



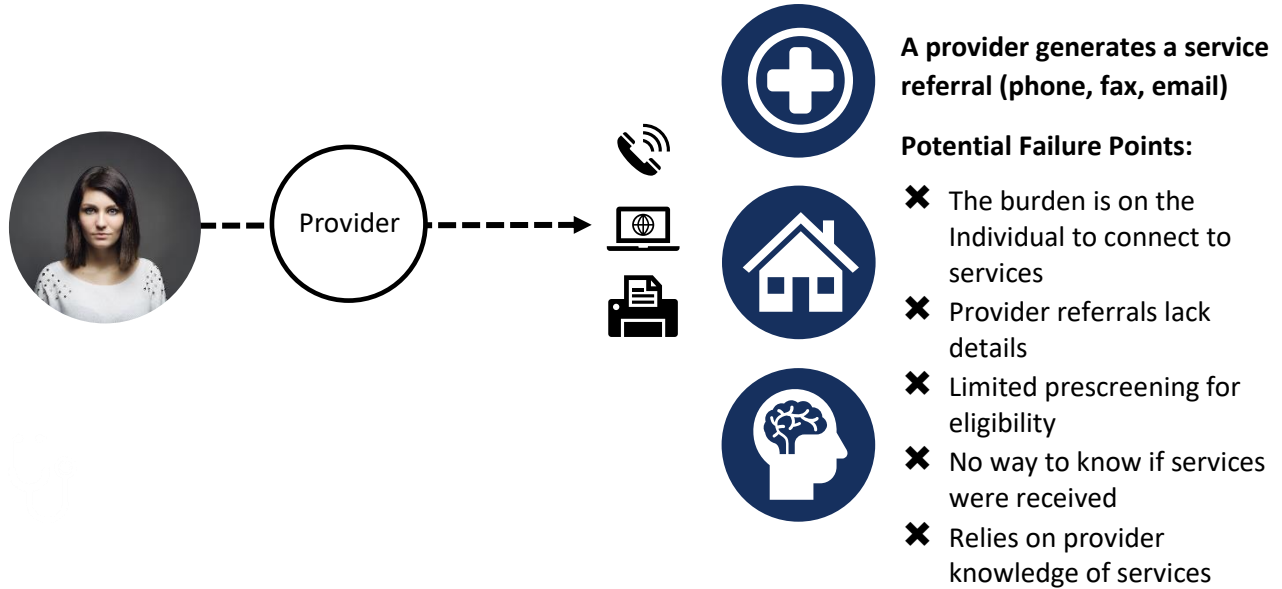
FLAGLER | VOLUSIA
Linking Individuals to Networks of Care

2021

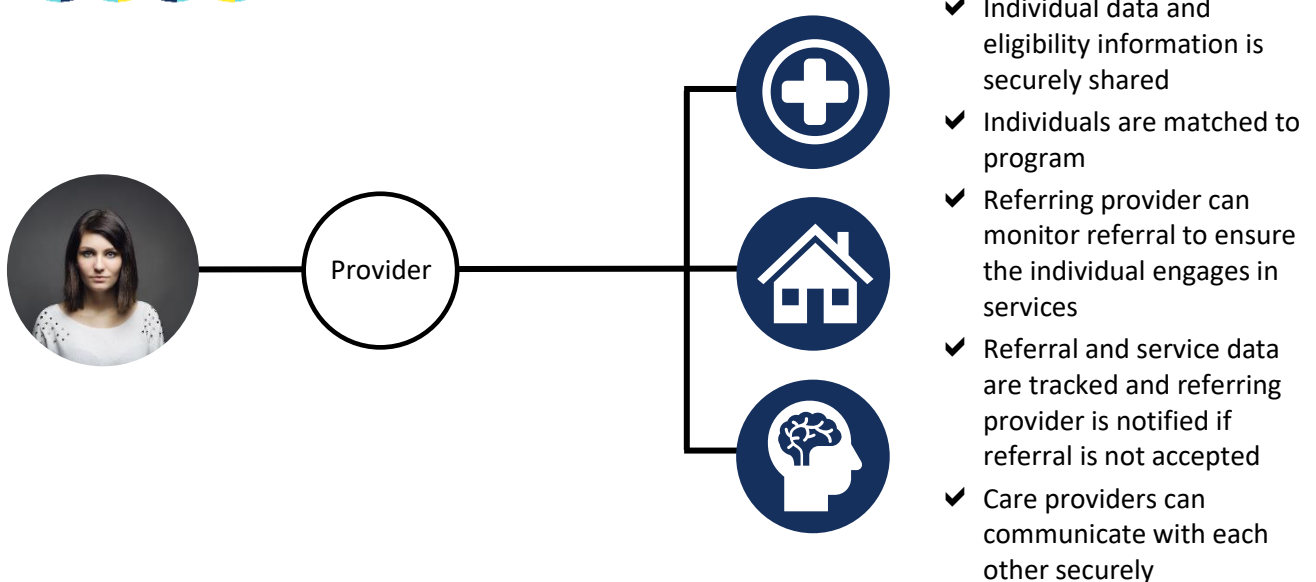
LINC Flagler Volusia Data System

LINC Flagler Volusia is a multi-agency data system that enables trusted providers to send referrals to a network of other service providers on behalf of individuals seeking assistance. Organization staff can securely communicate with other care team providers through the system to collaborate on services and supports.

