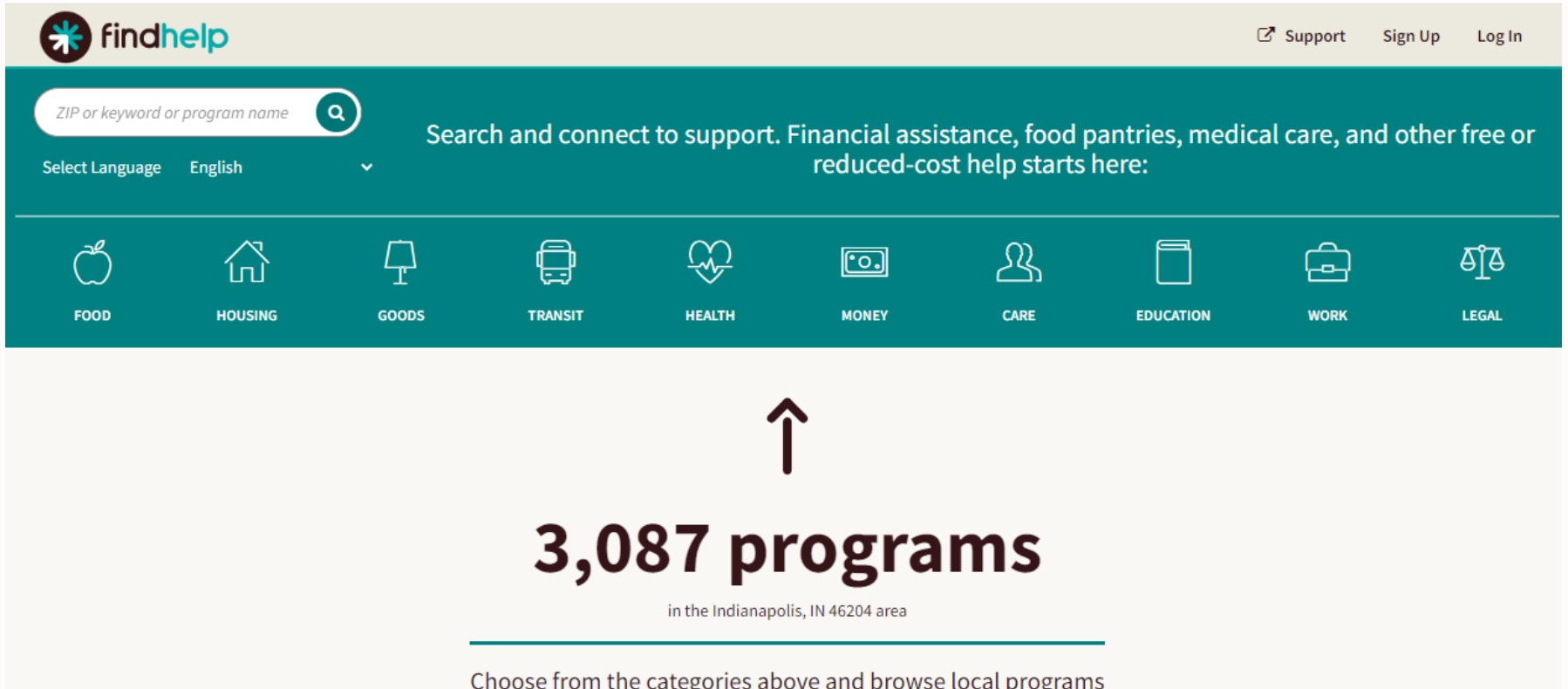
**Help starts here.**

ZIP

46204

 Search

# MHS Community Connect Cont.



**findhelp** Support Sign Up Log In

ZIP or keyword or program name

Select Language English

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here:

- FOOD
- HOUSING
- GOODS
- TRANSIT
- HEALTH
- MONEY
- CARE
- EDUCATION
- WORK
- LEGAL

↑

## 3,087 programs

in the Indianapolis, IN 46204 area

Choose from the categories above and browse local programs

# MHS Community Connect Cont.

The screenshot displays a navigation menu with four categories: FOOD, HOUSING, GOODS, and TRANSIT. The FOOD category is highlighted with a dark red background. Below the menu, there are two main content areas. The left area lists 'Community Gardens', 'Emergency Food', and 'Food Delivery'. The right area shows 'Food Pantry - All (106)'. A red arrow points to the 'Food Pantry' link in the left sidebar, which is highlighted in light yellow. Below this, there is a dark teal box containing 'Help Pay For Food' (with a right-pointing arrow), 'Meals', and 'Nutrition Education'.

