

BCBSMA FOUNDATION 2006 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 to help low-income consumers enroll in MassHealth, Commonwealth Care Health Insurance Program, and other public and private health access programs; navigate the health care system; and connect with providers. The grantees represent strong models for comprehensive outreach, enrollment, post-enrollment assistance, and case management services. This year the grants total \$480,000 and range from \$15,000 to \$25,000.

African Community Health Initiatives

Boston, Brockton, Cambridge, Lowell, and Somerville

\$15,000

Funding to support Health System Navigators conduct outreach and enrollment to low-income and uninsured African residents. Staff will be equipped with a laptop to enroll clients and provide post-enrollment services on site and physically accompany clients on their medical appointments.

Berkshire Health Systems

Collaborators: Berkshire Community Health Network and Community Partners

Central and Southern Berkshire County

\$20,000

Renewed funding for a Healthcare Specialist to provide outreach, enrollment, post-enrollment, and case management services for the uninsured. A Healthcare Specialist will focus on people who are newly eligible for the MassHealth expansion and Commonwealth Care, and those persons who may not be eligible for either program but still need assistance in gaining access to care.

Boston Public Health Commission

Collaborators: Upham's Corner and Bowdoin Street Community Health Centers, Auto shop owners, the Health Connection Public Health Van, and Nuestra Comunidad Development Corporation

Dorchester, Hyde Park, Allston-Brighton, Mattapan, Roxbury, and Chinatown

\$25,000

Funding to support the Health Care Access Project, which is a collaboration between the Major's Health Line and the Safe Shops Project. A Public Health Advocate will provide outreach, education, and screening to auto body shop employees, who are largely men of color and immigrants and at risk for a variety of health problems because of environmental issues.

Brockton Neighborhood Health Center

Collaborators: Local churches, the Cape Verdean Association, Latin American Health Institute, Salvation Army, and Career Works

Greater Brockton

\$20,000

Funding for an enhanced outreach effort that provides both traditional enrollment and education and a “train-the-trainer” component. Funding will enable the health center to increase outreach and enrollment staff time and train local community leaders on health reform legislation and provide them with resources to facilitate enrollment and post-enrollment assistance.

Cambodian Mutual Assistance of Greater Lowell

Lowell, Dracut Chelmsford, Tyngsboro, Billerica, and Tewksbury

\$20,000

Funding to expand health access education, outreach, and enrollment services to Cambodian refugees. Activities will include providing information about the new health insurance law and options available for low-income persons to comply with the mandate to obtain coverage via culturally competent flyers, posters, community forums, and radio and local cable shows; and offering assistance with completing applications.

Child Care Resource Center

Collaborators: Cambridge Health Alliance, Community Partnerships for Children, Health Care for All, Cambridge’s Health Children’s Task Force, Network Health, and Neighborhood Health Plan

Cambridge, Arlington, Belmont, Chelsea, Everett, Newton, Revere, Somerville, and Watertown

\$20,000

Funding for its Health Access Project that helps children in child care and their families and child care program staff enroll in public insurance programs. A Health Specialist provides outreach, informational presentations, one-on-one consultations, application assistance, and guidance to use the health care system following enrollment.

Community Health Connections Family Health Center

Fitchburg, Leominster, and the surrounding rural communities of North Worcester County

\$20,000

Renewed funding for a bilingual Outreach Case Manager to identify and serve clients with barriers to care. She helps clients understand their eligibility status, enroll into an insurance plan, maintain their MassHealth or Commonwealth Care coverage, choose a medical home, and access needed medical, dental, and mental health care.

Community Health Programs

Collaborators: Berkshire South Regional Community Center, People’s Pantry/ St. Peter’s Church, First Congregational Church of Lee, Construct, Inc., Towns of Becket, Monterey, New Marlborough, and Sandisfield, and The Family Center

South Berkshire County

\$20,000

Funding to support continued mobile enrollment and outreach services to the rural population in Berkshire County. A Benefits and Enrollment Specialist educates the community, screens and

enrolls clients into health coverage, and refers people without primary care physicians to services at the health center.

Community HealthLink

Greater Worcester and North Central Massachusetts

\$20,000

Funding to hire an Enrollment Specialist to enroll uninsured low-income people with mental illness, substance abuse disorders, and infectious diseases accessing outpatient clinics. This program is modeled after a successful initiative to enroll uninsured clients undergoing residential detoxification services.

Duffy Health Center

Barnstable County

\$20,000

Funding to strengthen outreach and benefits assistance capacity for a largely homeless patient population. A newly hired Benefits Case Manager will enroll clients into MassHealth and Commonwealth Care plans and connect them directly with the health center's providers and specialists.

Fenway Community Health Center

Boston

\$20,000

Renewed funding to support financial assistance and client services staff that provide outreach, enrollment, and post-enrollment services for low-income patients, most of whom are gay, lesbian, bi-sexual, or transgender individuals. Funding will also support targeted improvements to technology, staff language abilities, and post-enrollment support services based on client needs and program evaluation.

