



## Medicaid Expansion Engagement



## MedNorth Health Center

- ▶ Federally Qualified Health Center (FQHC)
- ▶ Community Health Centers are independent, non-profit, non-governmental health care organizations who must offer services to everyone, regardless of ability to pay
  - ▶ Offering sliding scale services for these patients
- ▶ Our target population is individuals and families at or below 200% of the federal poverty level
- ▶ Our services include:
  - ▶ Adult & Family Medicine, Dental Care, Pediatric Services, On-Site Pharmacy, Podiatry, Prenatal Care, Women's Health, Integrated Behavioral Health

## CareMed Discount Program

- ▶ A sliding scale program that provides services at a discounted rate for patients presently uninsured or underinsured
  - ▶ Patients will need to reapply each year
- ▶ Patients with household size and income below 200% of federal poverty guidelines
- ▶ Services include:
  - ▶ Medical, Dental, Integrated Health Services, Labs, & Prescriptions
- ▶ How is eligibility determined?
  - ▶ Income
  - ▶ Household/Family Size

## Why is it Important to Enroll our Patients in Medicaid?

- ▶ Patients benefit from our CareMed program, but this is only accessible for services within our clinic
- ▶ Patients who need to see outside specialist from our clinic struggle to afford those visits
  - ▶ We improve our care when patients needs procedures/outside follow ups and we are able to provide better treatment with additional results
- ▶ They will be able to have additional resources that we may not be able to offer

## Medicaid Eligibility Screening Process

### ▶ Patient Access Coordinators' Role

- ▶ Screen patients for eligibility when they call to schedule an appt or at time of check in upon arrival to the clinic
- ▶ Do a second screening at check-out and offer assistance with Medicaid enrollment if patient is eligible
- ▶ Schedule appt with Community Engagement Specialist, Ashlyn Grant
- ▶ Goal is to screen every patient for Medicaid eligibility that we come in contact with in the clinic

## Who Are We Targeting?

- ▶ Focusing on our sliding scale patients who are currently on Slide A, B & C
  - ▶ These patients should be eligible based on where their income is which is <138% of poverty level to qualify for Medicaid
  - ▶ 1,097 patients currently on slide A, B & C
    - ▶ Seen within the last year
    - ▶ 0-18: 85
    - ▶ 19-up: 1,012
- ▶ All patients who are eligible are referred to Community Engagement Specialist
  - ▶ Epic in basket messages
  - ▶ Scheduling Appts

- ▶ Created a separate schedule for Medicaid applications
- ▶ Additional eligibility or applications for ACA also take place during these appts

MEDNORTH APPLICATION SPECIALIST														
◀ Jan 26, 2024 ▶										Filter by Status		Total: 2		
Slots	Time	Pri?	Acct Sta...	R...	Inf Risk	M...	Value ...	Patient	Age/Gender	Type	HCC G...	Notes	Events	Pre-Cha
MEDNORTH MAIN FAMILY MEDICINE WILMINGTON														
1	8:20 a													
1	9:20 a													
1	10:20 a													
0	1:20 p							[REDACTED]	26 y.o. / F	FINANCIAL COORDINATOR			Scheduled	
1	2:20 p													
0	3:20 p							[REDACTED]	24 y.o. / F	FINANCIAL COORDINATOR			Scheduled	

Provider: MedNorth Application Specialist  
Visit code: Financial Coordinator

Thursday appts at Calhoun location

## Medicaid Application Process

### 45- 1 hour appointments:

1. Register patient on EPass
2. Initiate online application
3. Discuss each question with patient, have them bring documentation proof to streamline process
4. Discuss how patient can follow up on status of application/what they can expect
5. Tracking applications/entering in ID number into Epic for proper billing
6. Most coverage once approved is back dated, we can check this and rebill prior claims if needed

### Documents patients may need to bring to appt:

1. Birth certificate
2. Proof of U.S. citizenship or lawful residence
3. Proof of income and assets
4. Proof of address
5. Medical records that document your disability (if applicable)



## Medicaid Outreach Workflows

- ▶ **Community Engagement Specialist Role**
  - ▶ Pulling report of appts for the following day and filtering through the patients who are on slide A, B & C
    - ▶ Reaching out to these patients to see if they are interested in scheduling an additional appt for Medicaid enrollment before/after their current appt at the clinic or if they would like to come back
  - ▶ Keeping internal staff and providers up to date on Medicaid information
    - ▶ Creating a referral process for providers and staff to send patients that may be eligible for a screening/outreach call to me made
  - ▶ Training additional staff to get certified to complete Medicaid applications
    - ▶ Spanish-speaking staff
    - ▶ Community Health Workers
  - ▶ Attending community events and partnering with local DSS office

## Medicaid Expansion Plan

- ▶ Since the expansion:
  - ▶ We have discussed Medicaid expansion with around 60 patients
    - ▶ Submitted 30 applications and have gotten full coverage for 20 patients
    - ▶ 15 additional patients were moved over from Family Planning Medicaid to Full Coverage
- ▶ With this new process, we expect the number of appointments and patients receiving full coverage to be much higher
- ▶ We are getting additional staff trained in order to help streamline this process
  - ▶ Adding a Spanish speaking assister
  - ▶ This will expand the amount of applications we can complete each day

## Conclusion

- ▶ Please reach out to Ashlyn Grant for any questions
  - ▶ [agrant@mednorth.org](mailto:agrant@mednorth.org)
  - ▶ 910-208-4731