

**Partnership for a Healthy Durham  
Access to Care Committee  
October 12, 2023  
Agenda**

**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:** Shelisa Howard-Martinez & Angel Romero Ruiz

<b>Present:</b> Shelisa Howard-Martinez, Bria Miller, Ann Marie Burke, Alex Bean, Hannah Zang, Angel Romero Ruiz, Deborah Dolan, Kim Bartholomew, Mary Vinson, Jess Bousquette, Kathia Guerrero, Edeia Lynch, Jaeson Smith, Casto Fernandez, Kimberly Monroe, Debbie Royster, Valon Alford, Catrina Lloyd, Natalie Beyer, Marissa Mortiboy, Waleska Amaya, Elizabeth Brill		
<b>Topic</b>	<b>Major Discussion</b>	<b>Recommendations and Action Steps</b>
<b>Welcome &amp; Introductions &amp; Icebreaker</b>	<p>Introductions in the chat. Name, organization &amp; email address if this is your first time.</p> <p><b>Icebreaker</b> in chat box: If you could write a book, what genre would you write it in? Mystery? Thriller? Romance? Historical fiction? Non-fiction?</p>	
<b>Review September Minutes</b>	The minutes were approved.	
<b>Community Health Improvement Plan (CHIP) – Prioritized Interventions</b>	<p>Shelisa Howard-Martinez shared a proposal for prioritizing Community Health Improvement Plans (CHIPs). The current CHIP has several interventions, more than this committee can complete before the end of the cycle. The committee used Jamboard to assess feasibility, data power, and current initiatives for each plan. The recommendations are based on the results from the Jamboard activity and factors like Medicaid Expansion in Durham.</p> <p>Medicaid Expansion is being rolled out in December 2023 and this will impact Access to Care.</p> <p>Medicaid Expansion will provide health coverage to more than 600,000 adults ages 19-64 in North Carolina. About 8.9% or 60,000 people will still be without coverage (uninsured) in Durham/Chapel-Hill.</p> <p>Definitions:</p>	The committee discussed how they will condense the CHIPs. The strategies going forward will focus on health literacy.

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	<p>Personal health literacy is the degree to which individuals can find, understand, and use information and services to inform health-related decisions and actions for themselves and others.</p> <p>Organizational health literacy is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others</p> <p>Intervention 1: Improve individual and digital health literacy</p> <ul style="list-style-type: none"> <li>• Understanding information about healthcare coverage options, including how to enroll</li> <li>• Establishing and maintaining primary care</li> <li>• Accessing healthcare services – for what purpose &amp; where in Durham</li> </ul> <p>Intervention 2: Improve organizational health literacy</p> <p>Change to add- how organizations share information to the community</p> <ul style="list-style-type: none"> <li>• Improved patient/client and community engagement</li> <li>• Developing and sharing information about healthcare coverage options</li> <li>• Supporting patient/client and community advocacy</li> </ul> <p>Shelisa opened it up for discussion.</p> <p>How can we ensure that we have the bandwidth to make progress in this area? We would do fact finding on work already being done and seeing what we can add to it.</p>	
<p><b>Medicaid Expansion</b></p>	<p>Angel adapted the PDF into a PowerPoint from North Carolina Department of Health and Human Services (NCDHHS). Starting December 1, 2023, more North Carolinians can get healthcare through Medicaid. It is for people ages 19 through 64. The allowed income levels are higher now, giving more people access.</p> <p>The individuals would not have to pay any monthly premiums. The presentation also includes the forms of documentation needed.</p>	

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	<p>There are four ways to apply for Medicaid. The state prefers E-pass. People have to apply at their local Department of Social Services (DSS) office.</p> <p>It may take up to 45 days from the time of application; incomplete applications may take longer. Using E-pass can make the process go more quickly.</p> <p>Angel will share the slides with the committee.</p>	
<p><b>Medicaid Health Plans – Deborah Dolan, WellCare of North Carolina and Brenda Radford, AmeriHealth Caritas North Carolina</b></p>	<p>Deborah Dolan, WellCare, Senior Community Advocate</p> <p>NC Medicaid Expansion- American Care Act Medicaid Expansion will cover nearly all adults with incomes up to 138% of the Federal Poverty level.</p> <p>WellCare is one of five government-sponsored managed care services. They focus completely on the social determinants of health. In order to meet people’s needs, they try to work with them holistically. Folks have to apply for Medicaid annually. Many people lost coverage this year because of the change since COVID-19.</p> <p>Their three focus areas are improved access and health, reduced cost, and community innovation. They also offer behavioral health crisis support. They have a telephone number, website, non-emergency transportation, and other resources. They normally refer folks to the broker, ombudsman, and local DSS to decide which health plan/provider they will sign up with.</p> <p>They are trying to work with a new vendor in 2024 to provide more transportation. They do more with value added benefits than focusing on housing.</p> <p><a href="mailto:Deborah.dolan@wellcare.com">Deborah.dolan@wellcare.com</a></p> <p>Every health plan is expected to provide transportation as a part of their plan.</p>	

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	<p>A cheat sheet with value added benefits for the different plans may be available with the enrollment broker.</p> <p>People will automatically be renewed if they do not enroll for a program themselves. They will be assigned a plan.</p> <p>WellCare has a mental health crisis line. They also try to partner with community organizations providing mental health care.</p>	
<b>Meeting Adjourn</b>	<p>October 5 was the Community Health Worker (CHW) roundtable. Twenty-three CHWs attended. Edeia thanked the Access to Care committee for their work/support. A huge need for CHWs was around mental health first aid and compassion fatigue. The next meeting is scheduled for November 1. The Mental Health committee would be happy to share some resources.</p> <p>The Duke Doing Good Community Fund Grant is open and closes on October 16, 2023. Grants range from \$1,000 to \$5,000. Learn more and apply: <a href="https://community.duke.edu/funding/community-care-fund/">https://community.duke.edu/funding/community-care-fund/</a></p>	

**\*Next Meeting:** November 9, 2023: 8:30-9:30am