

# Juniper

## Network News

February 2024

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Dear Providers,

Thank you for all your hard work in 2023. As a network, we accomplished amazing things. Juniper saved an astounding **\$8.8 million in health care costs in 2023 four fall prevention programs alone**. This is a 283% Return on Investment for 2023. We were able to calculate this number thanks to the data collected for our white paper. Our data collection paid off in another big way in 2023; our negotiated MSHO reimbursement rate for providers doubled for 2024. We have compiled a snapshot of our year below.

#### 2023 Juniper Participant Snapshot

# of participants	% BIPOC	# of MSHO	# languages	% rural/% metro
5393	14.4	336	7	46%/54%

The completion rate for online classes was 53% vs. 65% for in-person classes vs 95% for phone.

Looking forward, January 2024 is off to a great start with 45 classes beginning in January. We have added Prime West reimbursement for our evidence-based classes and DPP. Our goal for this year is 3,000 participants with 10% of them MSHO.

In gratitude,

*Rachel and Stacy*

## **Updated 2024 Health Plan Contracts & FAQ Document**

We are excited to have additional contracts for 2024 and have updated our [2024 Health Plan Contracts & FAQ](#). Notable changes:

1. The BCBS MSHO group number has changed.
2. We have added a PrimeWest Health contract for some programs.
3. We have included the list of health plan contracts for DPP.

Please use this tool to help you check for who has your Juniper class as a health plan benefit to waive class fees as appropriate and anticipate health plan revenue. The 2024 Health Plan Contracts & FAQ document is saved on the toolkit towards the bottom of [this page](#).

## **Industry News**

DispatchHealth and Instacart Partner to Tackle Food Insecurity through Healthcare

This story is a great example of health care and creating new partnerships to address social determinants of health (SDoH). In this case, specifically nutrition. Some of the things that make Instacart an attractive partner are the same qualities that make Juniper an attractive partner, including:

- Instacart covers the same geographic footprint as DispatchHealth. By covering the entire state, Juniper is an attractive partner for health care entities wanting to make an impact in patient outcomes in Minnesota.
- Proven track record. Instacart was founded in 2012 and has years of experience in the food delivery space. Our network was founded in 2016 and also has a wealth of expertise in delivering evidence-based health promotion programs as well as other services through the Older American's Act.

DispatchHealth is a non-traditional health care services. These are the same types of health care entities that are approaching Juniper to try new and innovative things. An example is the new Bluestone partnership described further down.

Read the full article here:

<https://www.dispatchhealth.com/dispatchhealth-and-instacart-partner-to-tackle-food-insecurity-through-healthcare/>

## Stability to Savings Webinar

Did you miss our webinar on 1/30/24? The full recording is available at <https://yourjuniper.org/cost-savings-through-juniper/>. This webinar will provide insight into how we position our network with potential payers to create partnerships, what the payers ask, and the shifting health care landscape.

## Recently Asked Legal Form Questions

**If people register themselves online, do they need a paper copy of the legal forms?** It is not required to provide paper copies of the legal forms to participants who register online.

**Do I need to collect permission forms from participants to allow guest speakers in classes such as Stepping On and Matter of Balance that include guest speakers as part of program fidelity?** Permissions are required when guests are program observers rather than guest leaders. It is not required that you receive written permission from participants when you have guest leaders that are a part of program fidelity in class.

## Tip Sheets for Participant MIS Access

Did you know that participants can complete their pre and post surveys and update their own legal forms and health insurance? An increasing number of providers are asking participants to complete legal documents or self-register online. We are here to help. If participants are running into issues, they can call us. We have attached some step-by-step directions that you can email to participants. These are draft versions; we will send out the final versions when they are ready.

## Strategic Partnerships Update

As we move forward as a network, we know the ability to form partnerships around specific outcomes will be increasingly important. As we work with these groups, we know that there is sometimes a learning curve and associated extra time and effort; we would like to extend our appreciation to the providers who have ventured into these areas with us. We rely on your feedback and your openness to new experiences to help us grow as a network.

### **NEW SDoH Service**

Project Goal: Juniper Community Health Workers collect 500 SDoH screenings and provide needs gap closure. This data will help us expand our service line, strengthen our falls prevention ROI and show that we can segment our market to increase impact, improve health by closing social health need gaps.

### **Bluestone Physician Services™ Project: North Memorial Health and Rooted in Wellness**

Project Goal: Strengthen referral pathway from health care providers to class, engage underserved communities, prevent falls. Measure outcomes in real-time with health care partner. One of the common asks of new payers is real-time data on cost savings.