Current Referral Process



Referral Process



LINC Flagler Volusia, Powered by CrossTx

CrossTx is a cloud-based, HIPAA compliant platform that securely shares appropriate patient data. System organizations will be able to transmit patient history, ask questions about services, and share documents (including high resolution images) with each of the network provider organizations. CrossTx also has built-in reporting that can be accessed on-demand to track program or grant-related metrics.

Key Benefits:

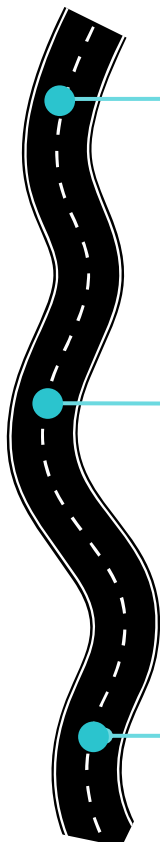
1. Faster and more effective communication with your clinical and social care provider resources.
2. Treatment plans, notes, images, appointments, messages and more can be sent through the HIPAA compliant, cloud-based CrossTx platform.
3. CrossTx provides a full audit trail by laying out the entire episode of care in an easy-to-view format.
4. All communication is completely secure with full encryption and HIPAA compliance.



LINC Flagler Volusia, Hosted by Flagler Cares

Flagler Cares is a nonprofit corporation, working in partnership with One Voice for Volusia, focused on creating a seamless and connected safety net of services in Flagler and Volusia Counties. LINC Flagler Volusia represents the culmination of over five years of research and planning to develop and launch a secure digital solution to streamline our complex system of care.

Implementation Roadmap



First Use Case:

- Flagler Schools & their behavioral health network
- CJMHSA Expansion Grant Partners

Flagler Expansion:

- Partner Organizations: County of Flagler, AdventHealth
- Behavioral Health Providers
- Social Care Providers

Volusia Expansion

- Additional Partner Organizations
- Behavioral Health Providers
- Social Care Providers

Benefits to Individuals

- Individuals seeking assistance can make contact with any organization in the LINC system and quickly be referred to an appropriate provider that meets their eligibility requirements (income, location of residence, insurance coverage, etc.)
- Access to services is accelerated because all referrals are digital and monitored in the system—no referral will be left unanswered.

Benefits to Organizations Generating Referrals

- Referrals to services that fit each individual's need and eligibility factors can be easily generated by any organization using the LINC system.
- Agencies making referrals will know that their referral successfully connected an individual to services ("closed loop referrals")

Benefits to Provider Organizations

- Referrals received will be matched to each provider's specific services, eligibility criteria and specialty, reducing staff time necessary to enroll individuals into care.
- All care providers working with an individual or family can communicate with each other securely through the system, enabling true care coordination.

Benefits to Government and Funders of Service

- Performance measures are documented for each referral and service engagement.
- System analytics allow for prioritization of the most effective services and identify gaps in the array of services.
- The system can be used to reduce duplication of services to maximize existing resources.



Joining LINC Flagler Volusia

Behavioral Health provider organizations are currently being onboarded into the LINC system. Participation is at NO COST to the organization and requires no special equipment to access the web-based system. If you are interested in learning more, please contact our team at LINC@FlaglerCares.org for more information.

LINC Provider Network Roles and Responsibilities

1. Execute a Participant Agreement and Business Associate Agreement with LINC Flagler Volusia.
2. Work with LINC staff to enter information about your organization, programs/services, and eligibility criteria into LINC.
3. Identify your users and submit a User Agreement for each.
4. Ensure that all LINC users complete training prior to accessing the system.

LINC Flagler Volusia Roles and Responsibilities

1. Manage the system
2. Provide user training and ongoing support
3. Work with partners and provider organizations to develop their workflow and add them to the LINC system
4. Provide data and reports
5. Seek out and onboard additional providers and partners
6. Facilitate collaborative meetings with LINC partners and users, identify issues, explore new features, and evaluate the system
7. Update partners and users on new LINC features and functions as they become available

