

**Testimony by: Mariann Chisum-McGill, TCA Health- Director of Programs**

**Contact Info: (773) 995-1953 and [mmcgill@tcahealth.org](mailto:mmcgill@tcahealth.org)**

**Date: Wednesday, October 28, 2015**

**Place: Cook County Board Hearing at Markham Courthouse**

Good Evening my name is Mariann Chisum-McGill. I am the Director of Programs at TCA Health located on the grounds of the Altgeld Murray Housing Development. Prior to the ACA and expansion on Medicaid, the health center struggled with creating strategies to reconnect public housing residents to the health center, and engage the uninsured and under-insured in health care coverage and health services. However, with the expansion of Medicaid we achieved a breakthrough.

The support of the ACA provided the opportunity for health centers such as TCA Health to partner with Cook County, the Chicago Housing Authority, community organizations , business and the public housing community to implement a series of initiative that focused on; 1) Improving health outcomes for the public housing residents 2) to assist the Health Center gaining a better understanding of the community's attitudes toward health coverage and identified existing barrier that impacted public housing resident's enrollment in coverage and usage of the health facility and its preventive services offered through programs. 3) Ensuring that all patients and public housing resident have access to health coverage and quality health services.

Below is a few of the strategies that have been implemented to support the newly insured and to engage the uninsured:

- Conduct patient services monthly surveys and review results, create solution or a work plan and notify the patients of the changes or plan within 24 hours
- Participate in work groups with the Chicago Housing Authority and Property Management team to share update and to collaborate on disseminating information to the newly insured and the uninsured.
- Host Quarterly New Residents Welcome Event with the property manager to capture any uninsured resident or those needing to make changes to a new medical home or ask questions.
- Conduct door to door to greet the newly insured that has yet to respond to a phone call or visit the health center. At the visit, we provide welcome packages and an invitation to schedule the first appointment.
- Implemented a Patient/Community Improvement Committee to ensure that the newly insured or those frustrated understanding the health care system is being supported. This monthly meeting include rep from all departments at the health center ( includes all PH outreach staff)
- Created a New Agency Website that showcases newly insured patients and their great story and experience at the health center
- Made a commitment to retain the PH residents to support the Outreach and Enrollment demands for the newly insured, the uninsured and those that require support with navigating the health care system. Empower community outreach staff to take the lead in educating residents about health center services and about other topics such as: What's next after coverage? How to use your coverage? Maintaining continuity of coverage.

- Recognizing that the community health outreach worker is one of the great assets to resolving issues with PH Residents that are newly insured or those that are being educated about health coverage. The Community Outreach Worker has a key role with servicing the newly insured and more funding is needed to expand the model.

**With the minimal support of 1.5 outreach staff members, TCA Health have been able to provide the following support:**

- Provided 3100+ in person one on one education sessions individual/group
- Assisted 1,357 individuals with enrollment
- Provided re-enrollment assistance for 949
- Provide assistance with Marketplace for 300
- Provided enrollment assistance for 935 in Medicaid
- Of these numbers being reported greater than 97% of those assisted were enrolled or re-enrolled in health coverage

