Manifest MEDEX

Whole Person Connection for Community Care

Bridge the gap between social services and clinical care to support your client's overall well-being

Powering Holistic Support and Stability

Stable housing, reliable transportation, and nutritious food shape a person's health as much as clinical care does. Health-Related Social Services (HRSS) organizations provide these services, including many community-based organizations (CBOs) that serve as CalAIM Enhanced Care Management and Community Supports providers.

Manifest MedEx (MX), California's largest nonprofit health data network and a Qualified Health Information Organization (QHIO) under the state's Data Exchange Framework (DxF), gives these teams the information to coordinate that support with clinical care.

6M+
RECORDS WITH SDOH DATA

4,000+
NETWORK PARTICIPANTS

3M
REAL-TIME ADTS DELIVERED PER MONTH

53M
LONGITUDINAL HEALTH RECORDS

Health Information Behind the Clients Served

MX Access

HRSS providers have long been on the outside of health information exchange. Role-based access to MX Access changes that. HRSS teams can now view relevant health information on the individuals they serve, drawn from MX's network of 53M+ longitudinal health records.

That matters because social care works best when it is timely and connected to a person's health needs. Knowing a client's recent care history and primary care provider helps HRSS teams arrange support sooner and reconnect clients with their care teams.

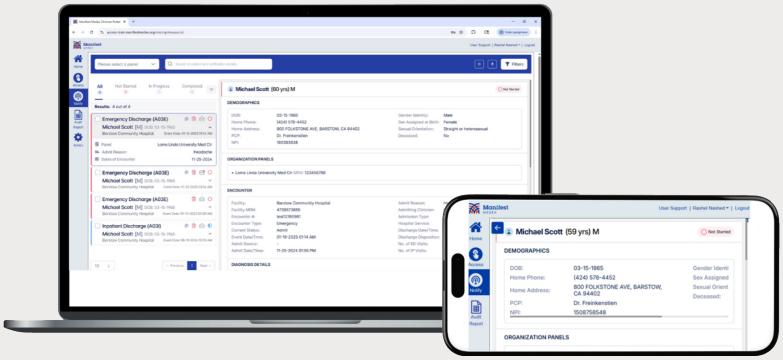
MX Access also includes dedicated tabs on social drivers of health and care teams, making it easy to see social data and streamline workflows.

With role-based access, sensitive health information is only shared as permitted, protecting the trust HRSS providers have built with clients while complying with state and federal privacy laws.



Knowing When a Client Is in the Hospital

MX Notify



Many HRSS providers serve people who are hard to reach, often because of unstable housing or changing contact information.

Admit, discharge, and transfer (ADT) notifications from MX help close that gap. To get started, an HRSS provider shares a panel with MX, a list of the clients the provider serves. When a client is admitted to any of the 190+ hospitals on the MX network, their HRSS provider is notified right away. That gives the care team a chance to reach the client at the hospital and start arranging the services needed to recover safely and comfortably after discharge and beyond.

An ADT tells providers more than where a client is. It also supplies the information needed to coordinate services because it includes:

- Contact and demographic details, including sexual orientation and gender identity (SOGI) data, to support respectful, effective outreach
- Hospital encounter details, such as admit reason, discharge disposition, and primary care provider, delivered to providers with a care relationship to the individual so the right services are in place

Alerts arrive through the MX portal, secure email, or batch files. MX also offers direct secure messaging as a premium service, delivering event notifications directly into an EHR inbox to streamline workflows.

Re-Engaging Clients Who Have Fallen Out of Touch

MX Contact Information Report

Contact details change often, especially for people without stable housing, and they are hard to keep current. The MX Contact Information Report brings together phone numbers, email addresses, and home addresses, gathered from multiple sources across the MX network. Reports include past addresses and phone numbers along with the most recent information, helping HRSS teams re-engage clients who have been lost to follow-up and reconnect them with the services they need.

Taking Part in the state's Data Exchange Framework (DxF)

HRSS providers are generally not required to sign the DxF Data Sharing Agreement, but many choose to take part so they can share information with the organizations serving the same individuals. As a QHIO, MX connects HRSS organizations to hospitals, health plans, and providers across the state, so they can exchange information securely without building their own connections.

To learn more about how we can support HRSS organizations in providing social care services, visit our **website**.