

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

Overall Figures

Individuals served	7,708
Encounters	13,202

Enrollment Figures

Individuals assisted with applications	1,593
Individuals deemed eligible for MassHealth*	1,658
Individuals deemed eligible for Commonwealth Care	782
Individuals deemed eligible for Health Safety Net	715
Individuals deemed eligible for other programs (incl. Prescription Advantage and Medicare Part D)	87
Number of referrals to the Medical Security Program	316
Number of referrals to Commonwealth Choice	99
Number of referrals to QSHIP	54

Maintenance of & Access to Coverage

Individuals assisted with redeterminations	1,474
Individuals assisted with reviewing the Affordability Schedule	1,686
Individuals referred to a primary care provider	889
Individuals given information on Minimum Creditable Coverage	1,666

Effective Outreach Strategies & Positive Experiences with Clients

- Grantees continue to maintain a strong presence in their communities by participating in a number of health fairs and events. They have collaborated this past month with a local church, malls, nursing homes, barbershops, and an elementary school.

Challenges & Resources Needed

- Anti-immigrant sentiment in other states impacts immigrant clients here in Massachusetts. Many are fearful of seeking or receiving services through a public health insurance program.
- Spouses of individuals who are Medicare-eligible and receiving unemployment are being denied for Commonwealth Care. Many have had to apply for the Medical Security Program to obtain a denial, which can then be submitted for a Commonwealth Care approval. Grantees recommended removing the requirement to have an MSP denial letter so as to streamline the process and avoid gaps in coverage.

Outreach Story of the Month

- Latino Health Institute assisted a client who had exhausted many of his resources trying to complete and submit an application for his family after recently losing his job and health insurance. The client had contacted a number of state agencies, as well as a health center, which was unable to serve him because he was not a patient. After finally seeking help at LHI, he reported being educated about MassHealth for the first time and was able to submit an application.

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