Community-Based Case Study: Health Access- Serving the Uninsured and Underinsured

Marcy Buren, Health Access
Andy Kruse, Genesys Health System

The National Congress on the
Un and Underinsured
Hyatt Regency on Capitol Hill
Washington, DC
December 11, 2007
The Reverend Daniel Brown came to this area in 1839 to help form a new Episcopal parish. He became the first rector of St. Paul's in 1840 when it received canonical sanction. The congregation met in a temporary chapel and then in a small church before the present structure was started in 1872 through efforts of the Reverend Marcus Lane. This massive Gothic Revival building was designed by Gordon Lloyd of Detroit. The limestone, donated by a quarry in Findlay, was transported by members on the site. On August 24, 1873, the first service was held in this church. St. Paul's was consecrated in 1882 when the Reverend William Seabrook was rector. Memorials in the church honor eminent citizens of Findlay past, including carriage makers and auto pioneers.
Sundries & Prescriptions
Health Access Program Overview

- Initially funded as a Community Access Program (CAP) grant in September 2001 with matching funds from Ascension Health.
- Genesys Health System is the fiduciary.
- Mission: Improve access to health care services for the underserved and uninsured through coordination of care, outreach and advocacy.
- 6.3 FTE employees plus work study students and college interns.
Community Collaborative

- Center for Civil Justice
- Consumer Representation
- Genesee County Free Medical Clinic
- Genesee County Health Department
- Genesee Health Plan (county plan for low-income uninsured)
- Genesee-Lapeer Chapter American Red Cross
- Genesys Health System
- Greater Flint Health Coalition
- Hamilton Community Health Network (FQHC)
- HealthPlus of Michigan (HMO)
- Hurley Medical Center
- McLaren Regional Medical Center
Why collaboration?

- Better coordination of safety net
- Less duplication of services
- Increased access to services for clients
- Buy-in from all providers
- Helps in securing funding
Enrollment Services

Health Access provides assistance with enrollment in the following public benefit programs:

- MIChild/Healthy Kids (SCHIP)
- Plan First
- Food Stamps
- Medicaid
- Genesee Health Plan (screening- those eligible are referred to an enrollment site)
## Enrollment Numbers

<table>
<thead>
<tr>
<th></th>
<th>GHP B</th>
<th>Health Access</th>
<th>Mi Child/Healthy Kids</th>
<th>Medicaid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 01 – Aug 02</td>
<td>329</td>
<td>N/A</td>
<td>72</td>
<td>38</td>
</tr>
<tr>
<td>Sep 02 – Aug 03</td>
<td>305</td>
<td>1519</td>
<td>251</td>
<td>495</td>
</tr>
<tr>
<td>Sep 03 – Aug 04</td>
<td>1652</td>
<td>115</td>
<td>222</td>
<td>116</td>
</tr>
<tr>
<td>Sep 04 – Aug 05</td>
<td>3455</td>
<td>N/A</td>
<td>140</td>
<td>21</td>
</tr>
<tr>
<td>Sep 05 – Aug 06</td>
<td>3454</td>
<td>N/A</td>
<td>142</td>
<td>19</td>
</tr>
<tr>
<td>Sep 06 – Aug 07</td>
<td>1764</td>
<td>N/A</td>
<td>118</td>
<td>0</td>
</tr>
<tr>
<td>Totals:</td>
<td>10,959</td>
<td>1634</td>
<td>945</td>
<td>689</td>
</tr>
</tbody>
</table>
Prescription Assistance

- Helps individuals without prescription drug coverage access free and reduced-cost medication by applying for pharmaceutical company indigent programs

- Small emergency fund to pay for short-term, temporary supply of medication (approximately $15,000/year)
Unduplicated clients served (Prescription Assistance)

- Dec 02 - Aug 03: 428
- Sep 03 - Aug 04: 801
- Sep 04 - Aug 05: 1223
- Sep 05 - Aug 06: 1416
- Sep 06 - Aug 07: 1212
Total number of appointments
(Prescription Assistance)

Dec 02 - Aug 03
Sep 03 - Aug 04
Sep 04 - Aug 05
Sep 05 - Aug 06
Sep 06 - Aug 07

428
1089
1725
2249
2004
Applications Submitted

Total Prescription Applications Submitted: 10,093
Retail Dollar Value of Medications

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Dollar Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 02 - Aug 03</td>
<td>$249,152</td>
</tr>
<tr>
<td>Sep 03 - Aug 04</td>
<td>$1,244,392</td>
</tr>
<tr>
<td>Sep 04 - Aug 05</td>
<td>$2,768,621</td>
</tr>
<tr>
<td>Sep 05 - Aug 06</td>
<td>$3,299,219</td>
</tr>
<tr>
<td>Sep 06 - Aug 07</td>
<td>$4,006,785</td>
</tr>
</tbody>
</table>

Total Dollar Value: $11,568,169
Cost/Benefit Analysis

Example based on United-Way funded position for 2005-2006 fiscal year:

- Grant of $50,000 from United Way
- Served 595 unduplicated clients
- Submitted 1,343 applications for free medicine
- Retail value of $1,097,192
- Average cost to service each client is $84
- Average retail value of medicine received by each client is $1,844
- Over a 2000% return on investment!
Care Management Services

Works with uninsured and underinsured individuals to help access medical equipment, supplies and services that are not covered by any benefit program.
Care Management Functions

- Link with community resources for medical equipment and supplies
- Works with physicians to arrange donated or discounted services
- Coordinate services for medical services
- Assist with completing charity care applications
- Develop relationships with businesses for donated or discounted supplies and services
### Care Management Numbers