- FOOD** (highlighted)
- HOUSING**
- GOODS**
- TRANSIT**

**Community Gardens**

**Emergency Food**

**Food Delivery**

**Food Pantry - All (106)**

**Food Pantry** (highlighted with red arrow)

**Help Pay For Food** >

**Meals**

**Nutrition Education**

**Food and Clothes Pantry**

by Metro Baptist Church

Reviewed on: 08/22/2024

Metro Baptist provides free food and clothes to families and individuals in need. During this ministry time, you will meet with a caregiver, receive Biblical counsel and prayer. This program...

Main Services: food pantry, clothing, spiritual support

Serving: anyone in need, all ages, individuals, families

MORE INFO



CONTACT HERE

**Next Steps:**

Contact or go to the nearest location.

0.56 miles (serves your local area)

952 North Pennsylvania Street, Indianapolis, IN 46204

Closed Now See open hours

**Food Pantry**

by Southeast Community Services, Inc.

Reviewed on: 08/22/2024

The food pantry provides quality food items to households experiencing food insecurity. This program supplies critical nutrition to hungry individuals and families. This program provides: - Food...

Main Services: emergency food, food pantry, clothing

Other Services: help pay for work expenses, credit counseling, tax preparation, ged/high-school equivalency, skills & training, computer class, interview training, resume development, help find work

Serving: anyone in need, all ages, individuals, families

MORE INFO



APPLY ON THEIR SITE

**Next Steps:**

Call 317-236-7400 or apply on their website

1.64 miles (serves your local area)

924 Shelby Street, Indianapolis, IN 46203

Closed Today See open hours

**Jesus Food Pantry**

by First Free Methodist Church

Reviewed on: 08/22/2024

First Free Methodist Church provides a food pantry that helps alleviate hunger in the community with an environment of respect, care and hospitality. This program provides: - Food to meet basic...

Main Services: food pantry

Serving: anyone in need, all ages

MORE INFO



CONTACT HERE

**Next Steps:**

Contact or go to the nearest location or call 317-638-2628.

1.96 miles (serves your local area)

1215 Tecumseh Street, Indianapolis, IN 46201

Closed Today See open hours

# MHS Community Connect

**Eligibility:** Anyone can access these services.

**Availability:** available

**Description:** Metro Baptist provides free food and clothes to families and individuals in need. During this ministry time, you will meet with a caregiver, receive Biblical counsel and prayer.

This program provides:

- Food pantry
- Clothing
- Spiritual support

Be sure to bring a form of identification as well as a rent receipt or utility bill with your name and address on it.

**Languages:** English

**Cost:** Free

**Next Steps:** Contact or go to the nearest location

**Website:** [📍 Program's Website](#)

**Facebook:** [📍 Program's Facebook](#)

# MHS Community Connect Cont.

**Coverage Area:** This program covers residents of the following cities: Indianapolis, IN.

**Documents Required**

Identification:	Photo ID
Proof of Residency:	Utility Bill or Rent receipt

**Last Reviewed:** Jul 04, 2024

## Metro Baptist Center

📍 0.56 miles away - [Get Directions](#)

952 North Pennsylvania Street  
Indianapolis, IN 46204

Phone: [317-687-0075](tel:317-687-0075)

