

Community HealthCare Connections

6-Month Outcomes Report through August 2016

ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR
Reception & Intake Services	Reception & Intake Encounters	157	140	121	130	88	87	723
	Durable Medical Equipment Distributed (internally)	-	-	-	-	-	7	7
	Hygiene Kits	5	1	1	3	5	8	23
Navigation Services	Number of Navigation Encounters (home site)	134	122	116	114	80	81	647
	Number of Navigation Services (home site)	136	133	132	130	85	92	708
	Number of Navigation Encounters (Albion)	37	34	35	75	50	86	317
	Number of Navigation Services (Albion)	40	40	40	85	53	97	355
	Number of Navigation Encounters through Caremanagement Referrals	7	19	11	4	9	2	52
	Number of Navigation Services through Church Support	0	0	0	0	0	0	0
	Significant Encounters	6	15	5	7	3	3	39
Healthy Michigan	Number of Enrollments (home site)	14	11	12	12	8	11	68
	Number of Enrollments (Albion)	9	5	5	17	4	14	54
	Number of Enrollments (Mobile Clinic)	0	0	0	0	0	0	0
Hospital Coordination Services - INPATIENT DISCHARGE SUPPORT	Hospital Discharge Assistance - BBC - # people helped	3	1	4	1	0	0	9
	Hospital Discharge Assistance - BBC - \$ value of services	\$318.44	\$6.89	\$398.76	\$82.03	\$0.00	\$0.00	\$806.12
	Hospital Discharge Assistance - Oaklawn - # people helped	0	2	0	0	1	0	3
	Hospital Discharge Assistance - Oaklawn - \$ value of services	\$0.00	\$120.39	\$0.00	\$0.00	\$34.19	\$0.00	\$154.58
Lions Club Eyeglass Program for ADULTS	ADULTS: Number of adults helped this month	1	3	1	1	1	1	8
	Dollar value of glasses purchased for adults this month	\$82.95	\$248.85	\$82.95	\$82.95	\$82.95	\$82.95	\$663.60
	Average cost per pair of glasses for adults	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95
	Number of vouchers issued	1	3	1	1	1	1	8
	Number of people on the waiting list for glasses	0	0	0	0	0	0	0
	Total funding available for glasses at the beginning of this month	\$924.02	\$841.07	\$592.22	\$509.27	\$4,426.32	\$4,343.37	N/A
	Contributions collected this month	\$10.00	\$30.00	\$10.00	\$10.00	\$10.00	\$10.00	\$80.00
	Additional donations and grant funds received this month	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total expenditures on glasses this month	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$497.70
Total funds remaining at end of the month	\$841.07	\$592.22	\$509.27	\$4,426.32	\$4,343.37	\$4,260.42	-	
Lions Club Eyeglass Program for CHILDREN	CHILDREN: Number of children helped this month	0	0	0	0	0	0	0

ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR
	How many new clients were enrolled in PDAP this month?	1	4	8	5	6	4	28
	TOTAL active PDAP clients as of this month	287	296	295	295	171	174	(296)
	How many new PDAP applications were submitted this month?	83	66	86	80	45	69	429
	Aged 60 and Over	49	40	40	46	19	29	223
	Under Age 60	34	26	46	34	26	40	206

ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR
Prescription Drug Access	How many total providers are using the PDAP program?	281	282	283	281	281	281	(283)
	How many people picked up PDAP prescriptions this month?	53	48	43	60	25	41	270
	Aged 60 and Over	27	23	29	28	16	16	139
	Under Age 60	26	25	13	32	9	25	130
	Significant Encounters	0	0	0	0	0	0	0
	How many total prescriptions were given out this month?	66	63	58	80	36	52	355
	PDAP Prescriptions	66	63	58	80	36	52	355
	Rx Outreach Prescriptions	0	0	0	0	0	0	0
	Donated Prescriptions (Summit Pointe & Free Clinics)	12	21	37	0	16	37	123
	Total Dollar Value of prescriptions picked up this month	\$81,307.57	\$89,935.75	\$73,777.88	\$139,422.36	\$71,573.17	\$73,468.98	529,486
	PDAP Dollar Value	\$73,338.87	\$85,384.06	\$67,345.70	\$139,422.36	\$42,309.29	\$67,878.15	\$475,678.43
	Donated Prescriptions Dollar Value (Summit Pointe & Free Clinics)	\$7,968.70	\$4,551.69	\$6,432.18	\$0.00	\$29,263.88	\$5,590.83	\$53,807.28
Diabetic Test Strips Program	Number of people picking up Diabetic Test Strips	0	0	0	1	2	2	5
	Number of Diabetic Test Strips Distributed	0	0	0	150	250	150	550
	Value of Diabetic Test Strips Distributed	\$0.00	\$0.00	\$0.00	\$20.98	\$34.95	\$20.97	\$76.90
	Food/Hygiene Items Donated by Diabetic Test Strip patients	0	0	0	0	15	25	40
	Volunteer Hours worked by Diabetic Test Strip patients	0	0	0	25	13	0	38
Language Support	Number of clients/patients reporting language other than English as their "preferred language"	0	0	0	0	0	0	0
	SOLUTION - Patient/Client's own interpreter	0	0	0	0	0	0	0
	SOLUTION - CHC Interpreter	0	0	0	0	0	0	0
	SOLUTION - Pacific Phone Interpretation Service	0	0	0	0	0	0	0
	SOLUTION - Other professional interpreter	0	0	0	0	0	0	0
Not able to help	0	0	0	0	0	0	0	
Prescription Assistance - # helped (Age 60+)	Prescription Assistance - # helped (Age 60+)	29	25	30	21	22	24	151
	Prescription Assistance - \$ (Age 60+)	\$1,009.36	\$956.32	\$1,227.37	\$768.84	\$850.68	\$853.88	\$5,666.45
	Prescription Assistance - # helped (Under 60)	25	15	29	18	21	22	130
	Prescription Assistance - \$ (Under 60)	\$852.66	\$609.99	\$1,146.10	\$755.53	\$712.63	\$1,435.28	\$5,512.19
	Transportation Assistance - # helped (Dale Griffin Fund)	29	5	27	10	8	3	82

