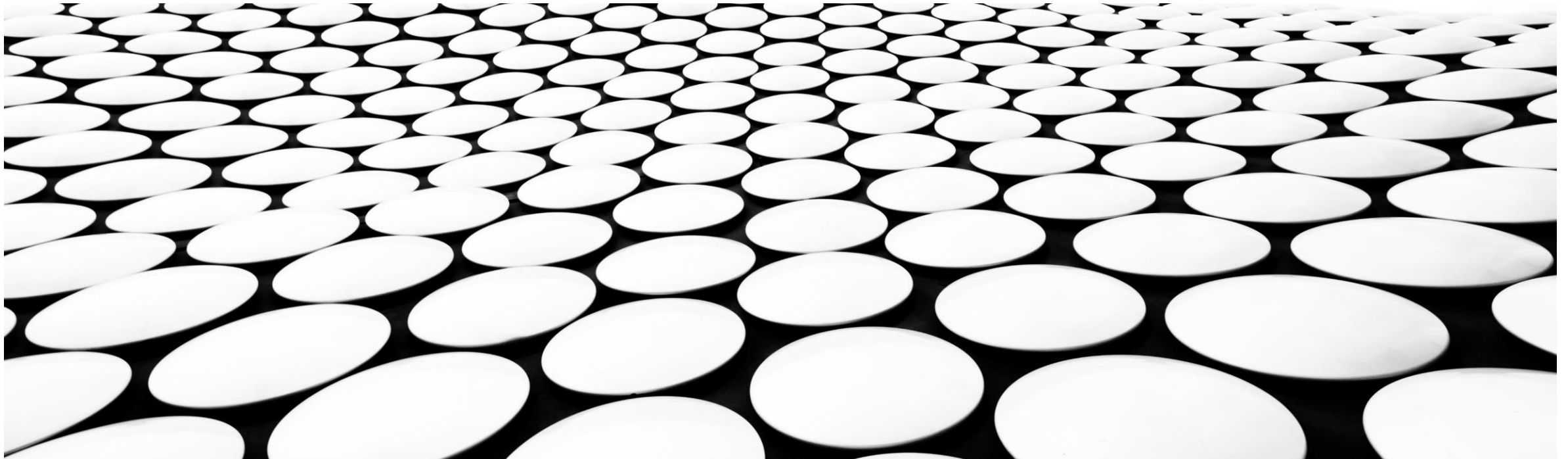

RURAL HEALTH GROUP MEDICAID EXPANSION WORKFLOW

FEBRUARY 13, 2024



WHO IS RURAL HEALTH GROUP?

- Nonprofit Federally Qualified Health Center (FQHC)
(Community Health Center)
- 18 medical locations, 3 dental locations, 3 in-house pharmacies
- Service area covers 6 Counties in Northeastern NC
 - Halifax, Northampton, Edgecombe, Warren, Vance, Granville
- Dedicated to providing primary medical, dental, OB/GYN, behavioral health care, and many other supporting services to the underserved citizens of our service areas



