



Full Circle
Health Network

Bridging Community and Care for California

Community Care Hub Overview
April 2026



- **Full Circle Health Network** is the largest integrated network of community-based organizations in California delivering coordinated services to vulnerable children, individuals and families.





Vision & Mission

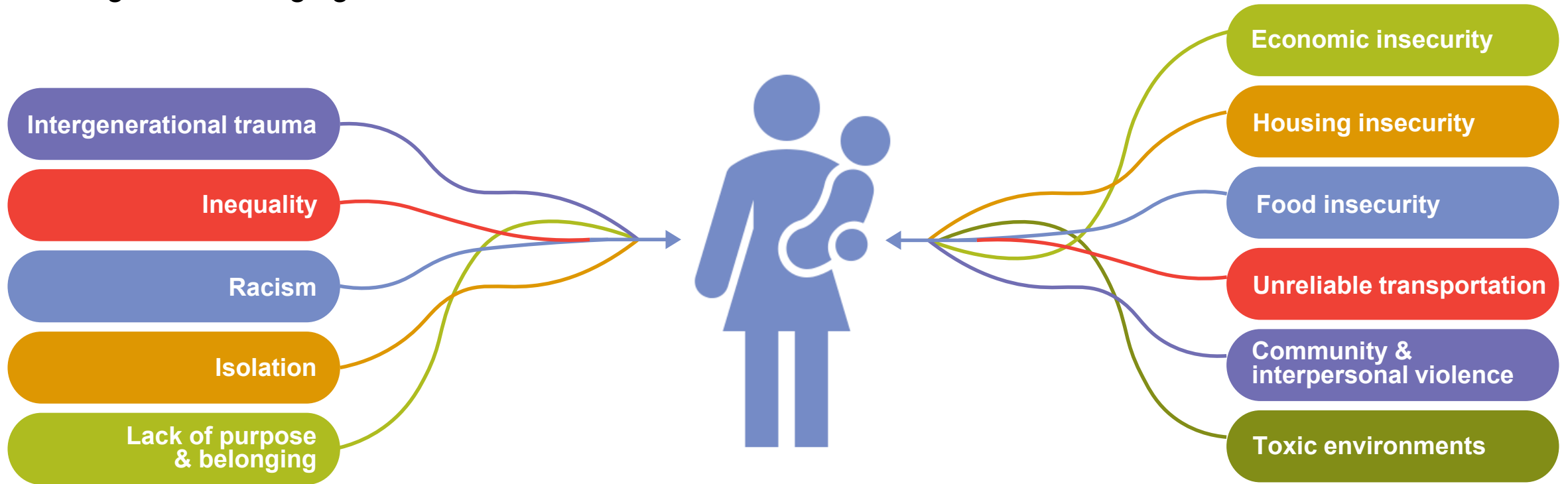
We imagine a California where all vulnerable children, individuals and families have access to the high quality, community-based care that addresses their unique needs.



OUR MISSION is to create a cohesive network of high-performing CBOs, enable them to access Medi-Cal funding, and support their delivery of high-quality services.

The Problem We Aim to Address

Social drivers have profound impact on health, but health care system is not set up to address them. Community organizations are essential to meet these social needs, but easy linkage and sustainable funding are challenging.





As a Community Care Hub, FCHN enables CaAIM Whole Person Care Delivery

Child welfare

Seeking upstream prevention strategies

Health care

Focusing on promoting relational health within communities



CBOs

Trusted, culturally diverse allies embedded within communities

Schools

Where children and youth spend most of their time

FCHN Core Services

We are successful when our network providers are successful

Managed Care Contracting

- Outreach & coordination with all payers
- Certification & readiness process
- Facilitate credentialing

Technology Platform

- Data exchanges & interoperability
- EHR platform
- Data warehouse for analytics & reporting

Clinical & Quality Management

- Complaint P&Ps and standardized model of care
- Referral coordination
- CQI & Audit Support

Training & Technical Assistance

- Training new ECM staff and ongoing
- Job descriptions, job aides
- 1:1 coaching

Claims Administration

- Eligibility verification
- Revenue cycle management
- Fast claims payment and support with all disputes

Analytics & Reporting

- Data warehouse for data collection & reporting
- Regulatory report submission
- Foundation for population health (risk stratification, outcome tracking, etc.)