Framingham Community Health Center

Collaborators: Framingham Public Schools, Born Samaritano, CB'Shalom International Ministry

Framingham

\$20,000

Funding to conduct outreach and assist clients seeking coverage and care at their new dental clinic. A bilingual Benefits Coordinator will conduct eligibility screening and proactive outreach to clients at risk of losing coverage to ensure their benefits do not lapse.

Franklin Community Action Corporation

North Quabbin region

\$20,000

Renewed funding for the Healthy Connections program that facilitates health access through eligibility screening, education, post-enrollment follow-up, referral, and advocacy. The program

also collaborates with medical providers and community agencies to address and remove systemic barriers to access.

Hilltown Community Health Center

Hampshire and Hampden Counties

\$20,000

Renewed funding to support an Outreach Worker to help residents understand, enroll, and comply with MassHealth and the new Commonwealth Care Health Insurance Program requirements and connect them with a primary care provider. He will also utilize a data base tracking system to document the results of the program and understand trends.

Joint Committee for Children's Health Care in Everett

Collaborators: City of Everett, Cambridge Health Alliance, Everett Public Schools, Everett Chamber of Commerce, and Everett Public Library

Everett and surrounding towns

\$25,000

Renewed funding to increase the utilization of health care services for Everett children and families, with an emphasis on assisting the low-income Latino, Brazilian, and Haitian communities. The program will conduct a culturally competent outreach and enrollment campaign that includes information about the new Commonwealth Care program and changes in the MassHealth eligibility threshold.

Joseph M. Smith Community Health Center

Collaborators: Sandra's Lodge Homeless Shelter, Bristol Lodge Shelter, Waltham YMCA, Waltham Boys and Girls Club, Waltham Public Schools, Sacred Health Church Food Pantry, Via Latina Brazilian Market, Johnson Drug Pharmacy, and the Healthy Waltham Initiative

Waltham and Allston-Brighton

\$25,000

Renewed funding to provide culturally competent outreach to uninsured, low and moderate income populations. Multi-lingual Community Health Workers enroll them in MassHealth, Commonwealth Care, and other insurance programs, and connects them with primary care and other services at the health center.

Massachusetts Alliance of Portuguese Speakers

Collaborators: Upham's Corner Health Center, St. Elizabeth's Hospital, and Boston Medical Center

Allston-Brighton and Dorchester

\$15,000

Renewed funding to connect the Brazilian and Cape Verdean communities with health care services by providing culturally and linguistically appropriate assistance. Immigrant case workers will provide outreach, community education, referrals to health care services, eligibility assistance, and system navigation.

Mercy Hospital

Collaborators: Mental Health Associates, Friends of the Homeless, Vietnamese American Civic Association

Hampden, Hampshire, and Franklin Counties

\$20,000

Renewed funding to provide homeless and Vietnamese individuals enrolled in MassHealth with ongoing assistance, education, and case management to connect them with comprehensive health services. An advocate will assist clients, liaison with providers, and share information about access barriers with policymakers, providers, and other stakeholders.

Outer Cape Health Services, Inc.

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

\$25,000

Renewed funding to provide outreach and enrollment services to uninsured and underinsured clients on the Lower and Outer Cape. There will be a particular focus on those who will be auto-assigned out of the Uncompensated Care Pool and into one of the many Commonwealth Care Health Insurance Program managed care plans.

Springfield Vietnamese Civic Association

Springfield and surrounding towns

\$15,000

Funding to increase Vietnamese refugees and immigrants' awareness and understanding of health reform through a culturally competent outreach and education campaign. A case manager will also help them apply for health coverage and navigate the health care system.

Steppingstone, Inc.

Greater Fall River

\$20,000

Renewed funding to assist low-income and uninsured substance abuse patients with health insurance enrollment and re-determination requirements. Staff will also connect clients with medical and mental health care services and provide case-managed coordination of treatment.

Tapestry Health

Franklin, Hampshire, Berkshire, and Hampden Counties

\$20,000

Renewed funding to provide outreach and marketing to inform western Massachusetts residents and human service providers of eligibility and enrollment opportunities available through MassHealth, Commonwealth Care, and other state insurance programs. In addition, the program provides clients with eligibility screenings and re-determination support, health care system navigation, and supportive 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, and Boston Medical Center

Boston, Chelsea, Malden, Quincy, Lynn, and Everett

\$20,000

Renewed funding to provide culturally and linguistically appropriate outreach, education, enrollment, and referral services to Vietnamese immigrants and refugees. It will also work collaboratively with public health insurance providers to address barriers of access, such as transportation and language challenges.

Women of Means

Collaborators: Women's Lunch Place, Rosie's Place

Boston

\$15,000

Funding to add education, screening, and enrollment components to their provision of medical treatment and prevention services for homeless women. Women will be screened for coverage directly in shelter-based clinics and a Clinical Coordinator and Nurse Case Manager will help them enroll in relevant health coverage plans and connect to caregivers for ongoing medical care.