### Closed Now

Sunday: Closed

Monday: Closed

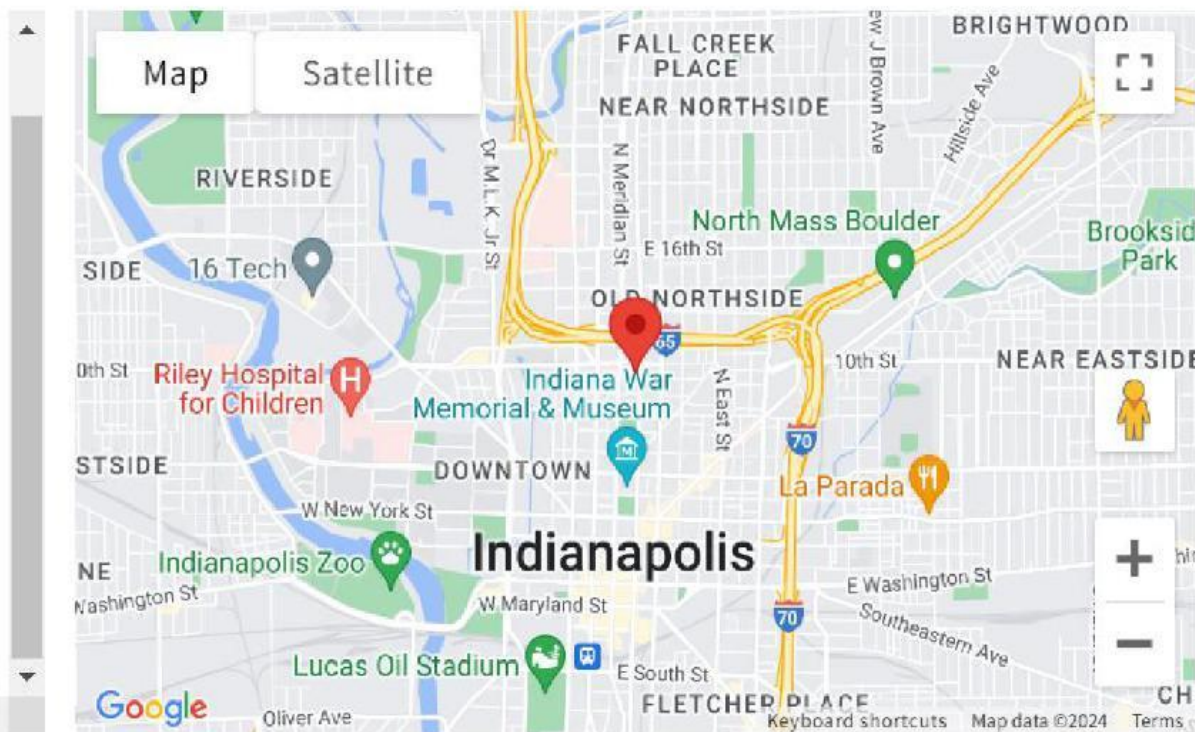
Tuesday: 10:00 AM - 1:30 PM EDT

Wednesday: Closed

Thursday: 10:00 AM - 1:30 PM EDT

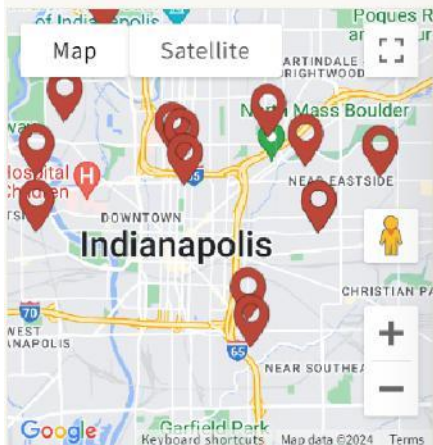
Friday: Closed


Saturday: Closed





# MHS Community Connect Cont.



Notice out-of-date information or see a program you work for? Click  **Suggest** to share an update or claim your program listing to get access to free tools and data.

## Food and Clothes Pantry

by Metro Baptist Church

✓ Reviewed on: 07/04/2024

Metro Baptist provides free food and clothes to families and individuals in need. During this ministry time, you will meet with a caregiver, receive Biblical counsel and prayer. This program...

📍 Main Services: [food pantry](#), [clothing](#), [spiritual support](#)

👤 Serving: [anyone in need](#), [all ages](#), [individuals](#), [families](#)

### Next Steps:

Contact or go to the [nearest location](#).

📍 0.56 miles (serves your local area)

952 North Pennsylvania Street,  
Indianapolis, IN 46204

🕒 **Closed Today** See open hours ▾

MORE INFO ▾



SAVE



SHARE



NOTES



SUGGEST

REFER

## Tell someone about this program!

✉ SEND AN EMAIL

📱 SEND A TEXT

📘 SHARE ON FACEBOOK

Your Name\*

Kelli M.

To\*

Email of the person you're sending this to.

Message

# Direct Referral: Warm Handoff

Referrals to local organizations to support SDOH needs are often most effective when the referring office (you as the provider) connects the individual (patient) directly by contacting the community organization on their behalf (by email or phone) while the patient is still present, which will ensure the patient is:

- ✓ Willing to engage services
- ✓ Eligible
- ✓ Able to access services
- ✓ Able to communicate the need

# Direct Referral: Using the Provider Portal

**Step 1:** Log into provider account

<https://www.mhsindiana.com/providers/login.html>

- Provider Portal Homepage displays

**Step 2:** Look up member information using Quick Actions

- Enter Member ID and DOB
- Choose View Eligibility and Patient Information
- Click **Submit**

The screenshot shows the mhs Provider Portal interface. At the top, there are navigation tabs for Eligibility, Patients, Authorizations, Claims, Messages, and Help. Below this is a dashboard for a user named Regina, with fields for TIN and Plan Type (Medicaid) and a GO button. A yellow warning banner mentions a Change Healthcare outage. Below that are two informational boxes: one for Notification of Pregnancy (NOP) and one for a Please Note regarding claims information updates. The main content area is titled 'Welcome, Regina!' and includes an 'Admin Settings' section with buttons for 'Add User', 'Edit User Access', and 'Add a TIN'. At the bottom, the 'Quick Actions' section contains a form with fields for 'Member ID or Last Name', 'Member Date of Birth', and 'Select Action Type', followed by a 'SUBMIT' button. A red arrow points to the SUBMIT button.

