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Howard County Local Health Improvement Coalition

Access to Care Work Group Meeting

October 19, 2016 – 9:00-10:30 pm

Barton A & B

Minutes

Members Present:

Bob Anantua, Build Haiti Foundation

Paula Blackwell, FIRN/MOTA

Stephanie Brown, Columbia Medical Practice

Tara Butler, HC General Hospital

Katie Collins-Ihrke, Accessible Resources for Independence

Alyse Cooper, HC Health Department

Shanika Cooper, HC Health Department

Brian England, British American Auto Club

Pat Gussio, Door to HealthCare

Sharon Hobson, HC Health Department

Mayur Mody, American Diversity Group

Kate Schulz, United Way of Central MD

Kendrell Taylor, HC Health Department

Guests Present:

Jazmin Ward, Maryland Physicians Care

Staff Present:

Vanessa Michel, LHIC Program Coordinator

Amy Skaggs, LHIC Program Administrator

Kelly Kesler, LHIC Program Director

Introductions:

Sharon Hobson, Access to Care Co-Delegate called the meeting to order at 9:05 am. Members introduced themselves.

Approval of Minutes and Announcements:

A motion for approval of the minutes with amendments was made by Shanika Cooper, Howard County Health Department and seconded by Katie Collins-Ihrke.

Minutes were amended as follows:

Amended wording: Open Enrollment for 2017 runs from November 1, 2016 to January 31, 2017.

Access to Healthcare Presentation:

Shanika Copper, Director of Bureau of Access to Healthcare, gave an overview of the programs within Bureau of Access to Healthcare. The programs that are under the Bureau of Access to

Healthcare are Maryland Children's Health Program (MCHP) and Administrative Care Coordination Unit (ACCU). MCHP provides Medical Assistance to pregnant women, children under age 21, people younger than 65, refugees and asylees. ACCU assists with the utilization of the HealthChoice Program, assists with the client dispute resolution, and provides a link between the client, provider, and the managed care organization (MCO). Ms. Cooper provided the group an example of a client going through the triage process. ACCU receives referrals from DHMH, MCOs, Howard County Health Department, and doctors' offices for non-compliant patients. ACCU identifies barriers for clients and works on ways to eliminate barriers.

A discussion occurred regarding how recipients find out about services and how data is collected.

If clients are not eligible for Medicaid, ACCU provides a warm hand-off to organizations that can assist the client.

A discussion about Medicaid buy-in occurred.

Ms. Cooper mentioned that there is no open enrollment for Medicaid.

A discussion about Special Enrollment Period (SEP) occurred.

Alyse Cooper, Howard County Health Department, suggested using a flow chart to explain the process for enrolling in insurance. Pat Gussio, Door to HealthCare, mentioned that Door to HealthCare does presentations about the Affordable Care Act (ACA). Kelly Kesler suggested that the group can create a process map for one of the tangible action items.

Ms. Hobson went over some of the results from the 2016 Howard County Health Assessment Survey. Kelly Kesler, LHIC mentioned that the survey will be explained at the LHIC Community Forum.

Discussion of Health Insurance Outreach & Facilitation Feedback

Amy Skaggs, LHIC, presented the group with a PowerPoint presentation with a compilation of responses from group members in reference to the previous Work Group meeting. Ms. Skaggs reviewed the strategic planning timeline for 2018-2020. Ms. Skaggs suggested having action/sub groups working on 2017 action items and introduced the idea of having a 2018-2020 Action Group.

A discussion about outreach and educational events occurred. Ms. A. Cooper asked about messaging and suggested having consistent messaging across the different organizations. Kate Schulz, United Way of Central MD, mentioned that there are different health insurances available and asked the group how we get the word out about under-utilized Medicare programs. Ms. A. Cooper mentioned using maps for the different types of insurance available.

Ms. Gussio stated that we should use a hotline that is already available to the public. Tara Butler, Howard County General Hospital (HCGH), mentioned using 2-1-1 as a resource. Ms. Schulz gave a brief overview of what 2-1-1 is. Ms. Schulz stated that 2-1-1 has high call volumes during the months of November and December.

Ms. Kesler discussed the strategies from the 2015-2017 action plan.

A discussion about the CAREAPP occurred.

Mr. England provided a brief background about the history of the Access to Care Work Group. Ms. Kesler provided the group information on the restructuring of LHIC.

Mr. England recommended having a market plan to target the various citizen groups identified as needing information on the value of health care and how to access it. A discussion about having a marketing plan to use as a guide to accomplish an action occurred.

A discussion about reaching out to different demographics and messaging about why insurance is important occurred.

Ms. Butler, HCGH and Stephanie Brown, Columbia Medical Practice, discussed how HCGH utilizes community health workers (CHWs). Ms. Hobson suggested bringing a member from HCGH Community Care Team (CCT) to the table.

The group identified four action items:

1. Access tool to help varied populations determine ways to access care resources in Howard County.
2. Develop “Why is insurance important to me?” messaging for varied populations in Howard County
3. Creating an outcome marketing/communication plan for each.
4. Providing information at a lower reading level and in Spanish/South Asian languages.

Mayur Mody, American Diversity Group, and Jazmin Ward, Maryland Physicians Care, mentioned how their organizations reach out to the Spanish speaking populations.

Ms. Blackwell mentioned that the Horizon Health Fair was able to reach out to residents.

Ms. Brown mentioned how Chase Brexton works with uninsured and/or undocumented individuals members of the community.

A discussion about materials that LHIC created in the past occurred.

Next Steps and Meeting Schedule:

Work group members are to review the four action items and come up with ideas to present to the group during the next meeting.

The meeting was adjourned at 10:40 a.m.

The next Work Group meeting will take place on November 16, 2016 from 9:00 am – 10:30 am in Severn. Severn can be accessed at the rear of building by the rounded awning.

Future Meeting Dates:

Work Group

November 16, 2016	9:00–10:30 am
December 21, 2016	9:00–10:30 am
February 15, 2017	9:00–10:30 am
March 15, 2017	9:00–10:30 am
May 17, 2017	9:00–10:30 am

FULL LHIC

January 26, 2017	8:30-10:30 am
April 27, 2017	8:30-10:30 am
June 22, 2017	8:30-10:30 am
September 21, 2017	8:30-10:30 am

* Work Group meetings will be held in December, March, May, and August

**Additional Work Group and/or Action Group meetings will be held as designated by each Work Group in October, November, February, and July

***LHIC Community Forums will be held in October 2016 and April 2017

Respectfully submitted by
Vanessa L. Michel
LHIC Program Coordinator