

Kintegra Medicaid Expansion Implementation

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Kintegra Health

- Largest FQHC in North and South Carolina
- 97,000 Patients
- Located in 12 North Carolina Counties
- 20 Community Resource Advocates located in 6 counties
- All CRA's are Certified Application Counselors or Navigators through the NC Navigator Consortium
- 10 Medicaid Enrollment Assisters who assist consumers with Medicaid Enrollment through ePass



Core Services

- Primary Care
 - 28 practices
- Dentistry
 - 9 practices
 - 5 Mobile Dental Units (MDU)s - School Access Program
 - CHOP (Childhood Health Outreach)
- Behavioral Health
 - Integrated care
 - Psychiatric Medication Management
 - Substance Use Programming (MAT)
 - 3 Counseling Centers +100 Schools - Therapeutic Counseling
 - 9 Outreach Locations – HDs, Private OB/GYN practices
- Pharmacies
 - 9 Pharmacies Discount Medication Program



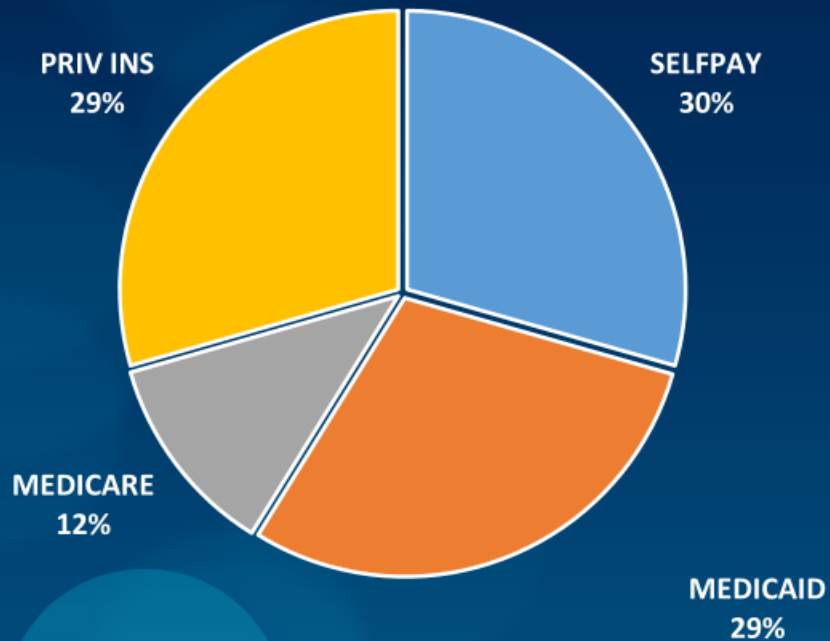
Ancillary & Supportive Services

- Chiropractic
- Colposcopy
- Community Resource Advocacy
- Diabetes Education and Support
- Endocrinology
- Hepatitis C Treatment and Cure
- HIV Case Management
- Optometry
- Podiatry

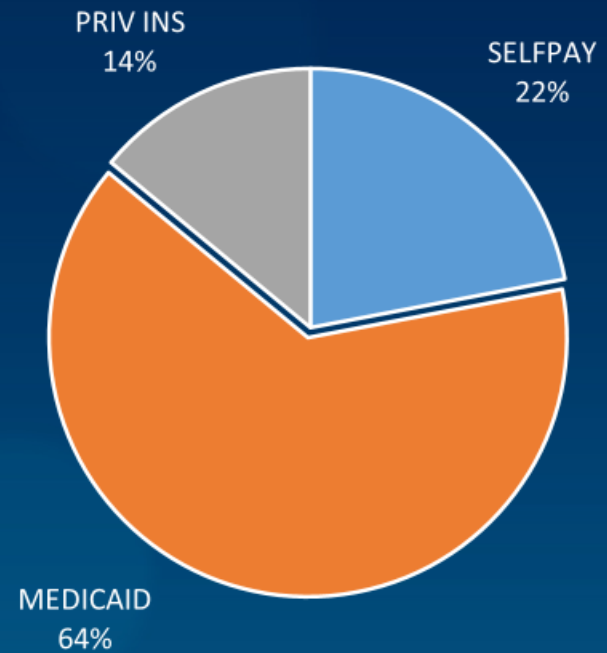


Payor Mix

MEDICAL AND BEHAVIORAL HEALTH



DENTAL



Staff Preparedness

- All medical and support staff have been educated on the basics of Medicaid Expansion and will refer patients requesting information concerning Medicaid qualifications and enrollment to designated assisters within the organization.
- Current Kintegra patients renewing sliding scale applications that are flagged in EPIC as less than 138% of the Federal Poverty Level (FPL) are referred to CRA for Eligibility Assessment.

Workflow

- New patients scheduled with the Community Resource Advocate (CRA) are assessed for ACA, Medicaid, or sliding scale eligibility.
- Appointments are labeled as Eligibility Assessments and scheduled in 1-hour slots to allow for evaluation of the patient/consumers current financial status, education of available enrollment options, need assessment.

Outreach

- Text messages were sent to patients with valid phone numbers on file in EPIC informing them of Medicaid Expansion and offering enrollment assistance if needed. The messages will continue to be sent monthly and the verbiage will be updated as new information becomes available.
- In addition, we have added a team of staff from various departments throughout the organization that will contact by phone a list of over 32,000 uninsured Kintegra patients(19-64) who, according to our records, fall within the guidelines of Medicaid eligibility. These staff members have also been trained as assisters for Medicaid enrollment.

Outreach

- All Kintegra outreach materials have been updated to include informative verbiage about Medicaid enrollment assistance offered by Kintegra. These materials are printed and distributed in English and Spanish.

Training

- All Outreach Department staff and any designated Medicaid Enrollment Assisters are required to attend the various ongoing training opportunities that are available to the organization.
- Kintegra's Senior Management does an outstanding job of gathering information regarding Medicaid Expansion and North Carolina becoming a Determination State.

Essentially, Kintegra has experienced a relatively smooth transition into Medicaid Expansion and we look forward to growing and continuing to strive to be a provider of choice.

Challenges

- Penetration Rate
- Haitian Immigrant Population-Language barrier

We continue to strive for Health Equity in our communities