The Community Care Hub model benefits three core groups

Children, Individuals & Families

Receive trauma-informed, culturally competent services from agencies rooted in their local communities.

Community Based Organizations

Focus on their core competency of person-centered service delivery while accessing cost-effective, administrative infrastructure and strategic partnership.

Health Plans

Get streamlined access to a cohesive CBO network implementing a high quality, standardized model of care.



Bridging Community and Care for California

State Medi-Cal Program

Health Plans Build
a care network



Referral Coordination &
Program Administration



Reporting,
Encounters,
outcomes, analysis,
quality

Providers focus on care
delivery



Youth/Families receive
services from trusted,
local CBOs





Core Medi-Cal CalAIM services

Full Circle Supports Three Core Services



Enhanced Care Management (ECM)

Comprehensive care management that is community-based, interdisciplinary, high-touch, and person-centered.



Community Health Workers (CHW) Services

Preventive services in 1:1 or group settings related to health promotion, such as Health Education & Navigation



Community Supports

Medically appropriate, cost-effective services or settings offered in lieu of other Medi-Cal services or settings.

Full Circle's Current Reach



Contracted
Community
Providers



Cumulative
Clients served
with ECM
services



Service lines:
ECM, CS, & CHW



Operational
in nearly all
counties



Pass rate on
health plan
quality audits



MCPs Contracted



Full Circle works with all types of CBOs serving vulnerable children, individuals and families



Specialty
Mental Health



Justice Serving
Providers



Family Resource
Centers



Early
Childhood



Child Welfare
Service Providers



Shelters &
Residential Facilities



Case Managers
& Probation



Birth Equity
Focused Providers



SUD Treatment
Providers



Domestic Violence
Service Providers



Provider Selection Criteria

1

Serves vulnerable children,
individuals & families

2

Community-based organization

3

Located in a county where we
work and need capacity

4

Committed to meeting Medi-Cal
readiness requirements

Provider Success Managers Offer End-to-End Support

Providers have a dedicated support team

Support onboarding



- Explain all certification and credentialing requirements
- Help develop your model of care and successfully launch new service line

Coach providers to meet goals



- Guide providers through training, data and analytics, and workflow strategies
- Create learning opportunities amongst similar providers to share best practices and overcome barriers together

Act as an internal advocate



- Act as a customer service point of contact to allow providers to navigate and troubleshoot any issues

Full Circle Health Network Provider Process



Submit Interest

- ✓ Complete online interest form
- ✓ FCHN assesses fit

Program Certification

- ✓ Self-assessment
- ✓ Program Certification/ model of care review
- ✓ Compliant P&Ps (Full Circle has templates)

Verification & Contracting

- ✓ Submit verification documents (insurance, license, etc.)
- ✓ Execute contract

Training & Onboarding

- ✓ Onboard training to ensure consistency
- ✓ Ongoing learning collaborative and technical assistance

Quality Monitoring

- ✓ Data dashboards
- ✓ Routine audits
- ✓ Grievance tracking
- ✓ Corrective action process

Contact us: network@fullcirclehn.org

Next Steps: Submit your interest

- If you are interested in working with Full Circle, the first step is to complete our online provider intake form.
- The questionnaire helps Full Circle learn more about your organization, specifically:
 - Where you operate
 - Types of services you deliver today
 - Whether you are a Medi-Cal provider today
 - What CalAIM services you want to operate and potential capacity

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Questions

Contact us:

info@fullcirclehn.org