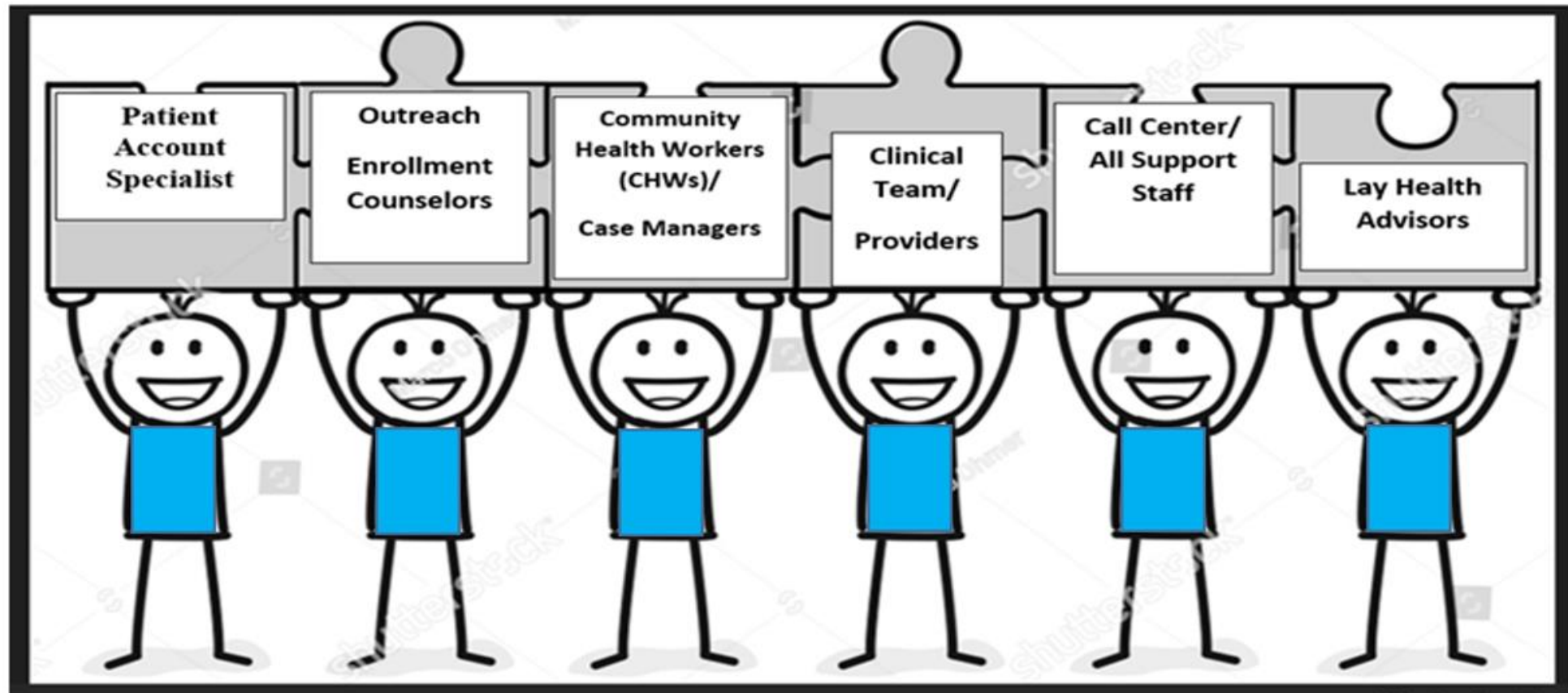
RURAL HEALTH GROUP'S HEALTH INSURANCE SUPPORT SERVICES

- Health Insurance Marketplace
 - Certified Application Counselors
- Senior Health Insurance Information Program/Medicare
 - Senior Health Insurance Information Program Counselors
- Medicaid/Medicaid Expansion
 - Community Health Workers
 - Case Managers
 - Outreach Enrollment Counselors



