Connecting Kids to Coverage Indiana

INCREASING ACCESS TO HEALTHCARE THROUGH TECHNOLOGY

Connecting Kids to Coverage-Indiana
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No one with the ability to control content of this session (or educational activity) has a relevant financial relationship with an ineligible company.

- Identify at least three optimization opportunities using technology to increase interactions between families and social service agencies.

- Locate at least two options of free, online opportunities to create QR codes to deploy for a variety of outreach applications.

- Name two methods for integrating documents with language translation to further extend the reach of care access.

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THE IMPORTANCE OF HEALTH CARE COVERAGE

"Students who were consistently absent throughout elementary school tended to have lower outcomes across developmental domains in the long-term" A. Ansari, M. Gottfried (2021) (1)

"Children with LTCs had poorer mental health and more school absence than those with no LTCs. Clinicians should routinely enquire about mental health and school attendance in CYP with LTCs and should collaborate with families and schools to ensure these children are provided with sufficient mental health and educational support" K. Finning, I. Neochoriti Varvarrigou, T. Ford, L. Panagi, O. C Ukoumunne (2022) (2)

1. Ansari, A., & Gottfried, M. A. (2021). The grade-level and cumulative outcomes of absenteeism. *Child Development*, *92*(4), e548-e564.

2. Finning, K., Neochoriti Varvarrigou, I., Ford, T., Panagi, L., & Ukoumunne, O. C. (2022). Mental health and school absenteeism in children with long-term physical conditions: A secondary analysis of the British Child and Adolescent Mental Health Surveys 2004 and 2007. *Child: Care, Health and Development*, *48*(1), 110-119.

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KEEPING KIDS HEALTHY THROUGH HEALTH CARE COVERAGE

Healthy children are better prepared to succeed in school and in life.

IN Health Coverage Programs for children offer parents and caregivers peace of mind knowing their children can get the care they need, when they need it.

Indiana-certified navigators offer a free resource for families to ensure health coverage options.

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Image source: Canva
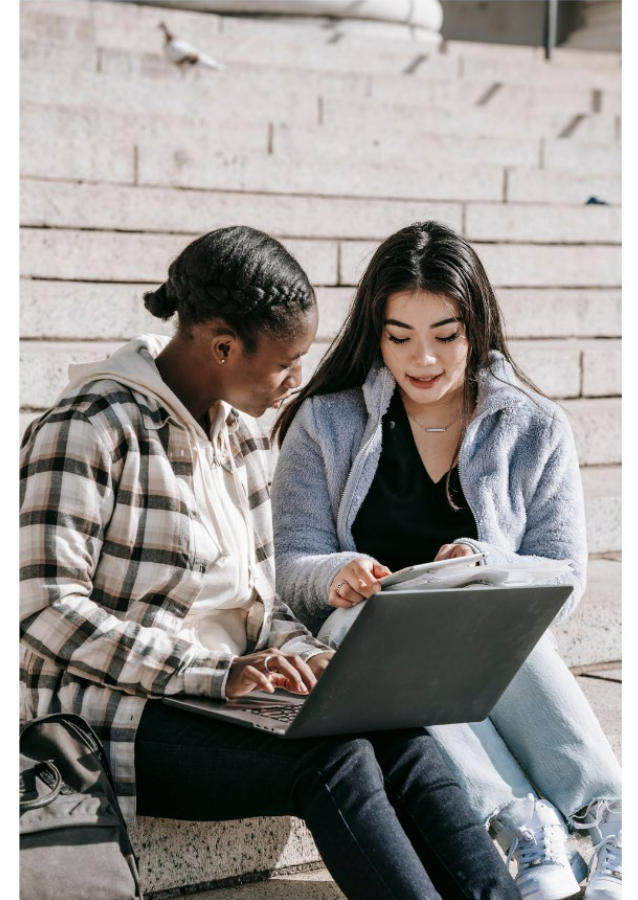
Created by ACA = "free and unbiased" in every state, with or without Medicaid expansion

Certified Application Counselors (CAC): Marketplace

Indiana's assister-types follow the ACA guidelines for a federally-facilitated exchange (FFE)

Indiana requires CAC's also carry a certification/license from the IN Dept of Insurance

State Navigators, like Indiana's, are funded by CMS (or financially self-sustained through an HHS Certified Designated Organization).

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WHY IS A NAVIGATOR SO IMPORTANT?

