

Connecting Consumers with Care/Outreach and Enrollment Grants
Monthly Reporting Executive Summary
April 2010

Overall Figures

Individuals served	8,556
Encounters	13,041

Enrollment Figures

Individuals assisted with applications	1,657
Individuals deemed eligible for MassHealth*	2,070
Individuals deemed eligible for Commonwealth Care	729
Individuals deemed eligible for Health Safety Net	820
Individuals deemed eligible for other programs (incl. Prescription Advantage and Medicare Part D)	81
Number of referrals to the Medical Security Program	266
Number of referrals to Commonwealth Choice	88
Number of referrals to QSHIP	55

Maintenance of & Access to Coverage

Individuals assisted with redeterminations	1,506
Individuals assisted with reviewing the Affordability Schedule	1,444
Individuals referred to a primary care provider	949
Individuals given information on Minimum Creditable Coverage	1,592

Effective Outreach Strategies & Positive Experiences with Clients

- Grantees used door-to-door outreach strategies to connect with individuals and families in the comfort of their own home.
- Two grantees also collaborated with local food pantries, which are trusted resources in their communities and are likely to have inroads with populations who can benefit from social services.

Challenges & Resources Needed

- Call volumes to the MECs continue to be high, preventing many grantees from getting through for assistance. Applications and documentation also continues to experience delays in processing.
- More resources such as the Health Access Network listserv are necessary to allow professionals in this field to better connect with one another to troubleshoot and share resources.

Outreach Story of the Month

- Stanley Street Treatment and Resources (SSTAR) conducted outreach to a local pantry called Marie's Place, which provides gently used clothing and bedding to those in need. They are a trusted resource in the community. They were unaware of the services that SSTAR offers, but were excited to learn more and willing to accept outreach materials and refer clients for assistance. In particular, they were interested in learning about services for undocumented individuals whom they serve.

* This total may include individuals who applied for coverage in previous months.