

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

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***Overall Figures***

Individuals served	8,814
Encounters	15,506

***Enrollment Figures***

Individuals assisted with applications	1,827
Individuals deemed eligible for MassHealth*	1,733
Individuals deemed eligible for Commonwealth Care	788
Individuals deemed eligible for Health Safety Net	666
Individuals deemed eligible for other programs (incl. Prescription Advantage and Medicare Part D)	138
Number of referrals to the Medical Security Program	283
Number of referrals to Commonwealth Choice	99
Number of referrals to QSHIP	44

***Maintenance of & Access to Coverage***

Individuals assisted with redeterminations	1,524
Individuals assisted with reviewing the Affordability Schedule	1,552
Individuals referred to a primary care provider	1,143
Individuals given information on Minimum Creditable Coverage	1,600

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

- As summer kicked off, a number of grantees participated in outdoor community events as a means of connecting with residents and informing them of their health coverage options. Grantees conducted outreach at events in Everett, Lawrence, and Hull.

***Challenges & Resources Needed***

- Delays at the MECs in processing various types of documentation continue, including ERVs and exceptions letter forms. Wait times have ranged from 4-6 weeks and have resulted in clients putting off coverage or delaying necessary care.
- One grantee shared that many of their clients were opting for CeltiCare Health Plan during Commonwealth Care's recent open enrollment process, as this is the lowest cost plan in their area. However, the plan has a very limited network of providers, and many clients have had trouble signing up with a primary care provider even though they have coverage. This has caused confusion for the clients and necessitated increased education by the grantees.

***Outreach Story of the Month***

- The Massachusetts Alliance of Portuguese Speakers took advantage of the excitement surrounding the World Cup, and frequented downtown Framingham whenever Brazil won a game, knowing that many Brazilian residents would be out celebrating a victory.

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