Free?	Yes
Unbiased?	Yes
Agent/Broker?	No
Help consumers understand coverage options?	Yes
Receive training?	Yes
Recommend a plan?	No
Help consumers apply for/enroll in Medicaid, CHIP and Marketplace?	Yes

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www.indianaruralhealth.org/ckc-in

- Cooperative Agreement Award from Centers for Medicare & Medicaid Services (CMS)

- National Campaign with 39 grantees

- First-time CMS award to IRHA

- Three years: July 1, 2019-June 30, 2022

- Program Goals:

  - Raising awareness

  - Creating opportunities

  - Motivating parents

  - CMS: Provides support

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- Founded in 1997

- Member-driven non-profit organization

- Individuals, health care organizations, statewide programs and organizations

- Improve the health of Hoosiers living in rural areas

- Conduct community assessments

- Assess strengths & weaknesses

- Leadership resources, trainings, annual events

- www.indianaruralhealth.org

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SCHOOLS ARE A NATURAL ENVIRONMENT FOR CONNECTION

Reach uninsured and underinsured families who may be living without access to services due to concerns of affordability and/or the uncertainty of where to turn for help

Unfortunately, the communication bridge between families and social service agencies can crumble

- communication attempts fail and/or
- referrals are simply lost over time

Image source: Canva

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11

A REFERRAL METHOD THAT IS INTERACTIVE AND PROVIDES CONSUMERS AN OPPORTUNITY TO SELECT COMMUNICATION PREFERENCES REDUCING RISK OF FAILED CONTACT ATTEMPTS

An attempt can fail for several reasons

- too lengthy

- post-referral wait time

- inconvenient procedures

- lack of improvement in technology

Contact preference option
→ adjusting to their hours and communication preferences

Utilize language line if preferred language other than English indicated

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THIS NEW TECHNOLOGY HAS ALLOWED CKC-IN TO CLOSELY MONITOR EACH REFERRAL, CAPTURING ENCOUNTER, APPLICATION, ENROLLMENT, AND REFERRAL DETAIL & OUTCOME

Image source: Canva

STRENGTHS OF QR CODES

- One click to access

- Easy to distribute

- Free online websites to generate QR codes

Example: the CKC-IN QR code

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EVERYTHING IS LOGGED IN ONE DATABASE

- Web-encrypted application to store information, compliant

- Provides stats and charts, pull reports, build new forms and surveys

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Connecting Kids to Coverage - Indiana (CKC-IN)

www.indianaruralhealth.org/ckc-in

Welcome to Connecting Kids to Coverage-Indiana, your one-stop shop for assistance with finding health care coverage in Indiana. We have a team of licensed Indiana navigators ready to assist you and your family. Visit all the buttons on our webpage to learn more about our program, our partners, and the various resources available.

FREE Indiana health insurance application assistance is now available over the phone and through HIPAA-compliant/secure electronic technologies. Please email navigator@indianarha.org or schedule an appointment here:

Schedule Appointment

EN ESPANOL

- navigator@indianarha.org

- 812-478-3919 x 252

- Please provide name, best way/time to reach you, county of residence.

Activate Windows
Go to Settings to activate Windows.

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17

TAKEAWAYS FOR YOUR WORK

- Use technology to increase interactions between families and social service agencies.

- Consider free opportunities to create QR codes for a variety of outreach applications

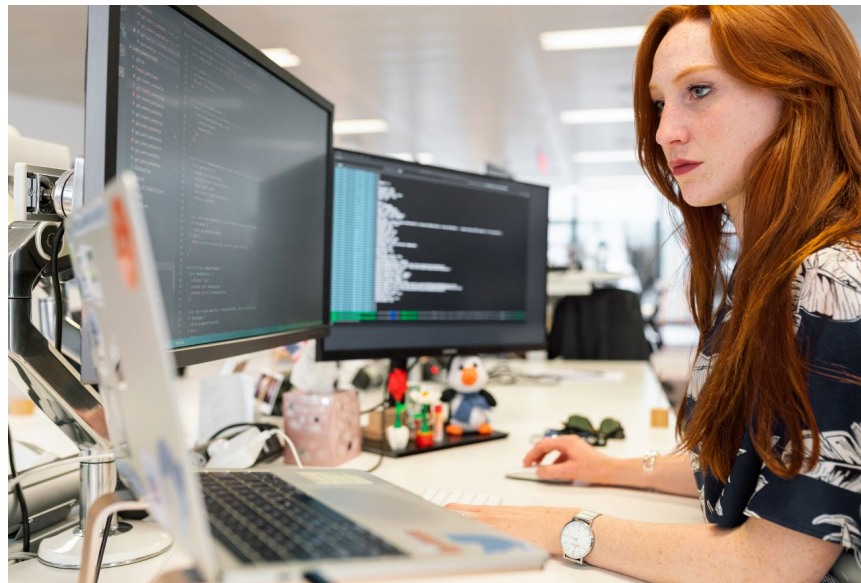- Integrating documents in databases and utilizing language translation can further extend the reach of care access

Image source: Canva

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18

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