



APPALACHIAN MOUNTAIN  
**HEALTH**

## **Our Mission**

# **WHOLE PERSON HEALTHCARE FOR EVERYONE**

**We deliver timely, comprehensive, and quality health services with dignity and respect to WNC residents, regardless of a person's ability to pay.**

**We serve Buncombe, Cherokee, Graham, and Jackson counties**

**AMH is a Federally Qualified Health Center (FQHC)**

# Locations

- ▶ Asheville Health Center/ Dale Fell – Asheville, NC
- ▶ May's Community Health Center (located in the WNC Rescue Mission)—Asheville, NC
- ▶ School Based Health at Asheville High School– Asheville, NC
- ▶ School Based Health at Asheville Peak Academy– Asheville, NC
- ▶ Leicester Community Health Center– Leicester, NC
- ▶ Sylva Community Health Center– Sylva, NC
- ▶ Tallulah Community Health Center– Robbinsville, NC
- ▶ Peachtree Community Health Center– Murphy, NC

# Services Offered

- ▶ Primary Care
- ▶ Clinical Pharmacy
- ▶ Women's Health
- ▶ Pediatrics
- ▶ Behavioral Health
- ▶ Substance Use Disorder Treatment
- ▶ Dental
- ▶ On-site Pharmacy– only at our Leicester and Tallulah locations

# Mobile Medical Unit

## Sites Served:

- ▶ Salvation Army
- ▶ Compass Pointe
- ▶ Transformation Village
- ▶ Aston Towers
- ▶ Bartlett Arms
- ▶ Pisgah View Apartments
- ▶ Eliada Homes

## Mobile services offered:

- ▶ General Primary Care
- ▶ Preventive Health Screenings
- ▶ Medication Management
- ▶ Lab Testing
- ▶ Blood Pressure Care
- ▶ Diabetes Care
- ▶ Wound Care
- ▶ Access to Mental Health

# We Heard the Call

- ▶ As an FQHC, AMH provides care to the most vulnerable populations in our communities. Many of our providers have felt the pain of having a patient turned down for an outside specialty care provider due to a patient's lack of insurance and inability to pay. This has delayed life saving interventions, and resulted in more costly emergency room care for many of our patients.
- ▶ When North Carolina announced Medicaid Expansion in fall of 2023 we knew so many that would have access to life saving specialty treatment and diagnostics for the first time in their adult lives.
- ▶ In the late fall of 2023 AMH launched a brand new team dedicated to connecting patients directly to community resources, a Community Resource Advocate Team.
- ▶ To launch this team AMH attended every training event hosted by NCDHHS, and as new staff joined our Community Resource Advocate team we shared information from the NCDHHS website, and continued to attend the trainings.

# Community Resource Advocate (CRA)

## The Role of the Community Resource Advocate:

- ▶ Assist with applying for Medicaid
- ▶ Assist with applying for Food and Nutrition Services
- ▶ Refer to community resources for food, clothing, housing, phones, utilities, etc.
- ▶ Referral to Human Services organizations, such as: Helpmate, Vaya Health, DSS/SSA, Pisgah Legal, etc.
- ▶ Referral to HOP services if eligible (not for those with traditional Medicaid)
- ▶ Transportation—to/from appointment and to AMH pharmacies
- ▶ Help patients navigate care within AMH— including Behavioral Health referrals and Dental services.
- ▶ Attend DHHS Medicaid trainings, utilize DHHS toolkits/free materials, and use current guidelines/recommendations given by DHHS
- ▶ Become Medicaid Ambassadors

# Medicaid Expansion

- ▶ Began assisting patients 12/01/2023
- ▶ Targeted the uninsured, underinsured, and unhoused populations
- ▶ Screened patients to determine eligibility under expansion guidelines
  - ▶ Assist in obtaining Driver's License, Social Security card, proof of residency/income
- ▶ Schedule appointments to assist with Medicaid application
- ▶ Assist patients in setting up their NCID accounts
  - ▶ Assist in creating email accounts and getting phones if needed
- ▶ Assist patients at all of our clinics, mobile van, and Medicaid enrollment events
  - ▶ Events have been held at the YWCA in Asheville, libraries, recovery facilities, etc.



# Medicaid Expansion Data

- ▶ Dale Fell Community Health Center (including other Asheville clinics)– 57 patients assisted, 31 approved
- ▶ Leicester Community Health Center– 26 patients assisted, 17 approved
- ▶ Peachtree Community Health Center— 29 patients assisted, 29 approved
- ▶ Sylva Community Health Center— 5 patients assisted, 5 approved
- ▶ Tallulah Community Health Center– 3 patients assisted, 1 approved
- ▶ Total patients assisted since 12/31/23—**126**; Total patients approved-- **86**
- ▶ Data current as of 03/01/2024

# Success Stories

- ▶ Our CRA team assisted one of our patients who is seen at May's Community Health Center in Asheville in applying for Medicaid. He lives at the WNC Rescue Mission and has chronic health conditions that have him needing to see outside specialists. This patient did not think he would get approved for Medicaid, but he did and now the Neurology and Sleep Study referrals that the provider has been waiting to put in can get ordered and this patient can finally get the help he needs.
- ▶ A patient seen at Peachtree Community Health Center in Murphy was assisted by the CRA's in applying for Medicaid. She has been needing to have gallbladder surgery but had not been able to get it done without insurance. Now that she has Medicaid, her surgery is scheduled and she is so thankful to our team for helping her. She even recommended us to a friend who also applied for Medicaid, got approved, and is now a new patient.