

April 22, 2016

Health Outreach Staff Report January - April, 2016

Outreach Update

- ✓ **Presentations:** Outreach for Jesus church (Pulaski Co.), Goodwill Industries staff meeting (Fayette), Hispanic Outreach Project at Berea College (Madison), Kentucky Coalition Against Domestic Violence advocate training (Fayette)
- ✓ **Events:** Leestown Middle School Health Fair (Fayette), Nonprofit Fair at UK (Fayette), The Learning Center at Linlee Resource Fair (Fayette)
- ✓ **Media:** Participated in press conferences in Frankfort
- ✓ Continued weekly Village Branch Library and New Life Day Center enrollment clinics through the end of Open Enrollment 3.
 - ✓ Maintaining regular hours at these locations going forward (monthly at library, twice a month at NLDC)

Enrollment

- Assisted 52 new applicants (individuals and their families) on kynect from November through April, in addition to assisting established clients. Post OE, this includes requesting Exceptional Special Enrollments.
- Advocating for immigrants to access their advanced premium tax credits and Medicaid.
- Assisting Medicaid participants in retaining benefits during benefind transition.
- Filing my first complaints with the Department of Insurance.

Influencing Policy and Implementation

- ❖ Met with a staff member of the Office of Administrative and Technology Services, part of the Cabinet for Health and Family Services, to share kynect/benefind technical problems in the kynector Self Service Portal.
- ❖ Reporting to the Cabinet challenges with kynect/benefind since the benefind release on February 29.

Story Bank Sample

We are continuing our partnership with Kentucky Voices for Health, recording and sharing stories of increased access to care, and room for improvement in the enrollment process.

A recent UK graduate was no longer eligible for student insurance, so she went without coverage during a critical time of illness and depression. She struggled to enroll online, until she found in-person assistance. Now, she is happily enrolled and easily accessing care—including her first dental visit in years, and counseling and medication to treat serious depression.