

July 21, 2016

## Health Outreach Staff Report April through July, 2016

### Outreach Update

- ✓ Information table at Día del Niño at Village Library and Annual Fatherhood Fair, presentation at board meeting for The Well of Lexington
- ✓ Continuing monthly Village Branch Library and twice-per-month New Life Day Center enrollment clinics.

### Enrollment

- Assisted 14 new clients, including one U Visa (victim of violent crime) client in Lawrenceburg. I met with his employer, a tobacco farmer, about getting health insurance for his H-2 A visa workers.
- Advocating for participants to keep Medicaid and tax credits through the benefind onboarding.
- Assisting CareSource members with network complaints and obtaining prior authorization.
- Attended in-person kynector benefind training.

### Advocacy

- ❖ Participated in meetings with the DCBS Commissioner Johnson and Medicaid Commissioner Miller, have followed up with screenshots and copies of client notices to show kynect/benefind inconsistencies and inaccuracies.
- ❖ Reporting cases to the Rapid Response Team.
- ❖ Helped with press conference in response to the 1115 Medicaid Waiver proposal

### 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. This is a story of a working adult with no child dependents who is now covered under Medicaid expansion.*

Regina Velazquez moved back to Kentucky in December last year and found a job at McDonalds. She signed up for Medicaid on May 27 and immediately scheduled a dentist appointment, found a primary care provider, and set an appointment with them as well. She has gotten an inhaler and restarted her insomnia medication, making her a happier, healthier person. Her dental problems have been affecting her hearing and sinuses, so she is grateful for the opportunity to go to the dentist!