



BUILDING A HEALTHIER COMMUNITY BY ENGAGING UNINSURED/UNDERINSURED PATIENTS

Presented By:

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Providing comprehensive healthcare with compassion and respect to our community.

Triad Adult & Pediatric Medicine's approach to Medicaid Expansion



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We must start somewhere!!



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1st steps

- Acknowledged that Medicaid Expansion positively impacted our Mission, Vision and Core Values
- Started a work group that met on a consistent basis
- Workgroup initially consisted of senior and mid-level leadership
- Spawned a sub-committee with some frontline staff that provided a safe space for ideas. Value was placed on staff input.
- Created deadlines prior to December 1, 2023
- Communicated with experts outside of our “four walls”
- Formulated and reestablished community partnerships

ALL
HANDS
ON DECK

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Ensuring equitable service delivery to multiple locations



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Operationalized site-specific services

- Leveraged partnerships to have DSS workers on specific times and days to assist patients (posted these announcements on our social media platforms)
- Hired staff (Patient Navigators) to assist patients
- One site has a computer specifically for patients who are self-directed
- Created a simplified version of the Medicaid flyers
- Collaborated with Healthcare.gov representatives (Cognosante)
- Used our MRN (Epic) and FeedTrail system to inquire and announce updates
- Attended Community events to inform the community

MEDICAID APPLICATION/ASSISTANCE FLOW EFFECTIVE DECEMBER 1, 2023

SITE – ARLINGTON

**NO MEDICAID / SLIDING FEE /
SELF PAY**



**GIVE ALL PATIENTS THE MEDICAID
FLYER AND TAPM ASSISTANCE CARD**



**REFER TO DSS WORKER AT
WENDOVER**



**REFER PATIENT TO COMMUNITY OUTREACH
STAFF AT EUGENE ST.**



**REFER TO PATIENT NAVIGATOR VIA
TELEPHONE**



**IF PATIENT DOESN'T WANT TO SPEAK WITH
EITHER CAN ALWAYS USE E-PASS TO APPLY**



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Why the Workflow?

- ~~Impacts our bottom line~~
- ~~Medicaid Expansion is part of the Affordable Care Act~~
- ~~All in a day's work??~~
- ~~Collect data~~
- Right thing to do- In line with TAPM's Core values which are: Quality Care, Compassion, Respect, Integrity, Global Diversity, and Customer First Culture.
- Allows access to mental health and substance use treatment
- Helps working families
- Most of all...

Saves lives!!!!



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