Community HealthCare Connections

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ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR	
Health Assistance Fund	Transportation Assistance - \$ (Dale Griffin Fund)	\$504.77	\$92.08	\$373.84	\$679.05	\$566.61	\$131.01	\$2,347.36	
	Transportation Assistance - # helped (Aged 60+)	7	11	16	5	5	9	53	
	Transportation Assistance - \$ (Aged 60+)	\$83.46	\$151.81	\$273.76	\$184.41	\$101.14	\$251.34	\$1,045.92	
	Transportation Assistance - # helped (Aged 24-59)	21	30	24	20	18	12	125	
	Transportation Assistance - \$ (Aged 24-59)	\$312.67	\$454.02	\$424.53	\$448.46	\$726.67	\$246.44	\$2,612.79	
	Primary Healthcare & Therapeutic Services - # helped (Age 60+)	0	0	0	0	0	0	0	
	Primary Healthcare & Therapeutic Services - \$ (Age 60+)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
	Primary Healthcare & Therapeutic Services - # helped (Under 60)	0	0	0	0	0	0	0	
	Primary Healthcare & Therapeutic Services - \$ (Under 60)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
	Durable Medical Equipment - # helped (Age 60+)	0	1	1	1	1	1	5	
	Durable Medical Equipment - \$ (Age 60+)	\$0.00	\$6.89	\$6.89	\$39.99	\$79.79	\$224.75	\$358.31	
	Durable Medical Equipment - # helped (Under 60)	1	0	1	1	3	2	8	
	Durable Medical Equipment - \$ (Under 60)	\$60.00	\$0.00	\$21.39	\$20.26	\$85.14	\$42.09	\$228.88	
	Dental & Vision Assistance - # helped (Age 60+)	0	1	0	0	1	1	3	
	Dental & Vision Assistance - \$ (Age 60+)	\$0.00	\$100.00	\$0.00	\$0.00	\$99.95	\$100.00	\$299.95	
	Dental & Vision Assistance - # helped (Under 60)	0	0	0	0	0	0	0	
	Dental & Vision Assistance - \$ (Under 60)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
	TOTALS (PEOPLE) (Age 60+)		36	38	47	27	28	35	212
	TOTALS (DOLLARS) (Age 60+)		\$1,092.82	\$1,215.02	\$1,508.02	\$993.24	\$1,131.55	\$1,429.97	\$7,370.62
	TOTALS (PEOPLE) (Under 60)		76	50	81	49	42	36	345
	TOTALS (DOLLARS) (Under 60)		\$1,730.10	\$1,156.09	\$1,965.86	\$1,903.30	\$1,524.44	\$1,723.81	\$10,701.22
	TOTALS (PEOPLE) ALL AGES		112	88	128	76	70	71	557
TOTALS (DOLLAR) ALL AGES		\$2,822.92	\$2,371.11	\$3,473.88	\$2,896.54	\$2,655.99	\$3,153.78	\$18,071.84	
AVERAGE HEALTH ASSISTANCE FUND REQUEST		\$25.20	\$26.94	\$27.14	\$38.11	\$37.94	\$44.42	\$32.44	
Hours of community service performed - Health Assistance Fund		29	14	39	8	28	35	152	
Total ACTIVE Nursing Clinic patients as of this month		1068	983	868	798	677	603	(1,190)	
Number of unduplicated <u>patients</u> treated in the Clinic <u>this month</u>		40	36	24	29	14	18	161	
Number of <u>people</u> who failed to appear (no-showed) this month		5	1	0	3	3	1	13	

ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR
	No Show Percentage	10%	2%	0%	10%	21%	5%	4%
	ENCOUNTERS							
	TOTAL - all patient encounters for the Nursing Clinic	52	44	26	62	14	19	205

ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR	
Nursing Clinic	Total Number of <u>non-clinical</u> ENCOUNTERS	2	0	0	31	0	0	21	
	Medication Refills	1	0	7	4	0	3	15	
	Advocacy	1	0	0	5	0	0	6	
	Total Number of <u>clinical</u> ENCOUNTERS	50	44	26	31	14	19	184	
	Encounters by Volunteer Providers	42	34	20	31	14	19	160	
	Encounters by Staff Providers	8	10	6	0	0	0	24	
	Total Number of Emergency Department Referrals	1	2	0	1	0	0	4	
	Significant Encounters	0	0	0	0	0	0	0	
	RATIOS & MEASUREABLES								
	Total Number of Clinic Days this month	18.5	12.5	16.0	4.0	3.0	7.0	61.0	
	Ratio: Average clinical visits per clinic day	3	4	5	1	1	2	3	
	Ratio: Number of clinical visits per patient	1.25	1.22	1.08	1.07	1.00	1.10	1.14	
	Number of patients TURNED AWAY due to limited capacity.	0	0	0	6	4	4	14	
	SAMPLE MEDICATIONS								
	Number of <u>sample medications</u> given out	16	7	6	6	4	12	51	
	Dollar <u>value</u> of <u>sample medications</u> given out	\$4,113.09	\$3,822.35	\$6,432.18	\$1,655.68	\$1,627.86	\$3,986.00	\$21,637.16	
	REFERRALS								
	Number of specialist referrals made	7	2	3	7	1	2	22	
	Dollar value of donated <u>radiology readings</u> (professional services)	\$531.00	\$484.00	\$520.00	\$250.00	\$200.00	TBD	\$1,985.00	
	Dollar value of donated <u>radiology services</u> (professional services) provided to patients by Bronson Battle Creek	\$4,550.82	\$5,666.89	\$4,447.05	\$2,848.41	\$1,155.07	TBD	\$18,668.24	
Dollar value of donated <u>lab work</u> provided to patients by Bronson Battle Creek	\$1,118.79	\$1,706.66	\$763.81	\$885.85	\$302.91	TBD	\$4,778.02		
OR Services	\$0.00	\$3,421.03	\$0.00	\$0.00	\$250.00	TBD	\$3,671.03		
Pharmacy Services	\$0.00	\$631.00	\$0.00	\$0.00	\$0.00	TBD	\$631.00		
Chiropractic Program	TOTAL CHIROPRACTIC ENCOUNTERS	0	0	1	0	0	0	1	
	Chiropractic Encounters - In Chiropractic Offices	0	0	1	0	0	0	1	

