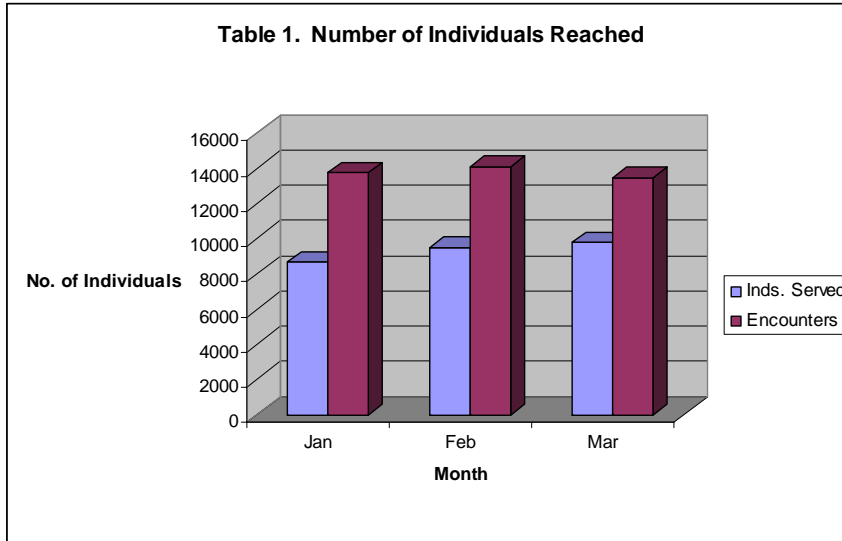


**Connecting Consumers with Care/ Outreach and Enrollment Grants**  
**Monthly Reporting: March 2010**

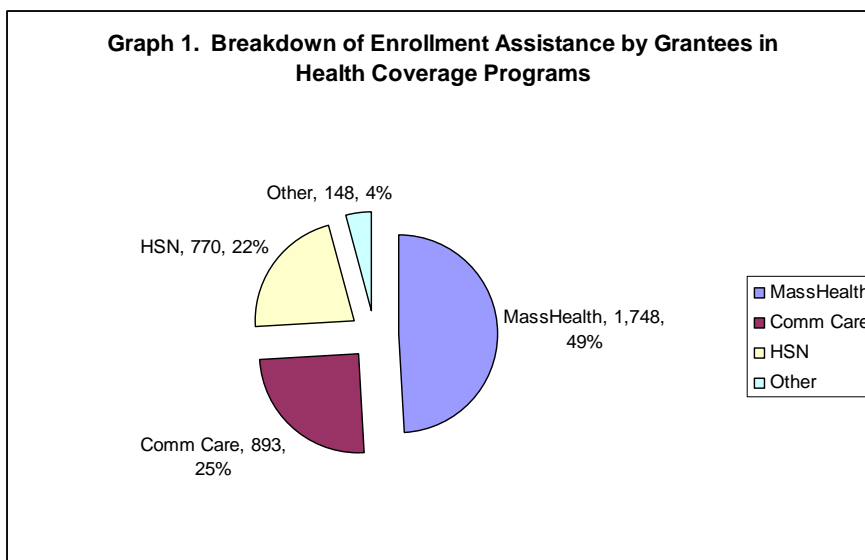
**Overall Figures**

- In March, a total of **9,797 individuals** were served by 22 funded organizations, 298 more than in February. Grantees also had **13,485 encounters** in the past month (see Table 1), 629 less than in the previous month.



**Enrollment Figures**

- Of the 9,797 individuals served, **1,762 were assisted with applying** for public health insurance. The Virtual Gateway served as the predominant vehicle by which 1,625 clients were assisted with enrollment, with the remaining applications submitted through RealBenefits and paper applications. Seventy-eight percent of individuals assisted were between the ages of 19 and 64.
- MassHealth remains the most common program for which individuals qualify, with **1,748 individuals deemed eligible for coverage**. Eight hundred ninety-three individuals were deemed eligible for Commonwealth Care, 770 for the Health Safety Net (HSN), and 148 for other programs, which include Prescription Advantage and Medicare D (see Graph 1). Seventy-eight percent of all individuals approved for coverage were between the ages of 19 and 64.



