

**BCBSMA FOUNDATION 2005 AWARDS**  
*Connecting Consumers with Care – Grant Summaries*

The *Connecting Consumers with Care* program supports Massachusetts community-based organizations, community health centers, and select hospital-based programs as they assist low-income consumers. Services include screening and enrollment into MassHealth and other public and private programs, assistance navigating the health care system, and maintaining stable ongoing connections between low-income consumers and health care providers. These awardees are strong models for comprehensive outreach, enrollment, post-enrollment assistance, and case management services. The grants range from \$15,000 to \$25,000 and in 2005 totaled \$415,000.

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**Berkshire Health Systems**

Collaborators: Community Health Network of the Berkshires, Community Partners

*Pittsfield*

\$20,000

Renewed funding to provide enrollment and post-enrollment services to the uninsured in Central and Southern Berkshire County, specifically focusing on new MassHealth enrollees, hospital inpatient substance abusers, and psychiatric persons in the correctional system. Funding will also support case management for persons not eligible for MassHealth.

**Community Action Committee of Cape Cod & Islands**

*Hyannis, Nantucket, Martha's Vineyard*

\$20,000

Renewed funding to assist Cape Cod's low-income and uninsured residents obtain publicly-funded health coverage and become linked with primary care providers. This initiative is focused on advocacy, outreach, community collaboration, and provider coordination. Funding will enable the program to expand outreach services to Nantucket and Martha's Vineyard.

**Community Health Connections Family Health Center**

*Fitchburg*

\$20,000

Funding to support a Spanish/English bilingual outreach and case management program to enhance efforts identifying and serving difficult to reach and uninsured residents in Northern Worcester County. An outreach case manager will provide ongoing culturally competent services to enroll new clients in MassHealth and help to decrease the likelihood of consumers losing coverage and becoming lost to care.

## **Fenway Community Health Center**

*Boston*

\$15,000

Renewed funding to continue its full-time financial assistance coordinator position, who works to facilitate service utilization through outreach, enrollment, and post-enrollment services for low-income, uninsured patients, most of whom are gay, lesbian, bi-sexual, or transgender (GLBT). Funding will also enable additional staff to be trained, thus expanding the number of staff responsible and increasing the organization's capacity for enrollment and post-enrollment.

## **Franklin Community Action Corporation**

*Greenfield*

\$20,000

Renewed funding to facilitate health care access through eligibility screening, education, post-enrollment services, referral and advocacy in the nine towns of the North Quabbin region. Funding will support additional staff time and resources to enhance data management capabilities and expand case management services to remove barriers to care.

## **Hallmark Health**

*Melrose*

\$20,000

Renewed funding to assist uninsured residents in the Metro-North Boston suburbs, with a focus on Vietnamese, Arabic, Haitian-Creole, and Spanish speakers, to connect with health care services. The program conducts outreach to the uninsured and those newly enrolled in MassHealth to provide them with education about accessing health care, track clients and proactively provide re-enrollment assistance and case management services, and connect clients to primary care, mental health, and physical therapy services.

## **Health and Education Services**

Collaborators: Greater Lawrence Family Health Center

*Beverly*

\$20,000

Renewed funding for health care access and integration of behavioral medical services for seriously and persistently mentally ill people in the North Shore and Merrimack Valley areas. Funding will enable the program to expand services to include Lawrence,

as well as Salem and Haverhill. This includes connecting clients to primary care providers, particularly new MassHealth members, and promoting ongoing collaborations with psychiatrists, counselors, case managers, residential programs, and ancillary services.

**Hilltown Community Health Center**

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

*Worthington*

\$20,000

Renewed funding to support outreach to help uninsured residents in the rural hill towns between Northampton and Pittsfield understand, apply for, and retain MassHealth benefits; connect and establish a relationship with a primary care provider; and address any barriers in making and keeping appointments.

**Joint Committee for Children’s Health Care in Everett**

Collaborators: City of Everett, Cambridge Health Alliance, Everett Public Schools

*Everett*

\$25,000

Renewed funding to increase the utilization of health care services for all Everett children and families, with an emphasis on assisting the low-income Latino, Brazilian, and Haitian communities by conducting outreach and assistance with applications, eligibility determination, primary care provider selection, and notification of re-determination deadlines. Additionally the program will produce and distribute multilingual versions of the organization’s health resource guide and directory of benefits and maintain a multilingual telephone line.

**Joseph M. Smith Community Health Center**

Collaborators: Wayside Youth and Family Services, Waltham Partnership for Youth, Waltham Public Schools, Waltham Council on Aging

*Boston, Waltham*

\$25,000

Renewed funding to expand its program, which targets outreach, enrollment, and maintenance of coverage for uninsured and low-income individuals and families, particularly the growing Haitian immigrant population in the Greater Waltham area.