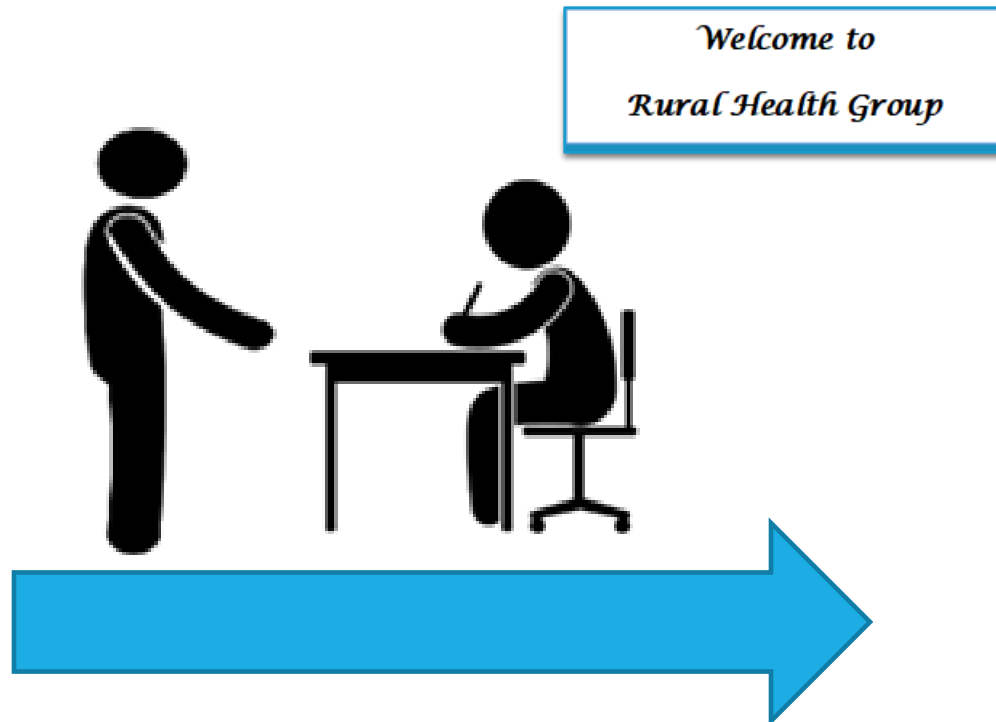
RHG MEDICAID EXPANSION WORKFLOW

ALL-STAR TEAM



RHG MEDICAID EXPANSION WORKFLOW

IN-REACH WORKFLOW



Patient Account Representative (Front Desk)

While checking patient in:

- Complete income assessment
- Screen for insurance coverage
- If previously enrolled in Family Planning, check NC Track to see if Patient is receiving full Medicaid benefits

UNINSURED

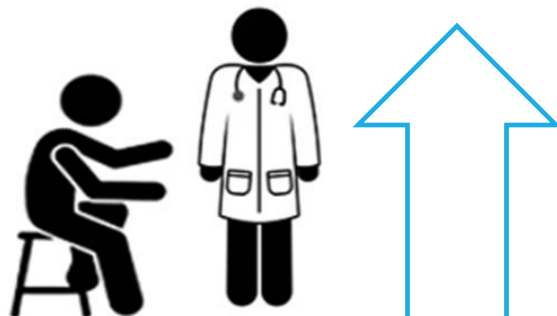
- Offer referral for application assistance to CHW, Case Manager, Outreach Enrollment

IF REFERRAL DECLINED

Give Information on Medicaid Expansion, ACA, etc.
Pt. proceed with Medical Appointment

RHG MEDICAID EXPANSION WORKFLOW

IN-REACH WORKFLOW



**Outreach/Enrollment (O/E) Team
Community Health Workers (CHWs)
Case Managers**

Referral Accepted:

- Team Member will Assess Needs
- Complete Application for Medicaid Expansion, ACA, and other programs via ePass, Healthcare.gov or paper application

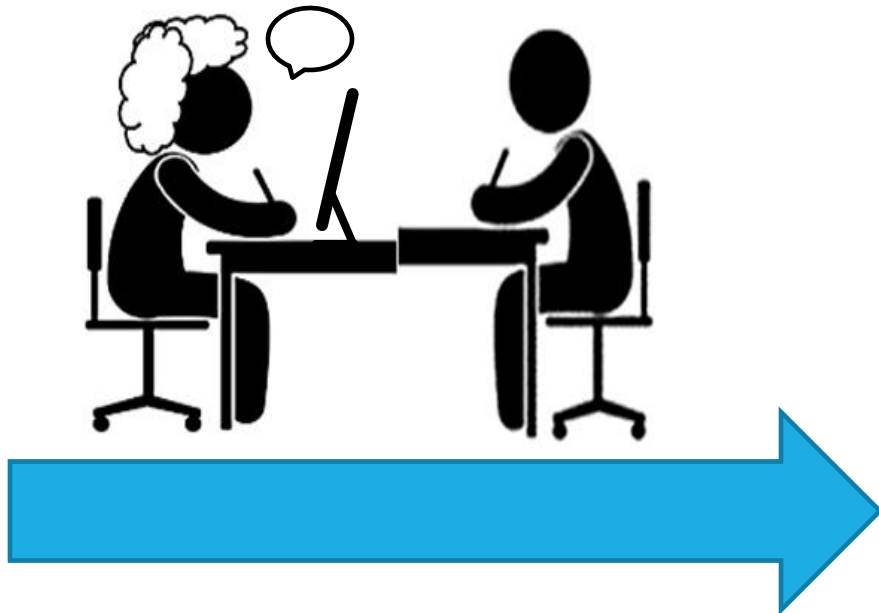
Referral Denied; Proceed to Medical Appointment:

