

VENDOR GUIDE

This guide includes vendors providing tools and services in the Social Determinants of Health (SDOH) market. CHCANYS developed this guide using information submitted by eligible vendors in response to a Request for Information. The information in this guide is subject to change, and is not a comprehensive list of all SDOH vendors in the market. Our aim for this guide is to provide helpful information for FQHCs making decisions about which SDOH tools best fit their needs.

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Ascend Learning

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Ascend Learning

SDOH Focus: Substance use

Product Description: “Insight to Action: Opioids” is a education and training tool for providers from Ascend Learning that provides online assessment, simulation, and analytics to improve treatment of and outcomes for patients with opioid issues

Business Overview

Business Type	For profit
Years In Business	20+

Size of User Base	14 live sites
M&WBE	No

Security

HIPAA Compliant	N/A
Security Certifications	N/A
Functionality Certifications	N/A
FHIR/API	N/A

Product Service

Customization Options	✓
Integrated with EHR	✗
Operating System Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✓
Online Remote Training	✓

*This product does not contain PHI so some of the security specifications are not applicable.

Cost

Structure: Dependent on the number of providers.

No other cost information provided.

References:

1. Jordan Roberts (Modern MedEd);
Jordan@modernmeded.com
2. Elizabeth Thompson (Indiana University Health); ethompson2@iuhealth.org
3. Ashley Grant (Washington Association for Community Health);
agrants@wacommunityhealth.org

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Aunt Bertha

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Aunt Bertha

SDOH Focus: Helping patients get connected to social services and community resources

Product Description: Web-based search and referral platform where patients can search for programs and services, providers can make referrals, and non profit or social care provider staff can receive referrals. Includes light case management, shared notes, and staff dashboards.

Business Overview

Business Type	Public benefit corporation	Size of User Base	588k in NY, 360+ US customers
Years In Business	10	M&WBE	No

Security

HIPAA Compliant ✓
Security Certifications ✓
Functionality Certifications ✓
FHIR/API ✓

Product Service

Customization Options ✓
Integrated with EHR ✓
Operating System Compatibility ✓

Product Training

Ongoing Support ✓
Onsite Training ✓
Online Remote Training ✓

Cost

Special FQHC Pricing:

Up to 25 clinicians: \$0 Implementation*, \$250/month

25-250 clinicians: \$0 Implementation*, \$450/month

250+ clinicians: \$0 Implementation*, \$1,450/month

**Implementation and training fees waived for customers purchasing online.*

FQHC Reference:

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CareMessage

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CareMessage

SDOH Focus: Comprehensive Patient Engagement

Product Description: CareMessage is the only patient engagement platform designed especially for FQHCs and underserved patients. It empowers health care providers to communicate with patients at scale through text messaging, driving bottom line results and improving health outcomes.

Business Overview

Business Type	501(c)3 Non-profit
Years In Business	7+

Size of User Base	200+
M&WBE	Yes

Security

HIPAA Compliant	✓
Security Certifications	✓
Functionality Certifications	✓
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✓
Operating System Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✗
Online Remote Training	✓
* Integrated with some EHRs including Next Gen, Epic, Intergy, GE Centricity & Azara DRVS	

Cost

Initial: CareMessage charges health centers a one-time implementation fee for implementation.

Ongoing: Ongoing costs include the annual subscription fee for the CareMessage platform. Interfaces and integrations with EHRs and Population Health Management solutions may collect additional one-time fees and annual maintenance fees, all of which are shared with interested health centers with transparency.

Total: CareMessage prices are based on a health center's total patient population.

FQHC Experience:

80 FQHCs, including Hudson River Healthcare
Jessica Hudgens, Director of Quality, Hudson River Healthcare
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For More Info Contact:

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Cross Tx

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CrossTx

SDOH Focus: Care coordination

Product Description: Care coordination platform that coordinates and manages referrals, discharges, CMS programs (CCM, BHI, TCM, etc), unique programs, and care plans, and helps patient engage and communicate with care team.

Business Overview

Business Type	For profit organization
Years In Business	10

Size of User Base	2514 provider and associate users in 22 states
M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	✓
Functionality Certifications	N/A
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✓
Operating System Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✓
Online Remote Training	✓

*Integrated with NextGen, Cerner, Mirth, Practice Partner, OpenEMR/EHR, iMat, Optum. In process of integrating with others including Athena and InterSystems

Cost

Referral Based Care Management: \$97 per user/individual log in. No implementation cost.