- Grantees assisted clients with referrals to numerous other state programs. In March, the Medical Security Program had the most referrals with 451 individuals assisted. Grantees also made referrals to Commonwealth Choice (127 individuals), QSHIP (105 individuals), the Insurance Partnership (5 individuals), and the Fisherman's Partnership (2 individuals).

#### ***Maintenance & Retention of Health Coverage***

- Grantees assisted 1,339 clients to complete annual redeterminations in March, the majority of which were completed via paper ERV forms.
- A total of 69 individuals were deemed eligible for Commonwealth Care but for whatever reason, did not enroll. This is 31 less people than in the previous month.
- A total of 1,540 people were assisted with reviewing the affordability schedule, 178 less than in February, to determine whether they would be subject to a waiver under the individual mandate.

#### ***Ensuring Health Care Access***

- A total of 1,217 individuals were referred to a primary care provider, 240 more than in the previous month.
- A total of 1,709 individuals were given information on minimum creditable coverage, 182 more than in February.

#### ***Effective Outreach Strategies & Positive Experiences with Clients***

- Grantees highlighted their efforts in connecting with small businesses this month. Metrowest Legal Services went into the downtown Framingham area and provided local business owners with information about MassHealth and Commonwealth Care. They also disseminated materials that owners could give to their employees on their health coverage options. A staff member at People Acting in Community Endeavors (PACE) approached a number of bars in the New Bedford area and spoke with their employees, many of whom do not have health insurance coverage. They were provided with appointments at PACE to apply for insurance.
- A number of grantees highlighted instances where they were the last resort for clients who were exasperated by the process of applying for health insurance. The Mayor's Health Line received a call from a case manager at a mental health clinic whose calls had been bounced back and forth between MassHealth Customer Service and the Department of Transitional Assistance, and who had logged more than 20 phone calls to the two institutions. The client wanted to switch MCOs, and the Mayor's Health Line was able to help the client by connecting them directly with an administrator at EOHHS. In another instance, Community Action of Cape Cod & the Islands was able to assist a client who had cancer and had been terminated from coverage due to a change in income status. Our grantee was able to help this client resume their coverage with MassHealth.

#### ***Positive Experiences with State Agency or Partner Organization***

- The Springfield MEC was praised this month. In particular, Monique Garrefi, the site's supervisor, was highlighted by two grantees as having been extremely helpful in resolving complex issues for clients who needed medically urgent care.
- CeltiCare customer service representatives were praised by a grantee as being very polite and accommodating.
- The Department of Transitional Assistance has been a collaborative partner with the Latino Health Institute, and has been helpful in processing SNAP applications to expedite access to other cash assistance programs for clients.
- The Manet Community Health Center commended the Attorney General's office for producing information on HealthMarkets, which oversees such health programs as MEGALife or Mid-West National Life Insurance Company of Tennessee. These programs do not meet the minimum requirements of health insurance coverage in Massachusetts, and have misled customers about their coverage benefits. Our grantee praised the information from the Attorney General's office which has helped them educate the general public.

#### ***Challenges and Resources Needed***

- Grantees reported difficult experiences with the MECs this month. One grantee had a rude encounter with a representative at the Taunton site. Numerous organizations experienced long wait times at the call center, which has challenged their ability to assist clients. They've also witnessed delays in processing their paperwork for clients. Documentation faxed or mailed over has been regularly lost en route to the MECs.

- The Medical Security Program also has been difficult to reach, as noted by one grantee. It was suggested that the program explore alternative ways for members to update their information, such as providing access to accounts via an online system. This would bypass the need to call in and reduce the number of calls which seem to overwhelm the program's call center.
- There is a significant delay in the processing of eligibility review forms for the Health Safety Net. Additionally, one grantee shared that their clients who are placed on HSN while awaiting approval of a disability supplement are largely at a disadvantage to getting care. Many health centers where such clients can get care with HSN are largely filled to capacity and booked up.
- Finally, one grantee relayed a difficult experience where a MassHealth customer service representative did not allow them to translate in Spanish for a client. As a result, the client's issue was not adequately resolved.

### *Monthly Health Access Environment Highlights*

#### **Policy/Administration**

- The Connector Board approved the 2010 affordability schedule this month. It voted forth a 0% increase for individuals under 300% of the federal poverty level, with graduated increases for individuals above that threshold that ranged from 2.5 to 3.5%.