# Direct Referral: Using the Provider Portal cont.

The screenshot displays the mhs Provider Portal interface. At the top, there is a navigation bar with icons for Eligibility, Patients, Authorizations, Claims, Messaging, and Help. Below this, a header section shows 'Viewing Eligibility For: TIN' and 'Plan Type' set to 'Medicaid', with a 'GO' button. The main content area is titled 'Member Name' and includes a 'Back to Eligibility Check' button. A left-hand navigation menu lists various options: Overview, Cost Sharing, Assessments, Health Record, ADT, Care Plan, Authorizations, Referrals, Coordination of Benefits, Claims, Power Account Service Estimate, Document Resource Center, and Notes. The 'Referrals' tab is highlighted with a red arrow. The main content area shows an 'Overview' section with a green banner stating 'This patient is eligible as of today, Jul 8, 2024'. Below this, there are sections for 'Patient Information' and 'PCP Information', both of which are blurred. A 'Print Eligibility Overview' link is visible in the top right of the main content area.

**Step 3:** Click on the **Referrals** tab

# Direct Referral: Using the Provider Portal

Cont.

**Step 4:** Select source drop-down menu: **Case Management** and add **Additional Comment** with SDOH referral and click **Submit**

The screenshot shows the 'Referrals' form in the mhs Provider Portal. The form is titled 'Member Name' and has a 'Back to Patient List' button. The left sidebar contains navigation options: Overview, Cost Sharing, Assessments, Health Record, ADT, Care Plan, Authorizations, Referrals (highlighted), Coordination of Benefits, Claims, Power Account Service Estimate, Document Resource Center, and Notes. The main form area includes the following fields:

- \*Source: Case Management (dropdown menu, highlighted with a red arrow)
- \*Date: 07/08/2024, 3 (dropdown), 5 (dropdown), PM (dropdown)
- Submitting Providers Last Name, First Name: Pirtle, Regina
- Phone Number, Extension: ( ) \_ - \_
- Additional Comments: SDOH Team Housing need identified by Provider on 7/8/24 (text area, highlighted with a red arrow)
- Reason(s) for Referral (select all that apply):
  - Behavioral Health Services
  - Care Coordination
  - Co-Morbid Medical and Behavioral
  - Complex Medical Issues
  - High Risk Member
  - High Risk Pregnancy
- Submit (button, highlighted with a red arrow)

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# Additional SDOH Referral Resources

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# SNAP Assistance

According to the FSSA (Family and Social Services Administration), the Supplemental Nutrition Assistance Program provides food assistance to low-and no-income people and families living in the United States. It is a federal aid program administered by the Food and Nutrition Service of the U.S. Department of Agriculture however, distribution of benefits occurs at the state level. In Indiana, the Family and Social Services Administration is responsible for ensuring federal regulations are initially implemented and consistently applied in each county.

- FSSA/SNAP website  
<https://www.in.gov/fssa/dfr/snap-food-assistance/>
- Gleaners SNAP Hotline  
<https://www.gleaners.org/snap-outreach/>
- Double Up Bucks  
<https://doubleupindiana.org/>
- Sun Bucks (Summer EBT)  
<https://www.fns.usda.gov/summer/sunbucks>

