

# Passport by Molina Healthcare – Social Determinants of Health

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Housing and Food Insecurity

# Accessing Supports for Social Determinants of Health (SDoH) Needs

- Member Services provides resources to member using Molina Help Finder (Aunt Bertha)
- Value Added Benefits
  - Multiple preventive services qualify for member choice of gift cards.
  - [Benefits & Rewards Brochure](#)
- Care management (CM) services for more complex needs
  - All members have access to care management services (stratification, referral, and self-request)
  - Integrated model that addresses all aspects of health – physical, behavioral, and social determinants
- Referrals can be made by anyone who touches the member and feels they might benefit from CM.

# Care Management

- *We serve families*, not just the individual Passport member.
  - For any member with Passport that has food or housing insecurity, the need is addressed for the family unit.
- Care teams can include CM extenders:
  - Community Connectors (Certified Community Health Workers)
  - Housing Specialists
  - Peer Support Specialists
- TruConnect phones
- Connect to community resources and programs. Focus on immediate needs and building long term supports.

# Passport by Molina One Stop Help Centers

- 5 active locations (Bowling Green, Covington, Hazard, Lexington, and Owensboro)
- Members welcome and includes access to computers
- Classes (ex. expungement clinics, baby showers, health education)



## Remember the Member: Extreme Circumstances – Standard CM Response

Ashlee, a Passport by Molina pediatric Care Manager, received a referral for 9-year-old Deja from the local public school system. Deja's family had tested positive for COVID-19, were quarantined for 2 weeks, and running out of food. The family was unable to pick up food from local food pantries or the grocery due to the quarantine and only had enough food to last them for 1-2 days. While the world circumstance was extreme, Ashlee worked the way our CMs always do for members: nonstop effort to address the need and ensure that the entire family had food. At the very end of a full day of calls to local organizations, a non-profit came to the rescue and delivered a food box that evening. Ashlee then found a second community resource for a follow up delivery. Not only did the family get basic staples like canned goods, milk, and bread, but they also received hot meals. Between these two resources, Deja's family was able to relax knowing they had enough food for the duration of their quarantine. Once the family was finished with their quarantine, they were able to use their SNAP benefits and go to the grocery.



# Contact Us!

## Members

Member Services: 800-578-0603

(General questions, support finding a provider, request care management services)

Care Management Services: send email to  
[kycaremanagement@MolinaHealthCare.com](mailto:kycaremanagement@MolinaHealthCare.com)

## Providers

Referrals to Care Management

Complete form available on Passport by Molina's [website](#)

And return via either email or fax as noted on the form.

