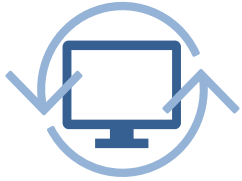OREGON **HEALTH** AUTHORITY

Community Information Exchange (CIE) Opportunity
for HRSN Service Providers and Community Partners

CIEs are available across Oregon. Community-based organizations (CBOs), and many health-related social needs (HRSN) and other service providers can use these systems and get training at **NO COST**.

What is CIE?

CIE: A network of partners using technology to share information to connect people to the services and supports they need.

Closed loop referrals: Sharing information between organizations to make referrals for social needs, and hearing back on the status and outcome of a referral.

Who is this opportunity for?

- Potential and current HRSN providers
- Partners working to connect people to social services and resources, including, CBOs, the Nine Federally Recognized Tribes of Oregon, local public health departments, and many other types of organizations

*Participation is not an OHA requirement. CCOs may have CIE requirements.

How can CIE help with HRSN services and beyond?

- Efficiently search available resources, make and receive closed loop referrals for HRSN services, and share back the outcome.
- Simplify processes and reduce burden for organizations working to connect people with services, resources, and supports they need.
- More seamlessly track and report data. This can help with required reporting, and showing local and statewide resource gaps that can be used for policy decisions.

What else can CIE do?

CIE systems have different uses and functions beyond closed loop referrals, including:

- **Shared resource directory**: Users can search for services by language, zip code, need and more in a directory shared across the network
- **Consent**: Documented agreement by the person being served to have their information in CIE; people can always say no to putting their information in CIE
- **Screenings and assessments**: CIEs include some common social needs screening tools, and offer customizable ones
- **Data, reports, and analysis**: Using CIE to serve an individual creates data which can be analyzed or used to create reports
- **Privacy and security**: Different levels of access to protect privacy and send information securely through digitally protected networks
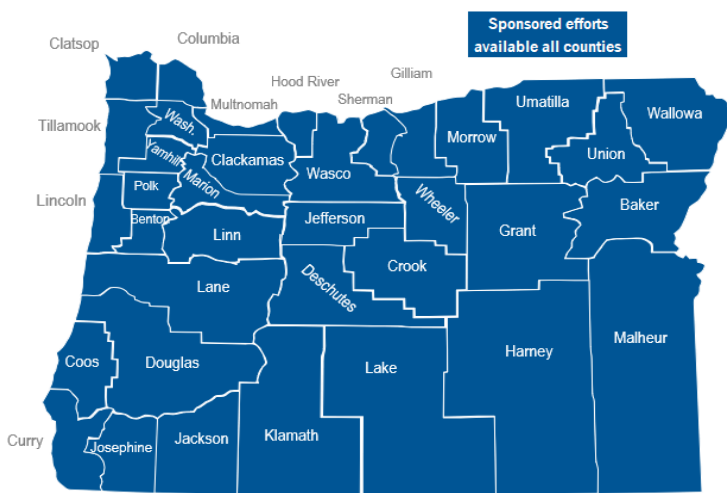- **Invoicing**: Create and send a bill for services

CIE and Oregon's 1115 Medicaid Waiver

CIE supports the Medicaid waiver requirement to use closed loop referrals for HRSN services, including climate devices, nutrition supports, housing, and outreach and engagement. Sometime in 2025, Open Card contractors will be able to use CIE with their partners. Use of CIE for closed loop referrals will be phased in during the 1115 waiver and supported by CCOs and OHA through technical assistance. For more information see: CIE to Support Oregon's 1115 Medicaid Waiver Informational Brief.
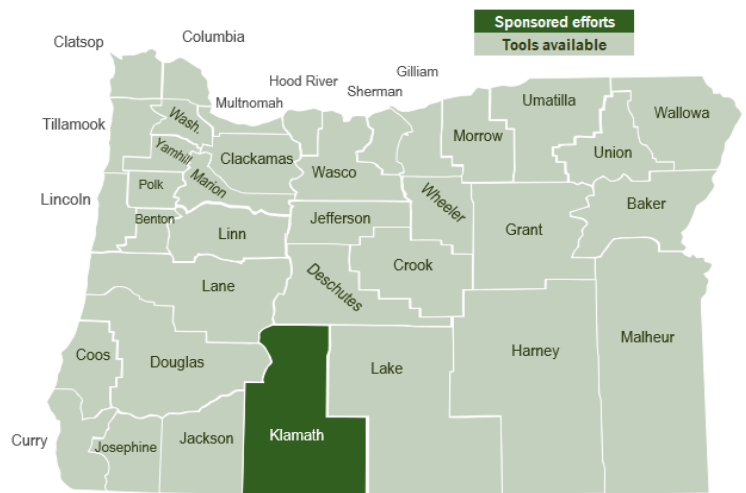
Where is CIE Available?

All coordinated care organizations (CCOs) in Oregon, and some health systems and health plans, have bought CIE technology, making it available in all counties. Tribes, CBOs, clinics, local public health authorities, HRSN providers and others also use CIE. Some organizations can join for free. There are two different CIE technology companies used in Oregon right now, Connect Oregon/Unite Us and findhelp (known locally as Healthy Klamath Connect). The maps below show areas where a CCO in that county is using CIE in a darker shade, and areas where some may use it, but a CCO is not sponsoring CIE use, in a lighter shade.

Connect Oregon (powered by Unite Us)

Sponsored efforts available all counties

findhelp (formerly Aunt Bertha)

Sponsored efforts
Tools available

To connect to a CIE or learn more:

Connect Oregon/Unite Us
Website: oregon.uniteus.com
Join: uniteus.com/contact

findhelp
Website: findhelp.org
Join: company.findhelp.com/the-findhelp-network

Contact your CCO: www.oregon.gov/oha/HSD/OHP/pages/coordinated-care-organizations.aspx

General OHA CIE info: www.oregon.gov/oha/hpa/ohit/pages/cie-overview.aspx

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact CIE.info@odhsoha.oregon.gov or 503-586-6954. We accept all relay calls.