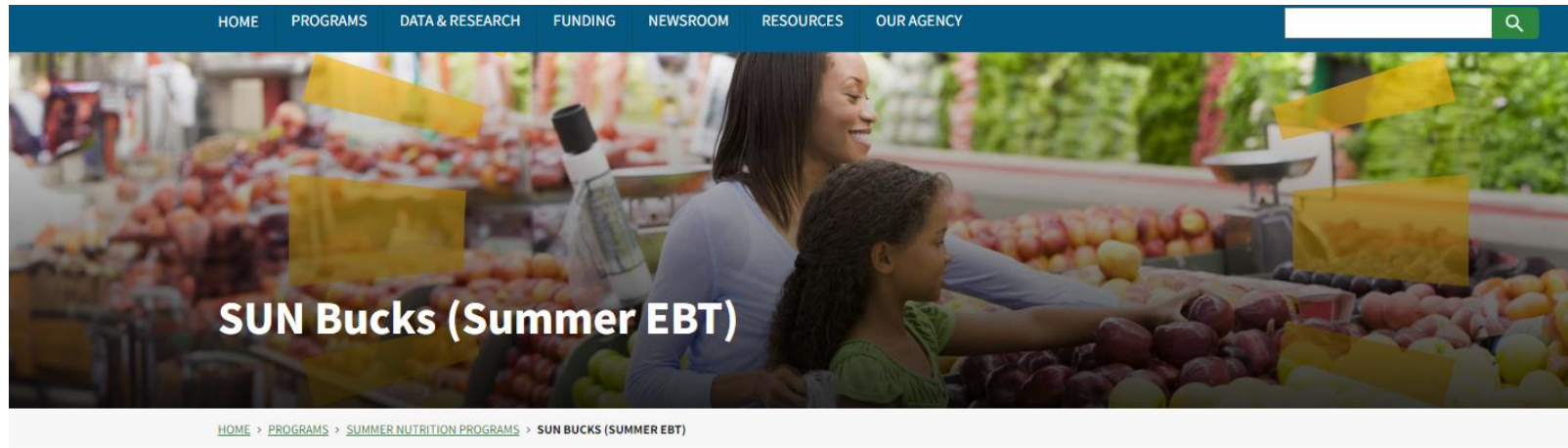


# SNAP Assistance Cont.

The image shows a screenshot of the Double Up Indiana website. At the top right, there is a search bar and a yellow button labeled "GET UPDATES". Below the navigation bar, the main heading reads "GET DOUBLE THE FRUITS & VEGGIES" in large white letters. In the bottom left of the banner, there is a circular logo with a carrot and the text "DOUBLE UP INDIANA". To its right is a blue "Hoosier Works" card with a star pattern, displaying the number "3472 6096 1200 1205" and the name "Joseph Kemper". To the right of the card, the text says "Use your SNAP/EBT Card to get more fruits and vegetables with Double Up Food Bucks!". The background of the banner is a close-up of fresh carrots.



# SNAP Assistance Cont.



## Summer Grocery Benefit for Kids

SUN Bucks is a new grocery benefit available across most of the U.S. Families with eligible school-aged children can get \$120 per child to buy groceries during the summer. SUN Bucks may have a different name depending on your location.

Families can receive SUN Bucks on top of other benefits like SNAP and WIC, and children can continue to enjoy free [SUN Meals](#) from local meal sites or with [SUN Meals To-Go](#).



## How to Get SUN Bucks

**If you're already enrolled in benefits like SNAP, TANF, or FDPIR**, your school-age children will automatically be enrolled in SUN Bucks if it's available where you live. Also, if your child attends a school that offers the National School Lunch Program or School Breakfast Program (NSLP/SBP), and your household income meets the requirements for free or reduced-price school meals, your child may automatically be enrolled in SUN Bucks.

**If you are NOT automatically enrolled**, you can apply for SUN Bucks directly. To qualify, you must meet income limits and other requirements.

Once you're enrolled, SUN Bucks may be automatically added to your SNAP account, issued as a separate electronic benefit transfer (EBT) card, or sent in other ways depending on where you live.

# Additional National and State Assistance

<b><u>PROGRAM</u></b>	<b><u>DESCRIPTION</u></b>	<b><u>ELIGIBILITY</u></b>
<a href="#"><u>WIC (Women, Infants, and Children)</u></a>	Nationally recognized nutrition program that improves access to nutritious foods and promoting healthier eating and lifestyles.	Income guidelines Usually automatically available to Medicaid, Temporary Assistance for Needy Families (TANF) or SNAP recipients.
<a href="#"><u>The Emergency Food Assistance Program (TEFAP)</u></a>	USDA provides food to states to distribute to local food banks and pantries	Income, residency and household size guidelines.
<a href="#"><u>Commodity Supplemental Food Program (CSFP)</u></a>	Aims to improve the health of those 60+ and low-income by sending monthly food packages with nutritious USDA commodity food.	60+ Income and residency guidelines Application process
<a href="#"><u>Senior Farmers' Market Nutrition Program (SFMNP)</u></a>	Provides low-income seniors with access to locally grown fruits, vegetables, and edible herbs	60+ Income and residency guidelines

# WIC Assistance

[Home](#) [Health Home](#) > [WIC Home](#)

