



Medicaid Expansion Engagement

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## What we are seeing

- NHC's Medicaid Payer mix:
  - November: 40%
  - January: 47%
- Medicaid patients attributed patients to NHC
  - November: 2195
  - January: 2657



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## Priority Workflows for Medicaid engagement

1. Medicaid Expansion outreach to newly eligible uninsured patients
2. Outreach to assigned and unengaged Medicaid patients
3. Collaboration with community partners to outreach to patients



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## 1. Medicaid Expansion outreach to newly eligible uninsured patients

- Master list of current uninsured patients (< or = 138%% FPL) to track encounters
  - Screening for eligibility
  - Conversations (or attempt to contact) patient
  - Action plan for patient
- Proactive daily review of schedule to engage all eligible patients and have a conversation with them
- Telephonic outreach to eligible patients
- Follow up being done from master list with any patients who are eligible or who express interest in applying to see if they followed through



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## 1. Medicaid Expansion outreach to newly eligible uninsured patients (continued)

- Options for enrollment assistance at NHC
  - Marketplace Navigators available on-site
  - Shifting administrative staff help support any patients interested in applying through EPASS.
  - **GOAL**: Have enrollment support available at least 4 days/week



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## 2. Outreach to assigned and unengaged Medicaid patients

- Letter outreach to patients who have been assigned to NHC but never seen
- Outreach to assigned patients who have been seen at NHC, but have care gaps and need to return for a visit



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## 3. Collaboration with community partners to outreach to patients

- Working to inform community partners of NHC's capacity for new Medicaid patients
  - Alliance Medical Ministries – patients who become newly eligible for Medicaid can be referred to NHC
  - Primary care facilities in the community who cannot accept new Medicaid patients can refer to NHC



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Questions?

