



Expanding Access to Healthcare

CommWell Health's Initiative for Medicaid Expansion in North Carolina



Your Community. Your Wellness. Your Health
All People Matter.

Introduction

- Welcome!
- 19 locations across southeast NC
- **Mission:**
 - “Compassionate delivery of quality medical, dental, and behavioral health services for all!”
- Medicaid Expansion will allow us to better fulfil this mission



Financial Impact

- Patients average 4 visits per year
- Financial Comparison
 - SFS A: \$45 x4 visits/yr = \$180/yr
 - SFS B: \$55 x4 visits/yr = \$220/yr
 - SFS C: \$65 x4 visits/yr = \$260/yr
- We serve a 50% self-pay patient population
- We have over 20,000 patients with reported FLP \leq 138%
- Significant financial opportunity!

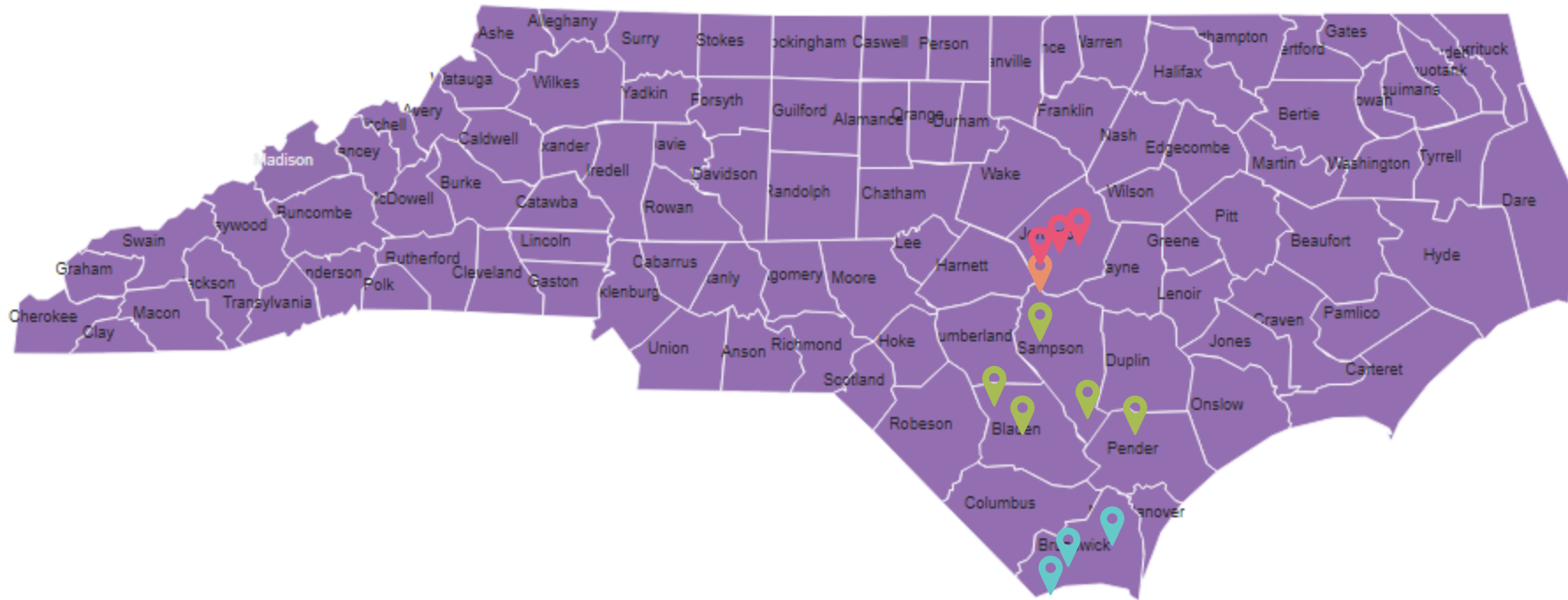


Proactive Approach

- Patient Financial Counselors
 - Free resource available for all CommWell Health patients
 - Subject matter experts in all things Marketplace, Medicaid, and eventually Medicare
- Dedicated to serve our patients by
 - Screening patients to see which program would be a best fit
 - Scheduling appointments to have the patient's in-person
 - Completing applications with the patients
 - Following up through completion



Availability by Region



Region 1

- Four Oaks
- McGee's
- Smithfield

Region 2

- NG Dental
- NG Medical
- NG Behavioral

Region 3

- Salemburg
- Tarheel
- Penderlea
- Dublin
- Harrells

Region 4

- Bolivia
- Shallotte
- Ocean Isle Beach



Networking Support

- Partnering with local DSS offices
 - Sending applications electronically
 - Adding additional documentation electronically
 - Goal: approval upon submission
- Partnering with local communities
 - Free clinics
 - Civic and religious centers
 - Utilizing Community Outreach Workers that connect with Care Management and Patient Financial Counselors



Workflows

Intake

- Outbound screenings
- Referrals from front desk, care management, etc.
- Patient call-ins

Process

- Schedule appointments with patients for application
- Assist patients in providing documentation

Follow Up

- Follow up with patient's who have not called back
- Follow up with Medicaid for status updates
- Follow up with patients with Medicaid updates



ePASS Processing

- Avoid submitting documents via mail
- Setup patients with an NCID
- Setup patients in ePASS with NCID
- Complete the application with the patients present
 - Make sure to check the box “I’m applying for myself.”
- Enhance existing applications with additional documentation
- Follow up with DSS regarding status updates



Establishing Long-term Care

- This is not a project for expansion, it's a department under finance
- Assist with future applications and reenrollments
- Maintain presence at sites for any new patients
- Be the one-stop shop for total patient care



Questions