Community HealthCare Connections

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ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR
Chiropractic Program	Dollar value of Chiropractic Radiology	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total unduplicated people served <u>to date</u>	0	0	1	1	1	1	4
Mobile Outreach	Total number of Mobile Clinic patients this month	10	9	16	0	0	0	35
	Total number of Mobile Clinic encounters this month	10	9	16	0	0	0	35
	Number of Navigation Encounters (outreach)	0	1	6	0	0	0	7
	Number of Clinical Encounters in Senior Apartments	10	0	10	0	0	0	20
	Number of Navigation Services (outreach)	0	0	0	0	0	0	0
	Significant Encounters	0	0	0	0	0	0	0
	Number of Mobile Clinic days this month	1	1	3	0	0	0	5
	Ratio: Number of encounters per day	10	9	5	0	0	0	24
	Number of hygiene kits given out	0	0	0	0	0	0	0
	Number of food kits given out	0	0	0	0	0	0	0
Dentist Partnership	Number of people who have completed an exam/treatment visit	18	8	7	4	9	1	47
	Total number of exam and treatment visits completed this month	25	9	10	4	9	1	58
	Total number of exams and treatment services completed this month	32	18	16	14	9	1	90
	Significant Encounters	0	0	0	1	0	0	1
	Dollar value of exam and treatment visits completed this month	\$3,877.00	\$2,690.00	\$2,390.00	\$2,095.00	\$1,350.00	\$150.00	\$12,552.00
	Total number of dentists participating	33	33	33	8	8	8	(33)
	Number of people who failed to appear (no-show) at a dentists' office this month	0	0	0	0	0	0	0
	No Show Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Number of people from the emergency room for dental pain	0	0	0	0	0	0	0
	Hours of community service performed - Dentists' Partnership	76	140	0	21	0	0	237
Preventive Dental Services Initiative	Number of free dental cleanings/screenings	7	5	10	0	1	0	23
	Number of people who have completed an oral health class	6	4	0	0	0	0	10
	Number of WIC families receiving dental education	76	25	40	0	0	0	141

ACTIVITY	DATA	Mar. '16	Apr. '16	May '16	Jun '16	Jul. '16	Aug. '16	6-Month Total (or 6-month high) THIS YEAR
	Number of toothbrush/toothpaste packs given to WIC families.	204	240	208	0	0	0	652
Denture Partnership	<u>Value</u> of denture services and materials donated this month	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
"Better Smiles. Better World." (orthodontia pilot program)	Number of Orthodontists participating	1	1	1	1	1	0	(1)
	Number of New Enrollments this month	0	0	0	0	0	0	0
	Number of people actively in treatment	15	8	8	8	8	0	(15)
	Number of orthodontia <u>visits</u> donated this month	0	8	8	8	8	0	32
	<u>Value</u> of orthodontia visits donated this month	\$0.00	\$1,100.00	\$0.00	\$1,100.00	\$1,100.00	\$0.00	\$3,300.00
	Hours of community service performed - Orthodontia program	0	34	0	0	0	0	34
Pay It Forward Community Impact	Total Volunteer Hours - <u>All Programs</u>	105	188	39	54	41	35	461
	Bags of clothing donated - #	21	24	28	28	26	30	157
	Food, hygiene items, and durable medical equipment donated - #	0	0	3	0	15	0	18

