

BCBSMA FOUNDATION 2003 GRANT AWARDS
Connecting Consumers with Care – Grant Summaries

Grants in the **Connecting Consumers with Care** program area support community-based efforts to ensure that low-income consumers enrolled in state-funded health insurance programs - particularly MassHealth - receive access to the health care services to which they are entitled. These are strong models for comprehensive outreach, enrollment, post-enrollment assistance and case management services. The grants range from \$10,000 to \$20,000.

Boston Public Health Commission

Collaborators: Health Care for All, DMA, Boston Public Schools, Action for Boston Community Development, Boston Health Access Project, various Boston hospitals and community health centers

Boston

\$20,000

Continued support for the *Mayor's Health Line* (MHL) to conduct follow-up assessment of individuals and families assisted with the MassHealth application process. All clients are contacted three to six months post-enrollment to monitor: 1) continued eligibility; 2) source of primary care or medical home; 3) actual use of health care services; and 4) unmet need or difficulty receiving services.

Health and Education Services, Inc. (HES)

Collaborators: All providers in Northeast Health Systems, Inc. including hospitals, physician practices and visiting nurse agencies

Greater North Shore and Merrimack Valley

\$20,000

Funding for health care access and integration of behavioral and medical services for 150 seriously and persistently mentally ill (SPMI) consumers. HES will provide post-enrollment case management and comprehensive routine primary care in the behavioral health setting by an experienced nurse practitioner.

Lynn Health Task Force

Collaborator: Cambodian Community of Massachusetts

Lynn

\$20,000

Continued support for multi-cultural and multi-lingual staff for the *Community Access Hotline* (CAH), which serves uninsured residents of Lynn, with a particular focus on the Cambodian community.

Outer Cape Health Services

Collaborators: The health centers are part of an extensive lower/outer Cape coalition that includes boards of health, local government officials, town administrations, local housing authorities, schools and community-based organizations

Provincetown, Truro, Wellfleet, Eastham, Orleans, Brewster, Harwich & Chatham

\$20,000

Continued support to *Healthy Connections*, an outreach, enrollment and comprehensive post-enrollment service to low-income residents of the eight towns that comprise Lower and Outer Cape Cod.

Berkshire Health Systems

Collaborators: Community Health Network of the Berkshires (CHNA), Berkshire County House of Correction (BCHC)

Pittsfield

\$15,000

Continued funding for the *Advocacy for Access* (AFA) program that provides post-enrollment and specialized enrollment services to the uninsured in Central and Southern Berkshire County, new MassHealth enrollees, hospital inpatient substance abuse patients, and psychiatric persons in the correctional system.

Child Care Resource Center

Collaborators: (partial) Boston Family Child Care Network, The Childcare Project, East Boston Ecumenical Community Council, Reaching Out to Chelsea Adolescents/Healthy Families, Cambridge Hospital

Cambridge

\$15,000

Ongoing support for the *Health Access Program*, which assists low-income families in Greater Cambridge with multicultural enrollment and post-enrollment services.

Franklin Community Action Corporation (FCAC)

Collaborators: Greater Athol Area Families with Special Needs, public school systems, Valuing Our Children (family support agency), First Call for Help (resource & referral agency)

Greenfield

\$15,000

Continued support for the *Healthy Connections Program* to provide eligibility screening for a broad range of publicly and privately funded medical care and individualized post-enrollment services for low-income and uninsured residents of the nine towns of the North Quabbin region.

Hallmark Health

Collaborators: Healthy Malden, Inc.; Tuft's Family Practice Residency Program

Medford, Malden, Melrose, Wakefield, Saugus, Revere, Everett, Stoneham

\$15,000

Funding of an initiative to conduct follow-up and case management with individuals applying for MassHealth, with a special emphasis on Vietnamese, Arabic, and Spanish-speaking populations. Data on frequency and type of visit will be collected and compared with the baseline, and improvements will be made to internal systems to reduce barriers.

