

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

Overall Figures

Individuals served	9,499
Encounters	14,114

Enrollment Figures

Individuals assisted with applications	1,688
Individuals deemed eligible for MassHealth*	1,834
Individuals deemed eligible for Commonwealth Care	917
Individuals deemed eligible for Health Safety Net	753
Individuals deemed eligible for other programs (incl. Prescription Advantage and Medicare Part D)	123
Number of referrals to the Medical Security Program	498
Number of referrals to Commonwealth Choice	115
Number of referrals to QSHIP	112

Maintenance of & Access to Coverage

Individuals assisted with redeterminations	1,186
Individuals assisted with reviewing the Affordability Schedule	1,718
Individuals referred to a primary care provider	977
Individuals given information on Minimum Creditable Coverage	1,527

Effective Outreach Strategies & Positive Experiences with Clients

- Grantees worked closely with faith-based institutions this past month as a way of connecting with community members and disseminating information through a trusted leader.
- Some of our grantees have also been assisting individuals and families who recently fled Haiti following the country's devastating earthquake.

Challenges & Resources Needed

- Grantees report continued delays when calling into the MECs, including the Taunton, Springfield and Tewksbury sites. They are also experiencing difficulty with getting documentation processed for their clients.

Outreach Story of the Month

- Community Action of Franklin, Hampshire, and North Quabbin Regions assisted a 35-year old single male who had a mental health disorder. Although he had health insurance, a change in his employment meant that he could no longer afford his premiums or co-pays for prescriptions, which he critically depended on to maintain his job. Furthermore, he did not want to pursue coverage that he was eligible for as a result of having a disability. He struggled with understanding the information that MassHealth provided, until he found help with Community Action. Over the course of three visits, a staff member worked diligently with him, assigning "homework" that required him to take action steps in between each visit. Knowing that he was eligible, the staff member also helped him to apply for Commonwealth Care, which would be much more affordable. He now has coverage which went into effect March 1, 2010.

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