

# RVA Community Cares

An Accountable Health Community Serving Greater Richmond

## Help for patients outside the walls of your office

Sometimes your patients' other needs can affect how well they are able to deal with their health issues. The RVA Community Cares program can connect patients with community service providers to help them with those needs, such as:

- Living Situation – homelessness, unstable housing, unfit housing due to pests, mold, lack of heat, etc.
- Food
- Transportation (even non-medical transportation)
- Utilities Assistance
- Personal Safety – domestic, sexual or other violence

## What would my office have to do to participate?

RVA Community Cares is currently recruiting practices to conduct screenings during clinical visits to identify Medicare and Medicaid beneficiaries in need. These screenings are used to create a customized referral summary that the patient can use to connect with services to assist with their needs. In some cases, patients will be contacted by their own personal navigator. A navigator is a person who will guide the patient to connect with community service providers and follow up with patients to ensure the connection was made.

## Get Started

Contact Kathryn Zapach, Program Manager at (804) 287-0286 or [kzapach@hqi.solutions](mailto:kzapach@hqi.solutions)

The project described was supported by Funding Opportunity Number CMS-1P1-17-001 from the U.S. Department of Health & Human Services, Centers for Medicare & Medicaid Services. The contents provided are solely the responsibility of the authors and do not necessarily represent the official views of HHS or any of its agencies.