CCM Program Management: Fee is a tiered growth model, starting with 1% of what an FQHC can make in that year based off their Medicare population. On-site implementation \$6,500 (optional); Full assessment \$8,200 (optional).

References:

1. Rene Gauna, Senior IT&S Manager
Methodist Healthcare Ministries
rgauna@mhm.org / 212 527 1505
2. Faith M Jones, MSN, RN, NEA-BC,
Dir Care Coordination and Lean Consulting,
HealthTechS3; 307 272 2207

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Inquisit Health

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InquisitHealth Inc.

SDOH Focus: Chronic disease mentoring with focus on identifying and addressing any underlying SDoH barriers. Program coordinates with patient's PCP, health plan, and local CBOs.

Product Description: 1-to-1, peer-to-peer mentoring for patients with diabetes, asthma, pre-diabetes, sickle cell, hypertension, or chronic kidney disease. Coaching is remote via telephone and smartphone; delivered 1-to-1 through trained peer mentors (ie, type of community health worker). Program is customized to each patient's needs. Objective is to extend the reach of your existing staff and improve clinical outcomes.

Business Overview

Business Type	For Profit
Years In Business	8+

Size of User Base	16+
M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	*
Functionality Certifications	*
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	*
Operating System Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✓
Online Remote Training	✓

* Information available upon request

Cost

Structure: Costs based on the number of users, sites, etc.

Inquire for further information.

References:

Available upon request from current clients, including NYC Health + Hospitals, HealthFirst, MetroPlus, 1199SEIU National Benefit Funds.

For More Info Contact:

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NowPow

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NOWPOW

NowPow

SDOH Focus: Increase access to social services and community resources.

Product Description: NowPow provides a personalized community referral platform that supports whole-person care/SDOH initiatives and strengthens partnerships with community-based organizations. NowPow's referrals use evidence-based condition algorithms to match people to optimal services so everyone can stay well, meet basic needs, manage with illness, and care for others. Referrals can be tracked and coordinated to provide deep community resource and referral insights.

Business Overview

Business Type	For profit social impact
Years In Business	5

Size of User Base	50,000 healthcare professionals; 20 FQHCS
M&WBE	Yes

Security

- HIPAA Compliant ✓
- Security Certifications ✓
- Functionality Certifications ✓
- FHIR/API ✓

Product Service

- Customization Options ✓
- Integrated with EHR ✓
- Operating System Compatibility ✓

Product Training

- Ongoing Support ✓
- Onsite Training ✓
- Online Remote Training ✓

Cost

User-based licensing model which prices access to the tool by number of users and type of subscription. Pricing proposals always includes a one-time fee and a subscription fee. Special pricing based on volume of users or coordinated referral networks available.

One-time fee: Implementation fee calculated as a percentage of total user license fees, integration, and if any optional services such as screeners or data build are added.

Subscription options: CommRx, PowRx Basic, PowRx Standard, or PowRx Pro

Reference:

Samantha Kumar, NYC Health + Hospitals; KUMARS11@nychhc.org
Stephanie Kubow, MPH, Northwell; skubow@northwell.edu

For More Info Contact:

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Pieces

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Pieces Connect

SDOH Focus: Pieces Connect is a care management and closed-loop referral solution.

Product Description: Pieces Connect features a sharing framework that allows disparate organizations to share consented levels of patient information so that all people caring for an individual can be armed with the right information, at the right time. It enables multiple sectors to collaborate on a care plan, provide input on the patient's latest requirement, and allows for closed-loop referrals through a native referral directory. User-based roles with different permission levels and program authorizations are leveraged to ensure that patient data is shared on a 'need-to-know' basis.

Business Overview

Business Type	For Profit
Years In Business	4+

# of Customers	140+
M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	N/A
Functionality Certifications	N/A
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✓
Operating System Compatibility	N/A

Product Training

Ongoing Support	✓
Onsite Training	✓
Online Remote Training	✓
*Integrated with Epic and Meditech	

Cost

EMR Integrations - Scoped separately, one time cost.

Initial: \$500 - \$1,500, one time cost.

Ongoing: Annual Connect SaaS Subscription, \$1,500 per year includes all training, upgrades and maintenance.