During medical appointment, if Patient has needs that require additional health coverage/support:

- Clinical Staff will discuss Patient's concerns
- Offer to send encounter (TE) referral to CHW, OE, and Case Managers to discuss health coverage options

RHG MEDICAID EXPANSION WORKFLOW

IN-REACH WORKFLOW



Post Application Support

Follow up once eligibility results are received:

- Review Eligibility Determination
- Discuss Plan Benefits and questions/concerns about new plan
- Refer to or Contact Medicaid Enrollment Broker, Ombudsmen if needed

If denied Medicaid:

- Assisters will discuss other health care options: Health Insurance Marketplace, Patient Assurance Program (Sliding Fee), Charity Care Programs, etc.

RHG MEDICAID EXPANSION WORKFLOW

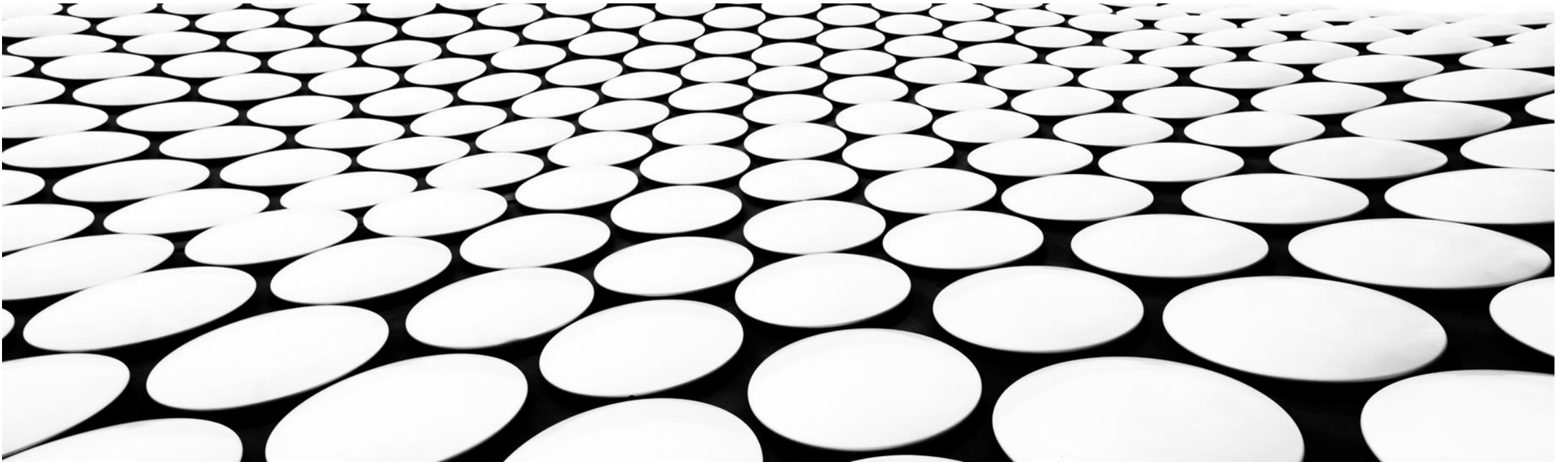
IN-REACH WORKFLOW



Additional In-reach Efforts

- RHG run reports to identify uninsured patients and those enrolled in Medicaid who may be affected by Unwinding
- OE, CHW, Case Managers contact uninsured patients to offer health insurance support services/application assistance
- OE follow up with previous applicants who were in the Medicaid Gap and those who may now qualify for Medicaid Expansion and offer support/application assistance
- OE assist with transition from Medicaid to Medicare and Medicaid \leftrightarrow ACA

RHG MEDICAID EXPANSION WORKFLOW: COMMUNITY OUTREACH



RHG MEDICAID EXPANSION WORKFLOW

COMMUNITY OUTREACH TEAM



Outreach Enrollment
Team



Lay Health
Advisors/Health
Educators



Community Health Workers



Community Partners

MEDICAID EXPANSION RHG OUTREACH EFFORTS

- Community Events
- Churches
- Food Distribution Sites
- Home Health Agencies
- Employment Agencies
- Post Offices
- Local Stores

Need Quality
Health Coverage?