2,357

A FIELD HIGHLIGHTED IN YELLOW INDICATES A MEASUREMENT FOR SENIORS (AGED 60 AND OLDER)
WHERE THE (-) APPEARS IN A FIELD, IT MEANS THAT WE DID NOT MEASURE THAT ITEM AT THE TIME DATA WAS ORIGINALLY REPORTED

Prescription Drug Access Program & Summit Pointe Partnership

August 2016

Physician	Patients	Prescriptions	Total Cost	Average Cost Per Rx
Gandy	0	0	0.00	\$0.00
Tokhie	0	0	0.00	\$0.00
Zethelius	0	0	0.00	\$0.00
Simmons	0	0	0.00	\$0.00
Hussain	0	0	0.00	\$0.00
Totals	0	0	0.00	\$0.00

* No donations this month

MONTH: August 2016

Dentist Name				City	Commitment	# Visits	# Services	\$ Value
Timothy		Bandeem	DDS	Battle Creek	Ortho Initiative			
David	H.	Brown	DDS	Battle Creek	8			
Henry	J.	Brown	DDS	Battle Creek	4			
Louis		Chmura	DDS, MS	Marshall	Ortho Initiative			
John		Curtis	DDS	Battle Creek				
Michael		Glass	DDS, MS	Battle Creek	TBD			
Myra		Covarrubias	DDS	Battle Creek	3			
Joseph		DeRose	DDS	Battle Creek	3			
Sharon		Dickerson	DDS	Battle Creek	TBD			
Craig		Diederich	DDS	Battle Creek	Case-by-Case			
Paul	H.	Domin	DDS	Marshall	1			
Kip	P.	Etheridge	DDS	Battle Creek	2			
		FHC (ALBION)		Albion	varies by availability			
Thomas	C.	Goodsell	DDS	Battle Creek	2			
James		Grubka	DDS	Battle Creek	1			
Todd		Halonen	DDS	Battle Creek	1			
Rod		Halonen	DDS	Battle Creek	1			
Susan		Halonen	DDS	Battle Creek	1			
David		Heidenreich	DDS	Marshall	4			
Theresa		Koch-Ely	DDS	Bellevue Only	1			
Bruce	A.	Leonard	DDS	Battle Creek	4			
Michael		Loudon	DDS	Battle Creek	4			
Douglas		McDaniel	DDS	Battle Creek	4			
Rand		McKinley	DDS	Battle Creek	8	1	1	\$150
Charlie	H.	Palumbo	DDS	Battle Creek	12			
Nicholas		Pound	DDS	Albion/Marshall Only	2			
Eric		Shugars	DDS	Battle Creek	Case-by-Case			
Arthur		Sonneborn	DDS	Battle Creek	Case-by-Case			
Robin		Steely	DDS	Battle Creek	1			
Douglas		Van Der Muelen	DDS	Marshall	1			
Craig		Van Zyl	DDS	Marshall	2			
Catherine		Wilcox	DDS	Battle Creek	1			
Gary		Zoutendam	DDS	Battle Creek	Case-by-Case			
TOTALS						1	1	\$150.00

Nursing Clinic of Battle Creek Clinic Encounter Report

Month:	August 2016
Total Clinic Days:	7
Total Patients Seen:	20
Total Patient Encounters:	20

Insurance Status

Insured:	0
Uninsured:	20

Income Level (as a % of Federal Poverty Level)

0%-100%:	0
101% - 150%:	6
151% - 200%:	13
201% or higher:	1

Age

Under 18 Years Old:	0
18 - 24:	0
25 - 34:	2
35 - 44:	2
45 - 59:	15
60 and older:	1

