

MANAGED CARE ORGANIZATION (MCO) COMMUNITY BASED SERVICES (CBS) TIP SHEET

- Community Based Services (CBS) are free, voluntary, and local programs/offerings designed to support the needs and improve the wellbeing of New Jersey individuals.
- The CBS referral affords organizations, agencies, and healthcare providers a quick, easy, and efficient way to link NJ individuals to needs based programs/services. Each CBS agency has varying eligibility criteria, missions and service durations. The PRA|SPECT referral system is designed to streamline the process, as well as reduce the duplication of services.
- All CBS referrals are entered on the PRA|SPECT web portal www.praspect.org and triage to a county-specific Central Intake (CI) Hub for member linkage to a local program/service. Offerings vary per county and include Nurse Family Partnership, Parents as Teachers, Healthy Families, Healthy Start, Community Health Worker, Central Intake Managed, and more.

To learn about agency specifics:

Visit www.praspect.org > Click Documents > Click Managed Care Organizations > Click Central Intake Contacts

- Offer CBS referral to members by using a simple dialogue such as “As a NJ resident, you are eligible for free, voluntary, and local programs/services. Are you interested in learning more?”
- MCOs initiate referrals for members by using the Initial Referral Form (IRF) (see IRF Tip Sheet)

To access IRF Tip Sheet:

Visit www.praspect.org > Click Documents > Click Managed Care Organizations > IRF Tip Sheet

- The completed handwritten IRF is faxed to 856-662-4321 for data entry by Family Health Initiatives (FHI), and triages to the CI Hub in the member’s residential county. The CI Hub contacts the member to complete the Community Health Screening (CHS). Upon CHS completion, the referral is assigned to a local program/service based upon the member’s individual needs. The assigned agency contacts the member for program/service engagement.
- Completion of the IRF and CHS do not guarantee member enrollment in a program/service. The member makes the decision to enroll once contacted by the assigned agency.
- MCOs can view CBS referrals for pregnant members via the Perinatal Risk Assessment (PRA) or PRA Follow-up submitted by prenatal care providers.