**Lynn Community Health Center**

Collaborators: Khmer Association of the North Shore, North Shore Medical Center, Greater Lynn Senior Services

*Lynn*

\$25,000

Renewed funding to assist uninsured patients, particularly the Cambodian community, in the Market Square/ West Lynn area of the city in obtaining access to health care coverage. Funding will support the bilingual and bicultural Cambodian Outreach Case Manager and Enrollment Coordinator to provide outreach, health education, MassHealth and other public health insurance application assistance, post-enrollment services, system navigation, and connection with a provider/medical home at the health center.

**Massachusetts Alliance of Portuguese Speakers**

Collaborators: Upham’s Corner Health Center, Joseph M. Smith Health Center, Bowdoin Street Health Center, St. Elizabeth’s Hospital

*Cambridge*

\$15,000

Funding to assist low-income and uninsured Portuguese-speaking adults and children with MassHealth, Children’s Medical Security Plan, and Free Care enrollment. Funding will enable Immigrant Case Workers to conduct outreach, community education sessions, enrollment assistance, and linkages to health care delivery organizations for Brazilian, Cape Verdean, and Portuguese residents of Boston.

**Mercy Hospital**

Collaborators: Mental Health Association of Greater Springfield, Vietnamese American Civic Association, Friends of the Homeless, Inc.

*Springfield*

\$20,000

Renewed funding to ensure that Greater Springfield’s homeless, Vietnamese residents, and growing Somali immigrant community are provided with comprehensive health services. Funding will support assistance with eligibility, enrollment, primary care provider selection, and office visit follow-up and provision of preventive, medical, and behavioral health services.

**Outer Cape Health Services, Inc.**

*Orleans, Provincetown, Wellfleet, Truro*

\$25,000

Renewed funding to support their *Healthy Connections* program, which is an outreach, enrollment, and post-enrollment service that has been in effect since 1997 and has an

ongoing case load of more than 2,000 low-income and uninsured households. Funding will help to support the work of an additional bilingual/ bicultural Community Health Coordinator.

### **Saint Anne's Hospital**

*Fall River*

\$15,000

Renewed funding to provide outreach, enrollment, and post-enrollment assistance to the uninsured and under-insured of Greater Fall River, especially the Latino, Brazilian, and growing Cambodian populations. Funding will cover staffing, materials and supplies, and enhance case management services to ensure visits and ongoing relationships with providers.

### **South Middlesex Legal Services**

*Framingham*

\$25,000

Renewed funding to provide enrollment and post-enrollment services in the 36-town greater Metro West area using a Paralegal who provides MassHealth application assistance and legal advocacy to those members whose eligibility may be in doubt or threatened with loss of coverage and the Project Advocate who conducts outreach to Brazilian immigrants.

### **South Middlesex Opportunity Council**

*Framingham*

\$15,000

Renewed funding to expand MassHealth enrollment services, direct care access, and post-enrollment services for homeless individuals, particularly those individuals residing in homeless/ residential programs, post-detox and pre-recovery programs, transitional sober housing, and the overflow shelter.

### **Span, Inc.**

*Boston*

\$20,000

Renewed funding to provide reintegrating offenders in greater Boston by providing eligibility screening for health insurance, assistance with applications, and education about how to choose and follow through with a health care provider. This program is uniquely focused on addressing the barriers to health care faced by ex-offenders and those transitioning to community living.

**Steppingstone, Inc.**

*Fall River*

\$15,000

Renewed funding to assist low-income and uninsured substance abuse patients with health insurance enrollment and re-determination requirements, and case-managed coordination of substance abuse treatment and health and mental health care services.

**Tapestry Health Systems**

*Florence*

\$15,000

Funding for a MassHealth outreach and enrollment program for difficult to reach Western Massachusetts residents, with a particular focus on adults aged 19-39, women, and Latinos. Funding will help support outreach and counseling, education, system navigation, enrollment assistance, and health care referrals.

**Vietnamese American Civic Association**

Collaborators: Codman Square Health Center, Bowdoin Street Community Health Center, Neponset Health Center, Carney Hospital, Tufts New England Medical Center, Boston Medical Center

*Dorchester*

\$20,000

Renewed funding to assist the low-income, uninsured Vietnamese immigrants and refugees living in Boston and the Greater Boston neighborhoods of Chelsea, Malden, Quincy, Lynn, and Everett. Services to be provided include outreach, application and re-enrollment assistance, provider selection, translation, and referrals to free or reduced-fee services for those residents ineligible for MassHealth.