

## Program Overview



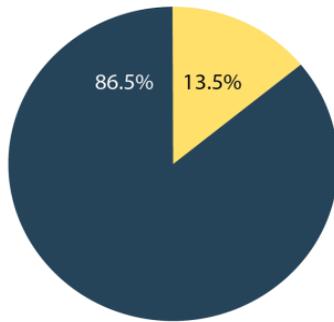
July 21, 2016



# Coverage Rates in NYC

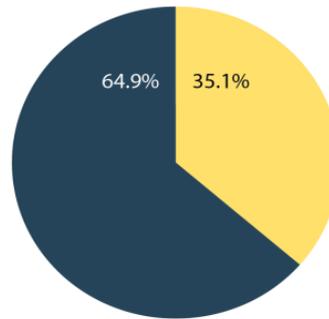
## Health Insurance Coverage in New York City, 2013

Total Population:  
8,407,363

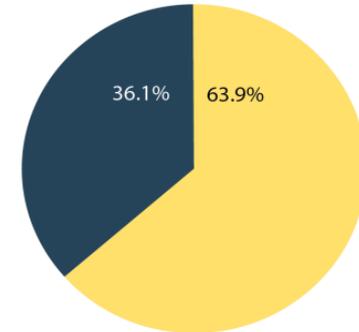


Data Source:  
U.S. Bureau of the Census, American Community Survey, Public Use Microdata Sample 2013

Noncitizen Population:  
1,428,033



Undocumented Population:  
540,700



Data Source:  
U.S. Census Bureau, American Community Survey Public Use Microdata Sample 2013, as augmented by Poverty Research Unit, NYC Center for Economic Opportunity

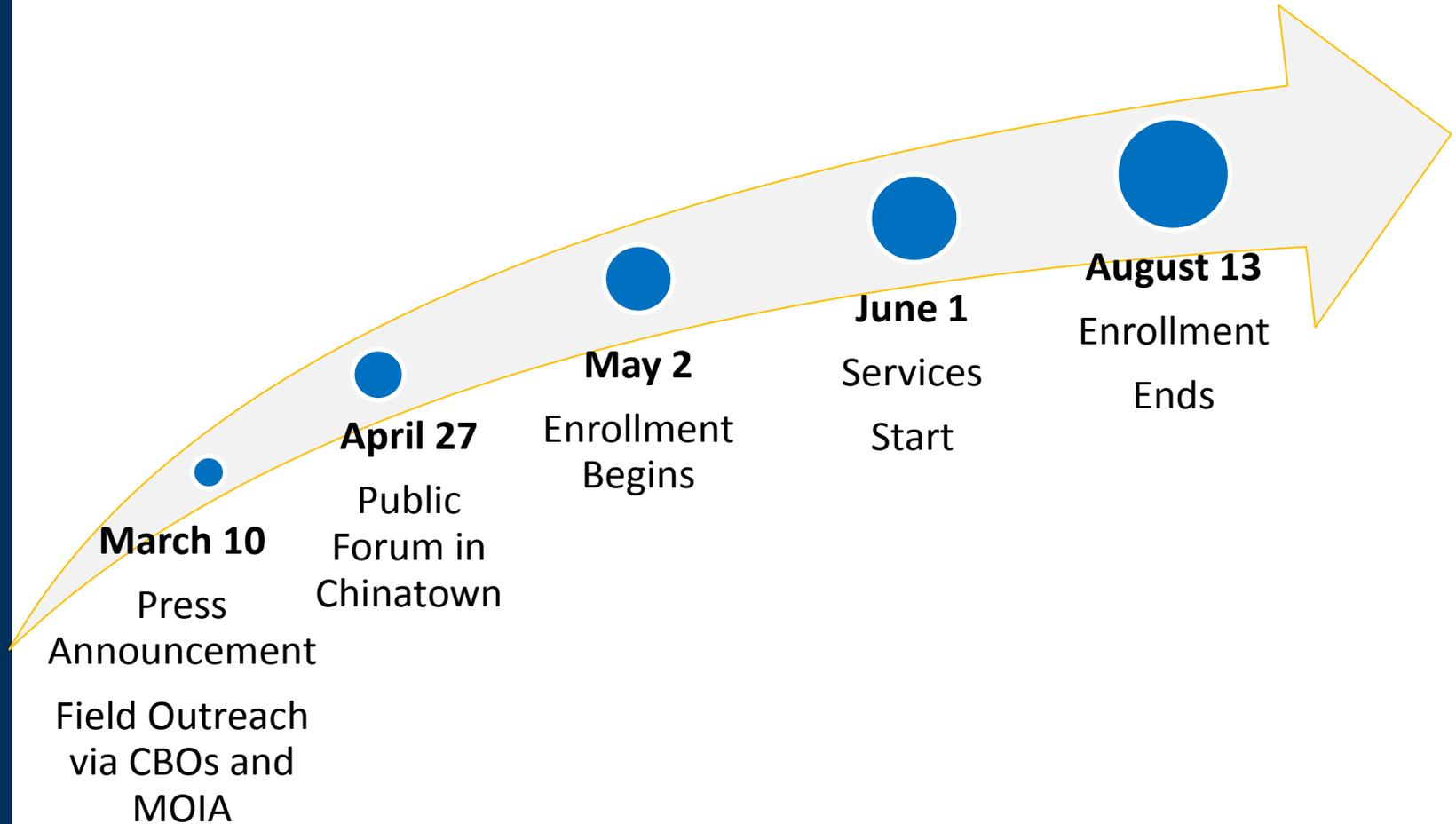
- Insured
- Uninsured

- 541,000 Undocumented
  - 345,000 Undocumented and Uninsured
  - 245,000 Ages 19+ and Under 200% FPL (eligibility criteria) <sup>2</sup>