[Eligibility Requirements](#)

[How to Apply](#)

[Contact & Information](#)

[Data](#)

**Information for:**

[WIC Clients](#)

[WIC Staff](#)



[Farmers' Markets/Stands](#)



[Commodity Food Programs](#)

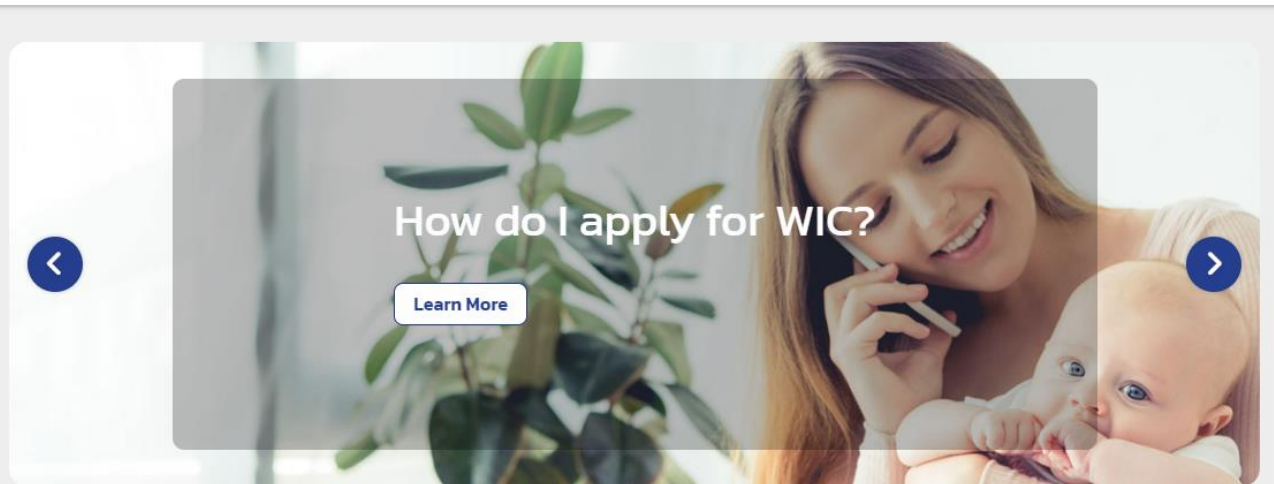
[Seniors](#)

[Vendors](#)

**Learn More**

 [I Want To](#) 

 [Online Services](#) 



How do I apply for WIC?

[Learn More](#)



WIC (Women, Infants, and Children) is a nutrition program, nationally recognized as an effective means for improving access to nutritious foods and promoting healthier eating and lifestyles. The Indiana WIC Program serves an average of 145,000 women, infants, and children each month through a statewide network of 140 WIC clinics. Indiana WIC supports \$105 million in food sales at more than 600 Indiana WIC-authorized grocery stores and pharmacies.

**WIC Provides:**

- Nutrition and health screening and assessment
- Nutrition education and counseling
- Breastfeeding education and support
- Referrals to other Indiana health, family, and social services
- Supplemental healthy foods designed to meet special nutrition needs



 [WIC FAQs](#)

# Food Bank Map



Division of  
**Women, Infants & Children**

**Food Bank of Northern Indiana**  
Executive Director: Marijo Martinec  
[mmartinec@feedindiana.org](mailto:mmartinec@feedindiana.org)  
Contact: Brandy Love  
[blove@feedindiana.org](mailto:blove@feedindiana.org)  
702 S. Chapin Street  
South Bend, IN 46601  
574-232-9986 or 800-879-7040