H.O.P.E.

Health Outreach to Promote Equity Program


Rural Health Group Can Help!
Call (252) 536-5855

UNINSURED? YOU MAY QUALIFY FOR NC MEDICAID ARE YOU:

**Age 19-64 years old
Limited Income
U.S Citizen and live in NC**
*Some non-US citizens may be eligible for Medicaid

**WHERE CAN YOU APPLY?
RURAL HEALTH GROUP
CALL TODAY: 252-536-5855**

**OR APPLY AT YOUR LOCAL DSS
OR at <https://epass.nc.gov/>**



FREE ONSITE APPLICATION ASSISTANCE AVAILABLE

NC MEDICAID EXPANSION
Visit: <https://medicaid.ncdhhs.gov/north-carolina-expansion>

HEALTH INSURANCE MARKETPLACE
Visit: WWW.HEALTHCARE.GOV

MEDICARE
Visit: WWW.MEDICARE.GOV

RURAL HEALTH GROUP ASSISTANCE PROGRAMS
WWW.RHGNC.ORG

NC Medicaid covers most health services, including:

- primary care so you can go to a doctor for a check-up or when you are not feeling well
- hospital services when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- maternity and postpartum care if you are pregnant and after giving birth
- vision and hearing services
- prescription drug benefits to pay for your medicines
- behavioral health
- preventive and wellness services
- dental and oral health services
- medical-related devices and other therapies

NC MEDICAID FOR MORE PEOPLE

Beginning on Dec. 1, 2023, NC Medicaid now covers people ages 19 through 64 years with higher incomes. You may be able to get health care coverage through Medicaid even if you didn't qualify before. Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health and more - at little or no cost to you.

NC Medicaid covers most health services, including:

- primary care so you can go to a doctor for a check-up or when you are not feeling well
- hospital services when you need to stay overnight (inpatient) or when you can go home the same day (outpatient)
- maternity and postpartum care if you are pregnant and after giving birth
- vision and hearing services
- prescription drug benefits to pay for your medicines
- behavioral health
- preventive and wellness services
- dental and oral health services
- medical-related devices and other therapies



Most people will be able to get health care coverage through Medicaid if they meet the requirements below. If you were eligible before, you still are.

- You live in North Carolina
- Age 19 through 64
- You are a citizen (Some non-U.S. citizens can also get health coverage through Medicaid)
- If your household income fits within the chart below:

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

How to apply for Medicaid:



Learn more at: Medicaid.nc.gov

NC Department of Health and Human Services
NC20230222 • NC2023 is an equal opportunity employer and provider • 10/2023

More North Carolinians
(including some with Health Insurance Marketplace plans) **can now get health coverage through Medicaid.**



Beginning December 1, 2023, NC Medicaid covers people ages 19 through 64 years with higher incomes. You may be able to get Medicaid even if you didn't qualify before. Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health care services, and more - at little or no cost to you. It provides similar health care benefits to other comprehensive health plans.

Who is newly eligible for Medicaid beginning December 1?

You will be able to get health care coverage through Medicaid if you meet all the following criteria below. (And if you were eligible before, you still are.)

- You live in North Carolina.
- You are between ages 19 through 64.
- You are a U.S. citizen. Some non-U.S. citizens can also get health care coverage through Medicaid.

Household Size	Annual Income
Single Adults	\$20,120 or less
Family of 2	\$27,214 or less
Family of 3	\$34,307 or less
Family of 4	\$41,400 or less
Family of 5	\$48,493 or less
Family of 6	\$55,586 or less

If I currently have a Marketplace plan or apply for a plan through HealthCare.gov, how will I know if I'm newly eligible for Medicaid?