Ethnicity

White:	13
Black:	5
Hispanic:	2
Mixed Race:	0
Asian:	0
Other:	0
Unknown:	0

Residency

Calhoun County Resident:	20
Not a Calhoun County Resident:	0

Homeless Status

Patients reporting homelessness:	0
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Reason for Encounter (All Visits Counted Here):

Urgent Only:	7
Chronic Only:	12
Combined Chronic/Urgent Visit:	1

Reason for Encounter (Family Health Center Patients ONLY):

Number of patients seen reporting FHC as their "medical home"	2
<i>Of these patients, how many were:</i>	
Urgent Only:	
Chronic Only:	2
Combined Chronic/Urgent Visit:	

Nursing Clinic of Battle Creek Clinic Encounter Report

Other Options:

Where would you have gone for medical treatment if the clinic was not here today?

Emergency Department

5

My doctor

2

No where

8

Other

5

FHC

Did not answer

Don't know

20

Mobile Outreach Encounter Data

Month of August 2016

	Number
Patient Information	
Total Patients	0
Patients with NO Insurance	0
Patients with Insurance	0
Patients with NO PCP	0
Patients WITH a PCP	0
Encounter Information	
Total Encounters	0
Treatment	0
Screening	0
Navigation (Referrals)	0
Where would you have gone for medical treatment if the mobile clinic was not here today?	
Emergency Department	0
My doctor	0
No where	0
Other	0
Did not answer	0
Don't know	0
V.A.	0
	0

* No Mobile Outreach this month

The Dale Griffin Ride for Life Fund has helped many families. 3-Month Summary

August 2016

We continue to assist the mother of a 2-year-old-boy with gas vouchers for the child to see an ophthalmologist in Grand Rapids to determine if he needs surgery to correct his vision.

We are continuing to assist the mother of a premature-baby-girl with gas voucher to and from the NICU in Kalamazoo.

We continue to assist the mother of a 4-month-old-baby who continues to visit her baby in the NICU in Kalamazoo.

We are assisting the mother of a 4-month-old-baby-boy with gas vouchers to and from the NICU in Kalamazoo.

We assisted the mother of a 16-year-old-girl with gas vouchers to see her specialist in Grand Rapids. The child has many health conditions including diabetes and Cystic Fibrosis.

We assisted the mother of a 14-year-old-girl with gas vouchers to get to and from her counseling appointments. The child has behavioral problems.

June 2016

We continue to assist the mother of a 2-year old boy with gas vouchers for the child to see the specialist in Grand Rapids. The child has to be tested for C-Diff.

We are assisting the mother of a premature baby boy with gas voucher to and from the NICU in Kalamazoo.

We assisted the mother of a 4-year old boy with gas vouchers to get to urgent care. The child was suffering from an allergic reaction.

We assisted the mother of a 1-year old girl with high lead levels, with gas vouchers so she could have bloodwork.

We continue to assist the mother of a baby born 14 weeks early with gas vouchers to go to Kalamazoo to learn how to care for her baby when he is big enough to come home. The child only weighed 1.2 lbs. at birth.

We assisted the mother of a 1-year old with gas vouchers. The child had an appointment in Ann Arbor with the Nephrologist.

We assisted the father of a 4-year old boy with gas vouchers so the child could get dental care in Ann Arbor.

We are assisting the mother of a premature baby girl with gas vouchers to and from the NICU in Kalamazoo.