<table>
<thead>
<tr>
<th></th>
<th>New Patients Opened</th>
<th>Patient Related Contacts</th>
<th>Charity Care Referrals</th>
<th>Eye Care/Dental Care Referrals</th>
<th>DHS/Social Security Referrals</th>
<th>Other Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 02 – Aug 03</td>
<td>2746</td>
<td>6634</td>
<td>89</td>
<td>0</td>
<td>183</td>
<td>1723</td>
</tr>
<tr>
<td>Sep 03 – Aug 04</td>
<td>1841</td>
<td>4267</td>
<td>58</td>
<td>169</td>
<td>248</td>
<td>3204</td>
</tr>
<tr>
<td>Sep 04 – Aug 05</td>
<td>452</td>
<td>1195</td>
<td>42</td>
<td>199</td>
<td>73</td>
<td>192</td>
</tr>
<tr>
<td>Sep 05 – Aug 06</td>
<td>628</td>
<td>1116</td>
<td>76</td>
<td>208</td>
<td>24</td>
<td>397</td>
</tr>
<tr>
<td>Sep 06 – Aug 07</td>
<td>741</td>
<td>2206</td>
<td>78</td>
<td>198</td>
<td>34</td>
<td>347</td>
</tr>
</tbody>
</table>

*Other – legal assistance; employment; housing; physical, occupational, and speech therapy; and other services not included elsewhere*
Health Outreach Promoting Empowerment (HOPE)

- Provides support to homeless individuals and those in unstable living situations to address their healthcare needs.
- Utilizes trained volunteer care navigators to work with clients and physicians.
- Also provides prescription assistance to clients not enrolled in Genesee Health Plan that do not have prescription coverage.
First Presbyterian Church

- Care Manager provides outreach services three mornings per week to clients on a walk-in basis.
- Clients are often homeless, recently discharged from prison or in unstable living situations.
- Provides assistance with needs such as food, clothing, transportation, identification, birth records, shelter, health care access.
- Provides referrals to community agencies for assistance.
- Limited direct financial assistance is provided.
First Presbyterian Church Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Oct 04 - Sep 05</th>
<th>Oct 05 - Sep 06</th>
<th>Oct 06 - Sep 07</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Seen</td>
<td>610</td>
<td>901</td>
<td>1438</td>
</tr>
<tr>
<td>Clothing Referrals</td>
<td>137136</td>
<td>196</td>
<td>317</td>
</tr>
<tr>
<td>Food Referrals</td>
<td>145</td>
<td>156</td>
<td>216</td>
</tr>
<tr>
<td>Transportation</td>
<td>316</td>
<td>332</td>
<td>229</td>
</tr>
</tbody>
</table>
Food Stamp Program

- Pre-screening and enrollment assistance with food stamp program
- Distribution of materials to increase awareness of eligibility for food stamp program
- Outreach and education
- Utilizes trained volunteers to provide services to clients in conjunction with paid staff
Food Stamp Program Numbers

October 1, 2006-September 30, 2007 (First year of program)

- Materials distributed to 3,466 people
- 491 individuals pre-screened and 197 applications submitted on behalf of individuals like to qualify
- 98 presentations to community groups
- Information booths at 49 events
Free Clinic Support

- County that has very few resources for the uninsured
- Physician provides a free clinic at his church two Saturday mornings per month from 7:30 a.m. - noon. He sees approximately 50 patients each Saturday.
- We help uninsured individuals with prescription assistance and enrollment
Free Clinic Support Numbers

July 1, 2006-June 30, 2007 (First year of program)

- 925 screening forms completed
- 213 applications for free medication submitted
- Clients approved for free medication with a retail value of $260,760
- 18 checks written to pay for 34 prescriptions
- 11 individuals assisted with Medicaid applications and 13 assisted with MI Child applications
Low-Cost Prescription Eyeglasses

- Prescription eyeglasses available at low cost (i.e., plastic single vision $40 includes frames and lenses)
- No income guidelines
- Fills a need in the community and provides a small amount of funding for other services
Outreach and Education

- Coordinate local Cover the Uninsured Week events
- Information and enrollment at health fairs, schools, churches and community events
- Speakers for groups
- Resource guide (printed version and on our website)
Current Funding Sources

- Ascension Health
- Blue Cross Blue Shield of Michigan Foundation
- First Presbyterian Church
- Genesee Health Plan
- Genesys Health System
- United Way of Genesee County
- United States Department of Agriculture
Successes

- Clients feel they are treated with dignity, respect and compassion
- They are able to access health care services
- More money available to clients to meet their other basic needs
- Relationships with providers, organizations and businesses
- Positive support from media
Challenges

- SUSTAINABILITY

  - Gaps in services- how to help clients that don’t qualify for programs or need services that are not readily available
  - Changing availability of public benefit programs
  - Coordination throughout the community to avoid duplication of services
Replication

- Get to know your community; you can learn something from everyone.
- Mission-*love one another*, it’s what we are called to do – no strings attached.
- Bloom where you are planted.
- Partnerships lighten the load and multiply the resources.
Replication

- Change the way we do business.
  - Outreach
  - Enrollment
  - Prescription Assistance
  - Care Management
Questions?

Marcy Buren, Director
Health Access
3951 Beecher Road
Flint, MI 48532
(810) 232-4200
mburen@genesys.org
www.healthaccessprogram.org

Andy Kruse
Director, Community Relations
Genesys Health System
One Genesys Parkway
Grand Blanc, MI 48439
(810) 606-6255
akruse@genesys.org
www.genesys.org