- To find out if you qualify for Medicaid:
- Visit HealthCare.gov and update your Marketplace application or create a new one.
 - After you submit your application, review your updated "eligibility results" to find out if you qualify for Medicaid. If the Marketplace determines that you might qualify.
 - The Marketplace will send your information securely to the NC Department of Health and Human Services (NCDHHS).
 - NCDHHS will share your information with your local Department of Social Services (DSS).
 - Your local DSS will determine if:
 - Your application is complete and you are eligible for full Medicaid.
 - Your application is complete and you are not eligible for full Medicaid.
 - Your application is incomplete and they need to contact you for more information.
 - You will get a letter or a phone call from your local DSS letting you know the status of your application.



RHG MEDICAID EXPANSION WORKFLOW

OUTREACH SURVEYS

- Access to Care Questionnaires
 - Capture Demographics
 - Health Insurance Status
 - Request Assister Follow Up


H.O.P.E. Health Outreach to Promote Equality Program
Access to Care Questionnaire & Demographic Form

Thank you for participating in this questionnaire. Our goal in this questionnaire is to link individuals in our community to health insurance access and other benefits that will improve their health outcome.

Please answer all questions and select the boxes that best fits your answer.

What County do you live in? _____ Zip Code: _____

What is your age? _____ Sex/Gender: Male Female Decline to State Other _____

What race/ethnicity do you identify as??

<input type="checkbox"/> American Indian/Alaska Native	<input type="checkbox"/> White
<input type="checkbox"/> Native Hawaiian and Other Pacific Islander	<input type="checkbox"/> Hispanic or Latino
<input type="checkbox"/> Asian	<input type="checkbox"/> Two or More Races
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Other _____

What is your primary language? English Spanish Other _____

What is your marital status? Single Married Separated Divorced Widow

Do you have children? Yes No If yes, how many children do you have? _____

What is an estimate of your yearly household income?

<input type="checkbox"/> Less than \$12,000	<input type="checkbox"/> \$35,001 - \$50,000
<input type="checkbox"/> \$12,001 - \$19,999	<input type="checkbox"/> \$50,001-75,000
<input type="checkbox"/> \$20,000 - \$35,000	<input type="checkbox"/> More than \$75,000

What is the highest grade you have completed in school?

<input type="checkbox"/> No formal education	<input type="checkbox"/> Some College
<input type="checkbox"/> Some High School	<input type="checkbox"/> Associates Degree
<input type="checkbox"/> GED/High School Equivalency	<input type="checkbox"/> Bachelor's Degree
<input type="checkbox"/> High School Degree	<input type="checkbox"/> Graduate Degree

Have you ever applied for any of these programs?:

Yes No Affordable Care Act (ACA)/ Obamacare
If yes, what was the result? _____

Yes No Supplemental Nutrition Assistance Program (SNAP) or Food & Nutrition (Food Stamps)
If yes, what was the result? _____

Yes No Medicaid or Children's Health Insurance Program (CHIP)
If yes, what was the result? _____

Do you have health insurance? Yes No

If no, what is the reason?

Applied but Denied Can't afford cost Do not need it Unsure of where and/or how to get it

Other reasons: _____

Does your child have health insurance (select N/A if you have no children)? Yes No N/A

If no, what is the reason?

Applied but Denied Can't afford cost Do not need it Unsure of where and/or how to get it

Other reasons: _____

Would you like for someone to follow up with you about your options for health insurance and other programs you may qualify for? Yes No

If yes, please provide your contact information below:

Name: _____ Phone Number: _____

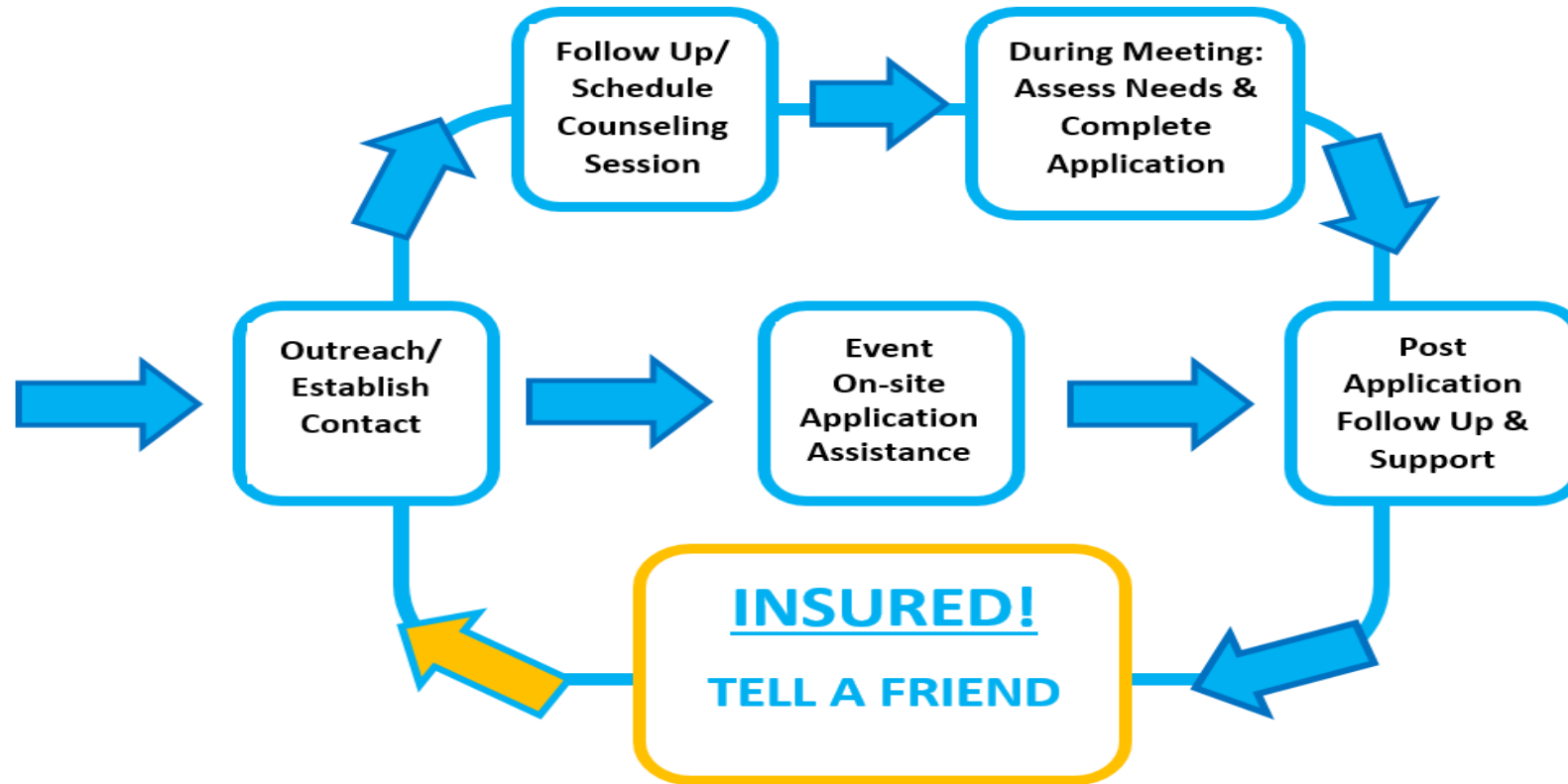
Thank you again for participating in this questionnaire.



MEDICAID EXPANSION PARTNERSHIPS

- Roanoke Chowan Public Housing Authority
 - 8 On-site Enrollment Events
 - Medicaid Expansion Awareness
 - Share Information
 - Application Support
- Local Dept. of Social Services (In Discussion)
 - On-site Support for ACA
 - Posting RHG Flyers at Check-in Desk

RHG MEDICAID EXPANSION WORKFLOW POST-OUTREACH



RHG MEDICAID EXPANSION CONTACTS

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Markea Nicholson, CHW & Medicaid Extender (NC Community Health Worker Association)

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