References:

1. Kelsea Nardini, MSN, RN, Assistant VP Quality and Post Acute Care, Parkview Medical Center, kelea_nardini@parkviewmc.com
2. Monal Shah, MD, Physician Advisor, Parkland Health & Hospital System; monal.shah@phhs.org

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RideHealth

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Ride Health

SDOH Focus: Ride Health partners with healthcare organizations and transportation providers to strengthen enterprise transportation programs and drive intelligent transitions of care.

Product Description: Ride Health's web-based transportation coordination platform uses technology and data with a human approach to solve some of the biggest transportation challenges that care coordinators, providers, and payers face. The platform maps out each patient's unique needs and preferences for the best ride experience across clinical and social needs, ensuring greater access, improved efficiencies, lower costs, and better outcomes.

Business Overview

Business Type	For Profit	# of Customers	21+
Years In Business	3+	M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	N/A
Functionality Certifications	N/A
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✓
Operating System	✓
Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✗
Online Remote Training	✓

Cost

Structure: Ride Health pricing is based on utilization, passing through the cost of transportation provided in addition to a flat per-ride administrative fee.

Initial: There is a one-time implementation fee is incurred based on scope of work.

Ride Volume	Per-Ride Fee
0-999	\$4.00 per ride
1,000-4,999	\$3.75 per ride
5000+	\$3.50 per ride

References:

1. MediRoutes: Myron Hammes, Andrea.Madamba@gmail.com
2. Veda Ramachandran, veda@wellryde.com

For More Info Contact:

Imran Cronk, Imran@ridehealth.com

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Signify Community

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Signify Community

SDOH Focus: Signify Community works with CBOs that provide a range of services to address social needs, including housing, food, transportation, and employment.

Product Description: Signify Community builds and maintains accountable networks of healthcare and social service providers. Network participants use the privacy-enabled Signify platform to share information, coordinate services and referrals, create longitudinal records for patients, and report on outcomes.

Business Overview

Business Type	For-profit
Years In Business	9

Size of User Base	1,500 active users
M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	*
Functionality Certifications	*
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✓
Operating System Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✓
Online Remote Training	✓

*Information available upon request

Cost

Information provided upon request. Pricing is not dependent on number of CBO and user licenses. Additional design hours, reporting licenses, data feed development, and maintenance may incur additional costs. Group pricing options available.

For More Info Contact:

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Unite Us

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Unite Us

SDOH Focus: The Unite Us platform encompasses all features, which include directory, electronic referral management, external tracking, patient centered coordination and communication, and outcome reporting.

Product Description: Unite Us is a technology company that builds coordinated care networks of health and human service providers to address all determinants of health. Unite Us' intuitive platform supports meaningful collaboration, community-wide care coordination, and secure, bidirectional data sharing.

Business Overview

Business Type	For Profit
Years In Business	6+

# of Customers	50+
M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	✓
Functionality Certifications	✓
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✓
Operating System	✓
Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✓
Online Remote Training	✓

*Integrates with Epic, Cerner & eCW

Cost

Unite Us is priced as recurring SaaS license. The cost includes access to the network, use of the Unite Us platform, and ongoing management of the coordinated care network of health and social service providers.

Costs can vary according to project scale (number of users or populations covered) and geographic scope of the network.

References:

Available upon request.

For More Info Contact:

Steve Strauss, Head of Network Development;
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Wellth

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Wellth

SDOH Focus: Addresses healthcare and economic stability by providing financial rewards for medication adherence for patients with chronic conditions.

Product Description: Mobile app with daily medication reminders and assigned specialist to engage patient and support and monitor adherence, with monthly financial incentives for successful behaviors.

Business Overview

Business Type	Nonprofit/private
Years In Business	5

Size of User Base	1000+ active New York members, 20 live sites nationwide
M&WBE	No

Security

HIPAA Compliant	✓
Security Certifications	✗
Functionality Certifications	✓
FHIR/API	✓

Product Service

Customization Options	✓
Integrated with EHR	✗
Operating System Compatibility	✓

Product Training

Ongoing Support	✓
Onsite Training	✗
Online Remote Training	✓

Cost

Wellth has an outcomes-based pricing model. Cost per enrolled patient is \$100 and cost per 80% adherent member per month is \$50. Flat fee volume-based discount model is also offered for larger patient groups.

Reference:

Sadia Choudhury, Director of Ambulatory Care Initiatives at Staten Island PPS;
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Aja Evans, Director of Pathway Home Programs at Coordinated Behavioral Care;
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