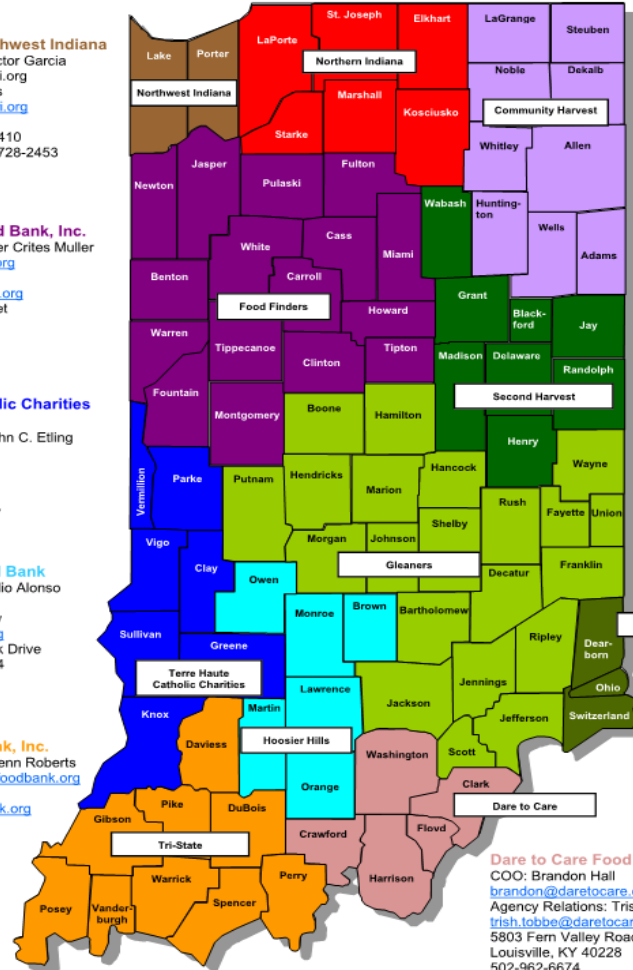
**Food Bank of Northwest Indiana**  
Executive Director: Victor Garcia  
[vgarcia@foodbankwi.org](mailto:vgarcia@foodbankwi.org)  
Contact: Tricia Sheaks  
[tsheaks@foodbankwi.org](mailto:tsheaks@foodbankwi.org)  
6490 Broadway  
Merrillville, Indiana 46410  
219-980-1777 or 888-728-2453

**Food Finders Food Bank, Inc.**  
Executive Director: Kier Crites Muller  
[kcrites@food-finders.org](mailto:kcrites@food-finders.org)  
Contact: Katy Travis  
[bktravis@food-finders.org](mailto:bktravis@food-finders.org)  
1204 Greenbush Street  
Lafayette, IN 47904  
765-471-0062

**Terre Haute Catholic Charities Food Bank**  
Executive Director: John C. Etling  
[jetling@ccthin.org](mailto:jetling@ccthin.org)  
Contact: Jo Catterson  
[jcatterson@ccthin.org](mailto:jcatterson@ccthin.org)  
430 N 14 1/2 Street  
Terre Haute, IN 47807  
812-235-3424

**Hoosier Hills Food Bank**  
Executive Director: Julio Alonso  
[julio@hhfoodbank.org](mailto:julio@hhfoodbank.org)  
Contact: Casey Steury  
[usda@hhfoodbank.org](mailto:usda@hhfoodbank.org)  
2333 W Industrial Park Drive  
Bloomington, IN 47404  
812-334-8374

**Tri-State Food Bank, Inc.**  
Executive Director: Glenn Roberts  
[glennroberts@tristatefoodbank.org](mailto:glennroberts@tristatefoodbank.org)  
Contact: Trisha Cook  
[usda@tristatefoodbank.org](mailto:usda@tristatefoodbank.org)  
2504 Lynch Road  
Evansville, IN 47711  
812-303-3594



**Community Harvest Food Bank**  
President: Carmen Cumberland  
[cumberland@communityharvest.org](mailto:cumberland@communityharvest.org)  
Contact: Melissa Hoover  
[mhoover@communityharvest.org](mailto:mhoover@communityharvest.org)  
1010 N Coliseum Blvd  
Ft. Wayne, IN 46805  
260-447-3696 or 888-774-1465

**Second Harvest Food Bank of East Central Indiana, Inc.**  
Executive Director: Bekah Clawson  
[bclawson@curehunger.org](mailto:bclawson@curehunger.org)  
Contact: Jenn Eber  
[jeber@curehunger.org](mailto:jeber@curehunger.org)  
6621 N Old State Road 3  
Muncie, IN 47303  
765-287-8698 or 800-886-0882

**Gleaners Food Bank of Indiana**  
President/CEO: Fred Glass  
[fglass@gleaners.org](mailto:fglass@gleaners.org)  
Agency Relations: Nikki Aughinbaugh  
[naughinbaugh@gleaners.org](mailto:naughinbaugh@gleaners.org)  
3737 Waldemere Ave.  
Indianapolis, IN 46241  
317-925-0191 or 800-944-9166

**FreeStore Food Bank**  
President/CEO: Kurt Reiber  
[kreiber@freestorefoodbank.org](mailto:kreiber@freestorefoodbank.org)  
Agency Relations: Michael Truitt  
[mtruitt@freestorefoodbank.org](mailto:mtruitt@freestorefoodbank.org)  
Administrative Offices  
1141 Central Parkway  
Cincinnati, OH 45202  
Distribution Center  
1250 Tennessee Ave.  
Cincinnati, OH 45229  
513-482-4500

