

LHIC Access to Care Work Group Meeting
1.28.16 – 9:30 a.m.
Minutes

Members Present:

Liddy Garcia-Buñuel, Healthy Howard	Stephanie Brown, Healthy Howard
Anne Brinker, Community Action Council	Linda Zumbrun, Dpt. of Social Services
Brian Mattingly, Healthy Howard County	Rosimar Melendez, Horizon Foundation
Kate Schultz, United Way of Central MD	Bob Anantua, Build Haiti Foundation
Kate (Harton) Talbert, Healthy Howard	Maureen Heim, Ass. Of Community Svcs.
DeWayne Oberlander, Columbia Medical Practice	Peggy Hoffman, HC Dept. Of Citizen Svcs.
Phillip Dodge, Healthy Howard	Courtney Barkley, HC Dept. Of Citizen Svcs.

Also Present:

Alvaro Ortiz, LHIC Program Manager

MEETING MINUTES:

Introduction and Approval of Minutes

- Liddy opened the meeting at 9:37 a.m. and welcomed members.
- The minutes from 11.20.15 were approved by the group.

Objective of meeting: review 2015 progress, and think about 2016 priorities. Come up with three actionable steps that the group can take and act on.

Initial strategies of the Access to Care Workgroup were discussed:

- Decrease language barriers in accessing health care to LEP residents
- Improve access to services
- Increase residents covered by insurance, increase insurance literacy
- Promote and enhance 211 as a resource

Members reviewed progress from 2015 (Power point attached) and looked at what still needs to be done in 2016. Based on the fact that most of the committee was not involved in the creation of the action plan, the group decided to create new achievable action steps for 2016. Liddy brought up the following points:

- Howard County has a low uninsured rate- do we shift the focus?
- Should the group focus on LEP populations and appropriate use of health services?

Dewayne mentioned patient's difficulty with understanding how to use health insurance. In addition, Peggy discussed that patients transitioning from Medicaid to Medicare may no longer qualify for Medicaid secondary insurance but still have income gaps (Medicare cliff). Stephanie advocated for attendance at Medicare 101 and 102 classes and individual classes.

It was suggested that we increase Medicare literacy in the county by having more people trained on Medicare through classes that SHIP conducts.

Kate suggested teaching consumers how to save money by using health insurance and other resources appropriately. Similarly, Liddy suggested lunch and learns for health care providers (e.g., Medicare 101 and 102.)

Access to Dental health care and insurance was discussed. Rosie noted that emergency access is still a barrier for treatment. However, resources for cleanings/prevention are available in the county (Chase Brexton, UMD, HCCC). Peggy mentioned that Office on Aging offers \$200 grant for emergency dental work for uninsured older adults. Bob also commented that access to care for older adults moving from other countries to the local area is a real issue as they don't qualify for Medicare.

Access to Care Barriers were identified in three categories:

1. Financial- creates delays in care
 - a. High deductible private plans - QHPs
 - b. Medicare cliff
2. Language/cultural
 - a. Sensitivity/competency
 - b. Health insurance is a new concept for immigrant populations
 - c. Delivery of information in appropriate literacy levels
3. Complexity of health care system
 - a. How to deliver information to the general public?
 - b. Self-management of health care and chronic conditions
 - c. Focus on prevention
 - d. Starting with youth population
 - e. Offering care in places where people are already seeking resources

Potential Action Steps were discussed. Focus groups of Howard County consumers are currently or have been conducted by PATH and Horizon Foundation. The Howard County Health Assessment Survey is being done in April, which is a survey conducted every two years. DeWayne suggested we research a claims based model to understand how are people accessing care.

Update from Horizon:

Rosi updated group and said Horizon is supporting and encouraging a Medical Interpretation certificate program at HCCC through LAN. Students must do pro-bono interpretation in the county as part of the program.

Liddy concluded the meeting and suggested at the next meeting, we will do a full brainstorming session and create achievable action steps for 2016.

Next meeting is February 25, 2016. From 9:00 – 11:00 AM.

Respectfully submitted by,
Alvaro Ortiz
LHIC Program Manager