# Timeline

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# Program Design

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- Network of health facilities including community health centers and all services available through NYC H+H
  - ✓ Includes Mental health and Dental
- IDNYC as Patient membership card
- Predictable costs (\$15 or \$20)
- Encouraged use of preventive and primary care services
- Intensive care coordination for high risk enrollees
- Customer service
- Foundation funding supports year one launch and evaluation

***Limited enrollees in year one: 1,200 receive program benefits and 1,200 receive status quo for evaluation***



# Participating Health Care Providers

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## Queens

- **Elmhurst** NYC Health + Hospitals/ Elmhurst
- **Flushing** Charles B. Wang Community Health Center
- **Jamaica** Community Healthcare Network
- **Corona** Urban Health Plan

## Manhattan

- **Chinatown** NYC Health + Hospitals/ Gouverneur
- **Chinatown** Charles B. Wang Community Health Center
- **Lower East Side** Community Healthcare Network
- **Lower East Side** William F. Ryan-NENA



# Outreach Partners

- **Brooklyn Chinese-American Association**

- Chinese; Sunset Park, Borough Park



- **Korean Community Services**

- Korean; Flushing



- **Make the Road**

- Spanish; Jackson Heights, Sunset Park



- **South Asian Council for Social Services**

- Bengali, Hindi, Urdu; Jackson Heights, Flushing, Jamaica, Elmhurst





# Additional Outreach Strategies

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- Earned & Paid Media
  - Paid across Spanish, Chinese, Korean, Bangla and Urdu outlets
- Internal referrals at healthcare providers
- Housing Opportunities for Persons with AIDS
- DOHMH Office of Faith Based Initiatives
- HRA Office of Citywide Health Insurance Access
- Other CBOs making referrals (Settlement houses, e.g.)
- ActionNYC referrals



# Enrollment Sites

***Enrollment now open through August 13***

## MANHATTAN

- **H+H/Gouverneur Health**  
227 Madison Street
- **H+H/Bellevue Hospital [NEW!]**  
462 1st Avenue

**NYC**  
**HEALTH+**  
**HOSPITALS**

## QUEENS

- **DOHMH Corona Health Center**  
34-33 Junction Blvd, Jackson Heights
- **H+H/Elmhurst Hospital Center**  
41st Avenue at 80th Street
- **H+H/Queens Hospital Center [NEW!]**  
82-68 164<sup>th</sup> Street

**NYC**  
**Health**



# Appointment Scheduling

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## Insurance & Eligibility Screening (Most Common!)

- Insurance screening required before program enrollment
- Program provides insurance screening then Program Enrollment
- To refer to program:
  - 311 or <https://booknow.appointment-plus.com/7sder2d8/>

**\*\*OR\*\***

## Program Enrollment

- If you are an insurance screener and are trained by ActionHealthNYC to make referrals, you can call the program directly



# Enrollment Process

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**A. Insurance and eligibility screening** (*Program staff OR outside staff*)

**B. Research participant enrollment** (*Program staff only*)

1. Informed consent
2. Baseline survey
3. Randomization

**C. AHNYP program enrollment** (*Program staff only*)

**1. Services for member group**

- i. Patient education about program
- ii. Primary care home selection
- iii. Schedule clinical visit
- iv. Offer and schedule ActionNYC legal services appointment

**2. Services for study group**

- i. Patient education about how to access affordable care
- ii. Schedule clinical visit (if status quo at enrollment site)
- iii. Offer and schedule ActionNYC legal services appointment



# Care Model

	Members
<b>Baseline Preventive Screenings</b>	All age and gender appropriate USPSTF A&B Recommended tests and screening
<b>Baseline Care Coordination</b>	<ul style="list-style-type: none"><li>• Documented care plan</li><li>• Appointment reminders: 2 days prior</li><li>• Missed appointment outreach: within 2 days</li><li>• ER/Hospitalization follow-up: within 5 days</li></ul>
<b>Enhanced Care Coordination</b>	Individuals with <i>uncontrolled</i> chronic conditions get additional care management support - e.g., <i>diabetic with A1C &gt; 9%</i>



# Enhanced Care Coordination

*Eligibility for ECC is uncontrolled chronic conditions:*

1. **Asthma or COPD**
2. **Cardiovascular Disease**
3. **Diabetes**
4. **Hepatitis C**
5. **HIV/AIDS**
6. **Homelessness**
7. **Alcohol/Substance Use Disorder**
8. **Cancer**
9. **Severe Mental Illness**

***ECC Service includes:***

- **6+ contacts** during year one
- **Pre-visit planning**
- **Care Coordinator** and Participant meet to identify:
  - (a) Barriers/facilitators to care
  - (b) Patient-led goals
  - (c) Nursing or social work interventions
  - (d) Assess social determinants with referrals
- **Prescription medication** refills and pick-up



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