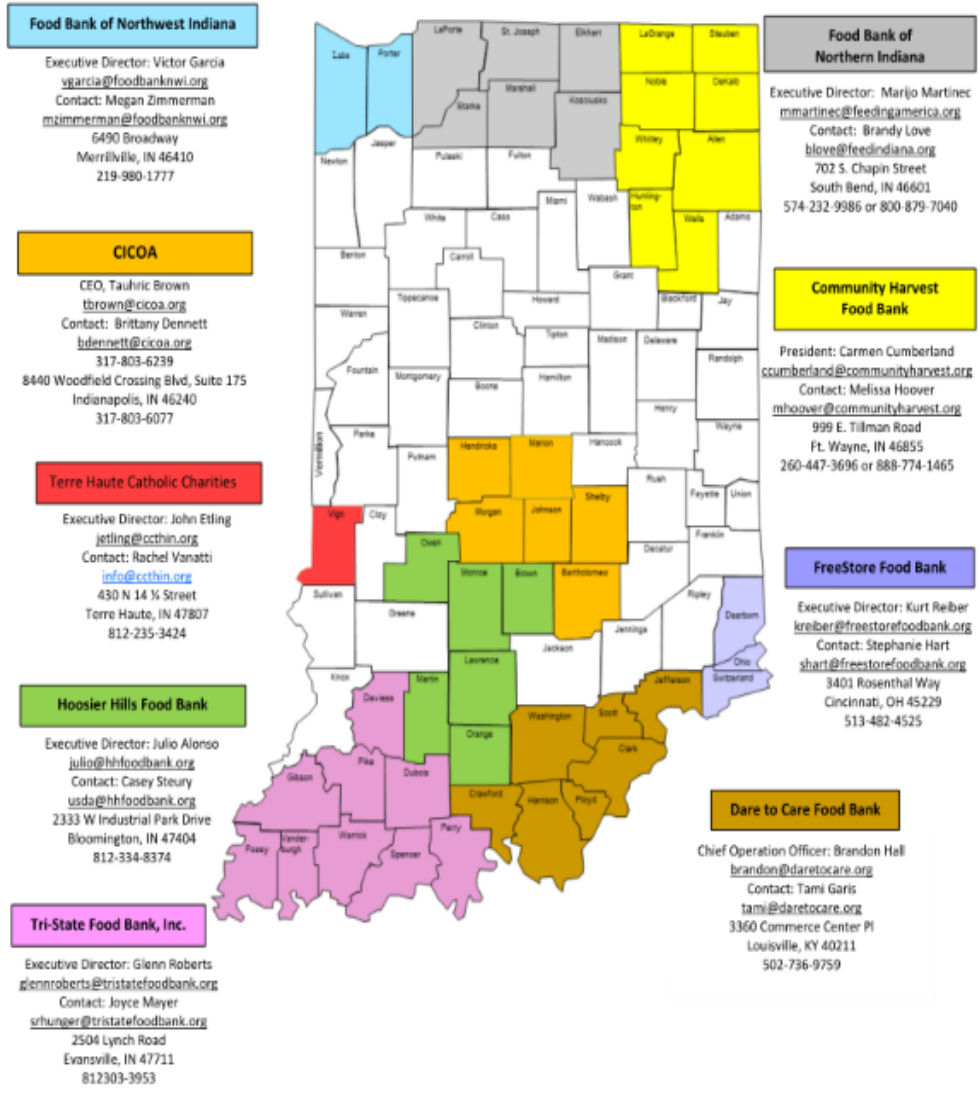
**Dare to Care Food Bank**  
COO: Brandon Hall  
[brandon@daretocare.org](mailto:brandon@daretocare.org)  
Agency Relations: Trish Tobbe  
[trish.tobbe@daretocare.org](mailto:trish.tobbe@daretocare.org)  
5803 Fern Valley Road  
Louisville, KY 40228  
502-962-6674

The Emergency Food Assistance Program (TEFAP) Indiana Food Banks  
2 North Meridian Street-5E, Indianapolis, IN 46204  
1-800-522-0874

7/11/2024



# CSFP Map



**Indiana Commodity and Supplemental Food Assistance Program (CSFP)**  
**2 North Meridian Street – 5<sup>th</sup> floor, Indianapolis, IN 46204**  
**1-800-522-0874**



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# Questions/Discussion

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