

The logo for Juniper Network News features the word "Juniper" in a large, dark blue serif font. The letter "i" is replaced by a stylized human figure with a blue head, a blue body, and three light blue lines representing legs. Below "Juniper", the words "Network News" are written in a smaller, orange sans-serif font. The background is a light blue gradient with a pattern of small white dots.

Juniper

Network News

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Dear Providers,

We have been enjoying our mid-year meetings with the network. As a result of those meetings, we are excited to share best practices for legal form collection with you as well as the results from our network program sustainability survey. This has been an ideal time to tighten up our procedures and shore up our security so that we are poised for expansion. Thank you for all you do!

Best,

Rachel and Stacy

New! Multi-factor Authentication for Leaders and Provider Contacts

What is multi-factor authentication?

When you sign into online accounts it is a process known as “authentication” where you prove you are who you say you are. Historically, this has been done using a username and password. Multi-factor authentication is where you have a second step to prove who you are. For example, a verification code sent to a phone number or email on file.

There was a recent incident where a major health care company was hacked, and member data was held ransom. This health care company is also a major clearinghouse, so claims were interrupted nationally for 2 weeks until the ransom was paid. It has been discovered that this hack was able to occur because multi-factor authentication was not turned on.

Many organizations have since taken steps to implement multi-factor authentication to prevent a similar situation from happening with their client data. We will be implementing multi-factor authentication for certain user types of yourjuniper.org to protect participant information on **Monday, June 17th**. Those user types include:

- Leader
- Provider Contact
- Multiple-roles (ex: participant and leader)
- All roles held by Trellis employees

There is a tension between user experience and security, to navigate that we will **not** be implementing multi-factor authentication for participants.

How will it work?

1. You will enter your username and password as normal.
2. You will be prompted to choose to receive a verification code by text message or a phone call to verify yourself.
 - a. You will select the phone number to receive multi-factor authentication text messages and phone calls once. After that, to change the phone number you will need to contact a Juniper team member at Trellis.
 - b. Email will not be an option for multi-factor authentication.
3. If you select:
 - a. Text message – You will receive a verification code via text message that you will enter into the verification code field.
 - b. Phone call – You will receive a phone call. Answer and when prompted press #.
4. After that, you will be logged into yourjuniper.org and taken to the back end of the MIS. If you have dual roles and are logging in to register for a class as a participant, you can click the home button to search and register for classes.

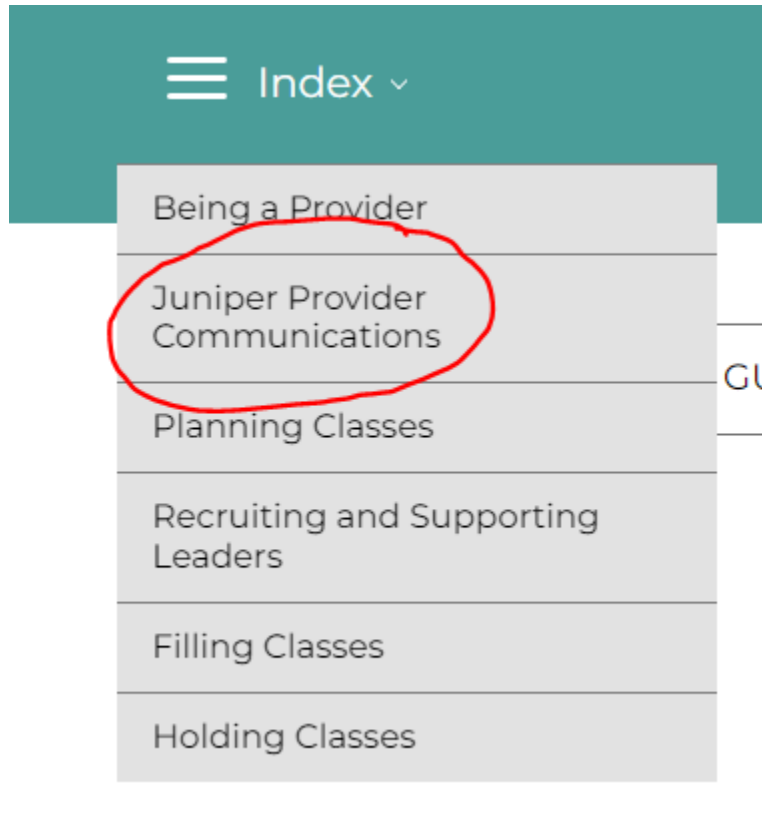
You will need to go through this process every time you try to login and your account has timed out.

We want everyone's data to be safe, and know you share that priority too. Please let us know if you have any questions.

New! Juniper Provider Communications Toolkit Page

<https://toolkits.yourjuniper.org/juniper-provider-communications/>

Miss a newsletter or a network meeting, find a copy or recording on this page of the toolkit. The page can be navigated to from the Index.



Community Care Hub Success Story

Western New York Integrated Care Collaborative (WNYICC) a community care hub that covers the western half of New York state won the John A Hartford Foundation Business Innovation Award for 2023. WNYICC is a network of 67 CBOs offering the following services:

- Post-discharge meal delivery
- Community Health Coaching
- Healthy IDEAS
- Falls Prevention
- Caregiver Support
- Diabetes Prevention Program
- Diabetes Self-Management Training (DSMT)
- Medical Nutrition Therapy

WNYICC is serving Medicare Advantage plan members for Independent Health, a health Insurance company in New York state. Through this partnership WNYICC has paid \$500,000 in claims to their network of CBOs from 2020 to 2023.

You can read more about the partnership, billing codes and outcomes in this article, https://www.aginganddisabilitybusinessinstitute.org/wp-content/uploads/2024/05/US-Aging-BI-Pub_SS_WNYICC_R2-508.pdf

This is an example of where we want to take our network next. Success stories like these are encouraging as they show this can be done, and act as proof of concept for our insurance plan partners in Minnesota.

Tai Ji Quan-Moving with Better Balance Enhanced Training

Whether you have recently completed TJQMBB new instructor training or would like to brush up your skills, Dave Fink will be hosting a one-day TJQMBB Enhanced Training via Zoom on Tuesday, July 9th (8:00 to 5:00, Central Daylight Time). Cost is \$125. The purpose of this training is to build your skills and to share experiences and questions you may have regarding the program. It will be a fun, interactive, full day of very useful information!

To register, please email Dave at davefi@earthlink.net or call him at 612-816-8642. Registration deadline is July 1st.

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!

