

Partnership for a Healthy Durham
Access to Care Committee
March 11, 2021
Minutes

Access to Care: This committee’s activities include advocating for changes that will affect health care coverage for residents across all ages and developing community and agency-based strategies to make measurable improvements in access to care for the uninsured and underinsured residents of Durham.

Facilitated by: Kearston Ingraham & Kimberly Alexander

Present: Kimberly Alexander, Bo Marshall, Sarah Williams, Marissa Mortiboy, Howard Eisenson, Yholima Vargas, Victoria Smith, Dionne Greenlee-Jones, Angel Romero, Carla Huff, Cheyenne Corbett, Dhanyel Barnes, Angeloe Burch Sr., Elizabeth Brill, Foxx Hart, Jamillae Stockett, Jireh McCallum, Kimberly Monroe, Nadia Aguilera-Funez, Nastacia Pereira, Pao-Hwa Lin, Bishop Ronald Godbee, Aleyah Brown, Allysha Maragh-Bass, Ashley Bass-Mitchell, Ismael Santillano, Viviana Martinez-Bianchi, Zamir Brown, Shawntai Gallenwater, Keyanna Terry, Julia Giner, Tonya Stancil, La Rhonda Hunter, Kearston Ingraham, Evelin Lazaro		
Topic	Major Discussion	Recommendations and Action Steps
Welcome & Introductions		
Announcements	The Duke Cancer Institute has comprehensive services across the cancer continuum (suspicion of cancer through survivorship or end of life). These are for patients and their loved ones. Happy to provide details of resources as a follow-up to this meeting. Cheyenne.corbett@duke.edu . https://dukecancerinstitute.org/supportivecare	
Lincoln Community Health Center <i>Dr. Howard Eisenson</i> NC Dept. of Health & Human Services <i>Dr. Michelle Laws</i>	The Lincoln Community Health Center has behavioral health services such as case managers, substance abuse counselors and psychiatrists. Behavioral health is integrated with physical health at the Fayetteville Street site. Their goal is to do warm handoffs for behavioral health from primary care. Patients can be seen just for behavioral health at Lincoln. They see patients without ability to pay but require income documentation. There are greatly reduced fees at below 200% of the Federal Poverty Level (FPL). Those below 100% of FPL qualify for a \$20 co-pay for primary care and behavioral care visits. That fee doesn’t cover medications, but there is a federal 340b program that does. If people can’t cover the \$20 fee, they are encouraged to work out a payment plan. There is a challenge with access to behavioral health services. There is more anxiety, depression and social isolation during the COVID-19 pandemic. The	

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need for behavioral health services currently exceeds capacity. Patients need to be registered with Lincoln to receive services. They do not have comprehensive, in-depth services for children but there are case management services. Lincoln has had a hard time recruiting bilingual social workers and behavioral health specialists. They do refer to El Futuro for Spanish language services.

Ashley Bass-Mitchell shared that providers and community members have found unique ways to create a new normal during the pandemic. People are in challenging housing and utility situations which has provided stress. Drinking and substance misuse and anxiety has increased during COVID-19, moreso for women. The LGBTQ+ Center of Durham does have affirming services and resources. The Hope4NC COVID-19 hotline available 24/7 is 1-855-587-3463. The Hope4Healers hotline is 919-226-2002 and offers support for all health care, emergency & childcare workers. Hope4NC is for all individuals.

Dionne Greenlee-Jones with UniteUs shared that there are 430 mental health providers in NCCARE360 currently. Of these, 16 are located in Durham (More than that may include Durham in their service area).

In the last 6 months, mental/behavioral health was the 12th most common referral across the network; 11th most common in Durham Co.
Feel free to reach out to Dionne with questions – Dionne R. Greenlee-Jones, 919-638-0088.

Kimberly Monroe shared that there is a need for more current and permanent behavioral health resources in the community. The Partnership Mental Health committee is working to put together those resources that are available electronically, on paper and in different languages.

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	<p>Pao-Hwa Lin shared there is a need to know about resources in the Asian/Chinese community in Durham. Navigating behavioral health services is a challenge due to language.</p>	
<p>Affordable Care Act- Special Enrollment Period</p>	<p>There is free help available to register for the Affordable Care Act (ACA) through NC Get Covered. There are navigators available. They can help identify plans for individuals. Legal Aid NC has a network of navigators located throughout the state. The enrollment is February 15-May 15, 2021. There is time to educate and inform the community about ACA and availability. This is the link to access navigators- https://www.ncgetcovered.org/. There is a need to share this information with networks and community members so people know about their options.</p> <p>Bo Marshall’s organization specializes in assisting those who speak languages other than English enroll in ACA. People can enroll outside of the enrollment period if they have special circumstances. Bo Marshall 919-889-6389 and Bo@marshallandcompany.net. He works with the community and is a licensed broker. NC Health Care reform advisors are re-branding for the national campaign and will transition to www.myacainsurance.com.</p>	
<p>Medicaid Transformation</p>	<p>There was discussion about what Medicaid Transformation looks like for consumers. People are unsure about how the regions works or if there are changes. There are concerns about people transferring from a tailored plan and how fast that could be done to support individuals, whether consumers will be able to keep primary care provider and where they need to go for services. The Department of Social Services (DSS) will continue to determine who qualifies for Medicaid. Management for health plans will go to a private insurance company. People will need to choose their insurance company and plan. There will be an enrollment broker but there are questions about which plan to choose. It is anticipated there will be more confusion with transportation which was handled at the County level but will now be handled through insurers. People who have serious mental illness or developmental disabilities, persons</p>	<p>Angel Romero will share information about Medicaid Transformation once it has been updated.</p> <p>Share concerns with stakeholders about Medicaid Transformation focusing on:</p> <ol style="list-style-type: none"> 1. Concerns 2. Plans to get information out 3. Tangible things that would be helpful to us to get the

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	<p>who have Medicare, persons in a Medicaid waiver program, and some others do not have to choose a health plan.</p> <p>Medicaid info for professionals: https://medicaid.ncdhhs.gov/transformation. Medicaid info for beneficiaries: https://ncgov.servicenowservices.com/sp_beneficiary?id=bnf_index. NC DHHS Medicaid info: https://ncmedicaidplans.gov/.</p> <p>Information that has come out is complex with a high reading level. Concerns about people falling through the cracks such as if address isn't current and don't receive information. It's up to all of us to reach out to talk with organizations familiar with to educate about the changes.</p> <p>Angeloe Burch Sr. suggested talking with Dr. Michelle Laws or others from the state that local people in the field need to be part of these conversations when decisions are being made. Sonia Barnett suggested joining the Medicaid Transformation advisory committee to lift the community's voice.</p>	<p>information out to the community 4. How can we help NC DHHS get the information out?</p>
April 2021 Meeting		

***Next Meeting:** April 8th at 8:30 am