



Redwood Region CalAIM Administrative Services Hub: Connecting Care, Empowering Communities

Lead Organization: North Coast Health Improvement and Information Network (NCHIIN)

Key Collaborators: Humboldt Independent Partners Association

More Information: bit.ly/NCHIIN

Sector: Health and Caregiving

Project Description

Rural communities face significant healthcare challenges, including fragmented systems and workforce shortages that limit access to quality care. This project develops a centralized administrative services hub model to strengthen administrative infrastructure across the Redwood Region—enhancing organizational sustainability by reducing redundancy and optimizing resource allocation, which leads to better care coordination and improved patient outcomes. NCHIIN has launched pilot projects which provide technical assistance, training, and comprehensive billing support for CalAIM contracted providers.

Initial Outcomes

- Secured commitment from regional project partners, resulting in service contracts for NCHIIN's administrative support.
- New CalAIM providers are better equipped to complete the program's onboarding process in a systematic and efficient manner.
- Partner organizations have resources to bill accurately, thus supporting financial viability of CalAIM services.

Progress Update: Challenges & Achievements to Date

NCHIIN's current administrative services are available for existing North Coast Care Connect (NC3) clients in the Redwood Region who are planning to or are already contracted with Partnership HealthPlan of CA for CalAIM Enhanced Care Management and Community Supports services. NCHIIN aspires to expand affordable administrative support and services in the future.

Ways to Engage and Support the Project

- Contact NCHIIN at bit.ly/NCHIIN-contact
- Go to our website: bit.ly/NCHIIN-website

