

Community Connected Care (CCC) Program: FAQs

General Overview

Q: What is the Community Connected Care (CCC) program?

A: The Community Connected Care (CCC) program is an Anthem initiative that aims to identify and address the social needs of members—such as housing, nutrition, and transportation. By integrating data insights with community support, the program connects individuals to essential social resources, ultimately improving healthcare engagement and outcomes.

Q: Who is eligible for the program?

A: COVA Care and COVA HDHP members are eligible for the program as part of their healthcare coverage.

Q: Why focus on social needs?

A: Addressing social needs integrates critical support within healthcare, reducing costs and improving member health outcomes by ensuring access to essential services.

Q: What member needs does the program address?

A: Common social needs addressed by CCC include food and nutrition insecurity, housing, utility assistance, transportation, financial support, dependent care, healthcare needs, and social isolation to name a few.

Program Participation

Q: How do members enter the program?

A: Members can be referred through healthcare professionals, inpatient referrals, or self-attestation via Anthem Health Guide, or online via [Anthem | GroundGame.Health](#).

Role of GroundGame.Health (GGH)

Q: What is GGH and its role in CCC?

A: GroundGame.Health is a strategic partner responsible for outreach and assessments. Their Community Care Workers (CCWs) connect members to community resources, ensuring social needs are met.

Q: How does GGH communicate with members?

A: As a trusted partner of Anthem, GGH follows HIPAA regulations for member outreach to protect privacy.

Program Impact and Measurement

Q: How has CCC made a difference so far?

A: CCC has identified and engaged over 75,000 members with social needs, achieving outcomes such as increased PCP visits and better chronic disease management.

Outreach Process

Q: How does GGH engage with members?

A: GGH makes 3-5 outreach attempts per member. Once contact is made, a personalized action plan is developed, and follow-ups are conducted to ensure needs are addressed.

Q: Can members self-refer to the program?

A: Yes, self-referral is available through [Anthem | GroundGame.Health](#) or by calling an Anthem Health Guide 1-800-552-2682.

Additional Information

Q: What resources does CCC provide to its members?

A: CCC connects members with resources for housing, food, transportation, financial assistance, and more through a network of community partnerships.

Q: Are members charged for CCC services?

A: No, members incur no out-of-pocket costs for CCC services