Description: Bluestone Physician Services cares about their patients and wants to improve their health and wellbeing. They have provided guidance on hotspot locations for their clients who are MSHO members. Some providers have stepped in to pilot offering classes at these sites to test out referral pathways to reach underserved MSHO members with fall prevention programs. There is one class in progress with 4 MSHO members registered. Two more classes start later in Quarter 1.

### **Public Housing adoption: Amherst H. Wilder, East Side Neighborhood Services, Normandale Center for Healing and Wholeness**

Project Goal: Engage underserved communities, provide stable revenue streams for providers, prevent falls, manage chronic disease, caregiver support.

Description: We know from the data we receive from health plans that public housing for seniors often has a high percentage of individuals with Juniper as a health plan benefit. Partnering with public housing is a great way to engage underserved communities and know there is a sustainable revenue source for the program. Many providers, including Korean Service Center, Nygard Fitness, Amherst H. Wilder Foundation, East Side Neighborhood Services and Normandale Center for Healing and Wholeness, have developed these partnerships.

## **Juniper is on the Move – Free Materials**

In preparation for our office move, we are cleaning out our storeroom. We will no longer keep excess training materials in stock. Please find our inventory of materials below. Let us know before **March 15<sup>th</sup>** if you are interested in any of these resources [sdunn@trellisconnects.org](mailto:sdunn@trellisconnects.org). Unclaimed resources will be recycled at this time.

### **Matter of Balance**

- Fear of Falling MOB video-15
- Exercise: It's Never too Late video-10
- Exercise card packs MOB-20

### **CDSME Classes**

- Living Well with Diabetes Leaders Manual 2016- 6
- Virtual Living Well with Chronic Conditions workshop Leaders Manual Virtual 2020 -22
- Living a Healthy Life with Chronic Conditions 5<sup>th</sup> Edition -9
- The Living Well with Chronic Pain Leader's Manual -10
- Living a healthy life with chronic pain-getting your life back 2<sup>nd</sup> edition-3

### **Powerful Tools for Caregivers**

- Powerful Tools for Caregivers class leader script 90 minute version 2011
- Class Leader Training PTC 2019
- DVD A prescription for Caregivers 2015
- PTC The Caregiver Helpbook, third edition.
- The Caregiver Notebook Reach Community

### **Aging Mastery Program**

- AMP for Caregivers participant book-2018-1
- Aging Mastery Core Curriculum 2018-1
- Jewish focused white board-5
- Five wishes pamphlet -4
- AMP notepads approx. 100
- Jewish focused aging mastery workbook-4

## Stepping On message from WIHA

The recording for the Stepping On National Gathering that was held on January 10, 2024 can be found here, <https://youtu.be/RNdUQx0t4Zs>. A few highlights:

- Annual reports will be released by February 1st and due March 15th.
- States holding facilitator trainings should ensure trainees complete Basic Training at least 1 week prior to attending the training.
- Be sure to check the WIHA website for updated materials before upcoming trainings and workshops.
- All fidelity checks submitted through the WIHA website will now be sent automatically to the license holder contact.
- Changes to the master trainer manual and facilitator training are coming to help alleviate burden of fidelity checks. Stay tuned for updates in 2025!
- Save the date! WIHA will be holding a webinar for Pisando Fuerte to discuss 2024 trainings and program requirements on February 29th at 1PM CST. Pisando Fuerte does require a separate license from Stepping On.

We heard your feedback and suggestions and will work internally and with the program developers to adapt things as possible and provide additional support, while maintaining program fidelity. Again, thank you all for the great work you're doing nationwide to prevent falls and expand the reach of the Stepping On program!

### **Save the date! Master Trainer Training**

We are holding a virtual Master Trainer training on Wednesday, June 12th from 10AM-1PM CST. Master trainers are a huge asset to be able to train your own Stepping On facilitators and provide more workshops for your communities.

Master trainer requirements:

- Must be an active facilitator that has led at least 2 successful workshops
- Must have passed a fidelity check
- Must be supported and recommended by license holder
- Application must be filled out by license holder
- Two master trainers are needed to conduct facilitator trainings

Questions? Please contact Suzanne Morley, Health Promotion Program Coordinator, at [suzanne.morley@wihealthyaging.org](mailto:suzanne.morley@wihealthyaging.org).

**Thank you!**

Thank you for all you do to help people take control of their well-being.  
As always, please reach out with any questions or concerns you have.  
I speak for the Juniper team when I say we are grateful for your partnership!