MetroWest Latin American Center

Collaborators: MetroWest Medical Center, Jewish Family Services of MetroWest, Marlborough Human Services, Resourceful, Inc. of Marlborough

Framingham, Marlborough

\$15,000 Continued support to maintain outreach, enrollment and post-enrollment services to Latinos and Brazilians, most of who are immigrants, refugees and low-income residents of Framingham and Marlborough.

The Mercy Hospital

Collaborators: Mental Health Association of Greater Springfield, Vietnamese Civic Association, Friends of the Homeless, Inc., Mass. Housing and Shelter Alliance, Springfield Dept. of Health & Human Services, Open Pantry

Springfield

\$15,000

Continued funding of the *Health Care for the Homeless* program to ensure that homeless and Vietnamese MassHealth members receive ongoing education, support and case management to connect them with comprehensive health services.

South Middlesex Legal Services, Inc. (SMLS)

Collaborators: SMOC, MetroWest Latin American Center, local schools and agencies

Framingham

\$15,000

Ongoing support for the *Health Care Access Project*, which provides enrollment, post-enrollment, and legal advocacy services to low-income consumers in the 36-town greater MetroWest area.

Vietnamese-American Civic Association, Inc.

Collaborators: Dorchester House, Neponset Health Center, Carney Hospital, Boston Medical Center

Dorchester

\$15,000

Ongoing funding to enhance the *Vietnamese Health Care Access Project* for outreach, post-enrollment and interpreter services for low-income, at-risk Vietnamese immigrants and refugees living in Boston and the Greater Boston neighborhoods of Chelsea, Malden, Quincy and Everett.

Hilltown Community Health Center, Inc. (HCHC)

Collaborators: Community Partners, Hampshire Community Action, Hilltown Coalition for Youth and Community Needs

Worthington

\$15,000

Continued support of HCHC's Outreach Worker in the administration of the *Connecting Consumers with Care Program*. The Outreach Worker will help residents to understand and comply with MassHealth and MassHealth Essential program requirements, assist with completing necessary paperwork, and connect applicants with a primary care provider to make and keep medical appointments.

Span, Inc.

Collaborators: N/A

Greater Boston

\$15,000

Support to provide reintegrating offenders in Greater Boston with eligibility screening for health insurance, assistance with applications, and education about how to choose and follow through with a health care provider, as well as navigate the health care system. These ex-prisoners are all low-income, 99% are substance abusers, and 33% have mental health issues and/or histories.

Joint Committee For Children's Health Care in Everett (JCCHCE)

Collaborators: Cambridge Health Alliance, Everett Literacy Program

Everett

\$10,000

Continued funding to improve the outreach, MassHealth counseling, and post-enrollment capability of JCCHCE, the City of Everett's only grassroots health advocacy group. In partnership with Cambridge Health Alliance (CHA), JCCHCE also aims to recruit additional bilingual promotoras (health educators).

Saint Anne's Hospital

Collaborators: local CHNA, Fall River Housing Authority

Fall River

\$10,000

Ongoing support for the *Health Insurance Advocacy Program* that provides outreach, enrollment and post-enrollment assistance to the uninsured and underinsured of Greater Fall River. The target populations served by this project are low-income and non-English speaking residents, particularly Portuguese, Latino, and Khmer individuals and families.

South Middlesex Opportunity Council (SMOC)

Collaborators: MetroWest Medical Center, local homeless shelters

Framingham

\$10,000

Ongoing support to provide direct care access and post-enrollment services to homeless individuals residing in homeless/residential programs, post detox and pre-recovery home programs, transitional sober housing, and the overflow shelter in the MetroWest region.

Upham's Corner Health Center

Collaborators: N/A

Dorchester

\$10,000

Continued funding to support the Post-Enrollment Assistant's outreach, enrollment, MassHealth re-determination, and post-enrollment case management assistance to low-income and uninsured Dorchester residents. The Post-Enrollment Assistant works with a bilingual/bicultural team offering English, Spanish, and Cape Verdean Creole services.