Impact Statements

August 2016

A 75-year-old woman came into our Albion office in July regarding her electric motor scooter, which is her only means of transportation. Medicare paid for her to receive a new scooter in April. Shortly after she received her new scooter she noticed that the batteries would not hold much of a charge and the scooter was quitting on her. She called the Durable Medical Company from which she received the scooter and reported that it would not keep a charge. It took the Durable Medical Company 21 days to respond to her. They finally sent a technician to her house in early July and they replaced the batteries. After this the scooter would work for short periods of time, but the batteries died quickly. Frustrated and not knowing where to turn she came into CHC's Albion office. Our Navigator called the Durable Medical Company but was directed to voicemail. She left a voicemail explaining our client's concerns and left both CHC's and the client's phone numbers for them to call back on. A week later our client returned and neither she, or CHC, had received a return phone call. Our Navigator once again called the Durable Medical Company and kept on the line until she was able to speak to an actual person. After some discussion they agreed to send another technician out to check on the scooter. The technician once again replaced the batteries on the scooter. Our client was in her scooter three blocks from home when the scooter died in the middle of the road and a passerby had to help her to the side of the street. Our Navigator, now as frustrated as the client, called Medicare to report the Durable Medical Company. The Medicare representative placed a three-way-call with our Navigator and client, the Durable Medical Company and Medicare. There was much discussion and debates. Our Navigator asked if the Scooter was under warranty since there must be a reason, beyond the batteries, of why the scooter would not work. The Durable Medical Company stated yes, it was under warranty. After more discussion with Medicare, the Company agreed to replace the scooter. Thanks to our Client and our Navigator's persistence over a two month span, our client finally has a new, fully functioning scooter!

July 2016

A 65-year-old-man came to our Albion office stating that his Medicaid wasn't working and he needed assistance with his prescriptions. He said he had spoken with his case worker many times and she didn't know how to fix the problem. This gentleman has been drawing SSI for over 25-years and has always had Medicaid. I searched for him in the system and discovered the problem. He recently turned 65 years old and the State of Michigan stated that he was Medicare eligible but not enrolled. Medicaid rules state that if someone is eligible for Medicare and they are not enrolled, Medicaid will not pay for any services.

I informed him that he would need to apply for Medicare at the local Social Security office in Battle Creek. He said he had already applied and they told him that he didn't qualify because he was on SSI. I called the local office and they confirmed that he did not qualify, so I asked the representative to send him a denial letter.

The following week the gentleman returned with the denial letter. I emailed the letter to the State of Michigan so they could change his status for coverage. Medicare was his only insurance coverage. Their reply informed me that the form that he received from Social Security would not be sufficient and they needed another letter from them. After that response, I knew this process was going to take a while to resolve.

As we continued to talk, I realized he had been out of his insulin for over a month and I was concerned for him. I contacted his primary care doctor and asked if they had any samples and they did. So I used the Health Assistance Fund (HAF) to get his other medicines and sent him to his doctor to get the expensive insulin.

The following week he came back to our office and stating that his doctor's office had made a mistake and they did not have the insulin. I called the office and they stated that they were waiting for the sale rep to bring samples. I then contacted my supervisor and asked if CHC had any Lantus that we could donate to his primary care doctor and have them dispense it to him. Fortunately, we had some in stock and she approved the donation. I contacted the primary care doctor's office to see if they would accept the donations from CHC, and dispense it to the patient, and they said yes. The next day I took the medication to Eaton Rapids to his primary care doctor. We were able to get him enough insulin to cover until the rep. delivered more to the office.

I followed up with the Social Security office and they scheduled me for a call back date of September 9th. They said they are trying to fix the problem, but it could take up to 90 days from the time he applied for Medicare. I will continue to follow up with him until this issue is resolved.

June 2016

Impact Statements

Recently a diabetic gentleman came into see one of our Navigator's for help with his medications. He had recently enrolled in the Marketplace, picking a plan that seemed to be the most affordable. After seeing his doctor for the first time in months, he took his prescription into the pharmacy. After arriving at the pharmacy to purchase his medications he was told his insurance plan did not cover the quantity of Insulin needed. The gentleman then called his provider's office and they directed him to CHC for additional help. After hearing his story our Navigator suspected something was not right and called his insurance company. After being bounced from person to person for 45 minutes she finally connected with a representative who explained that our client needed an override on his account to receive the quantity of Insulin needed. The customer service agent helped us to obtain the override needed and our patient was able to get his medications. Had we not called the insurance company he would have either paid for the expensive