

Community HealthCare Connections

6-Month Outcomes Report through May 2016

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR
Reception & Intake Services	Reception & Intake Encounters	159	160	137	157	140	121	874
	Hygiene Kits Distributed	0	5	1	5	1	1	13
Navigation Services	Number of Navigation Encounters (home site)	149	131	111	134	122	116	763
	Number of Navigation Services (home site)	150	123	124	136	133	132	798
	Number of Navigation Encounters (Albion)	14	20	22	37	34	35	162
	Number of Navigation Services (Albion)	15	23	23	40	40	40	181
	Number of Navigation Encounters through Caremanagement Referrals	4	9	13	7	19	11	63
	Number of Navigation Services through Church Support	0	0	0	0	0	0	0
	Significant Encounters	7	16	10	6	15	5	59
Healthy Michigan	Number of Enrollments (home site)	20	12	18	14	11	12	87
	Number of Enrollments (Albion)	3	5	7	9	5	5	34
	Number of Enrollments (Mobile Clinic)	0	0	0	0	0	0	0
Hospital Coordination Services - INPATIENT DISCHARGE SUPPORT	Hospital Discharge Assistance - BBC - # people helped	4	2	1	3	1	4	15
	Hospital Discharge Assistance - BBC - \$ value of services	\$526.01	\$219.85	\$98.59	\$318.44	\$6.89	\$398.76	\$1,568.54
	Hospital Discharge Assistance - Oaklawn - # people helped	0	0	0	0	2	0	2
	Hospital Discharge Assistance - Oaklawn - \$ value of services	\$0.00	\$0.00	\$0.00	\$0.00	\$120.39	\$0.00	\$120.39
Lions Club Eyeglass Program for ADULTS	ADULTS: Number of adults helped this month	1	3	3	1	3	1	12
	Dollar value of glasses purchased for adults this month	\$82.95	\$82.95	\$82.95	\$82.95	\$248.85	\$82.95	\$663.60
	Average cost per pair of glasses for adults	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$55.30
	Number of vouchers issued	1	3	3	1	3	1	12
	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	\$1,504.67	\$1,421.72	\$1,172.87	\$924.02	\$841.07	\$592.22	N/A
	Contributions collected this month	\$10.00	\$10.00	\$10.00	\$10.00	\$30.00	\$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	\$1,421.72	\$1,172.87	\$924.02	\$841.07	\$592.22	\$509.27	N/A
Lions Club Eyeglass Program for CHILDREN	CHILDREN: Number of children helped this month	0	0	0	0	0	0	0
	How many new clients were enrolled in PDAP this month?	4	3	0	1	4	8	20

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR
	TOTAL active PDAP clients as of this month	289	288	288	287	296	295	(289)
	How many new PDAP applications were submitted this month?	78	50	56	83	66	86	419
	Aged 60 and Over	33	29	17	49	40	40	208
	Under Age 60	45	21	39	34	26	46	211

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR
Prescription Drug Access	How many total providers are using the PDAP program?	279	280	281	281	282	283	(280)
	How many people picked up PDAP prescriptions this month?	70	33	35	53	48	43	282
	Aged 60 and Over	30	14	15	27	23	29	138
	Under Age 60	40	19	20	26	25	13	143
	Significant Encounters	0	0	0	0	0	0	0
	How many total prescriptions were given out this month?	70	47	46	66	63	58	350
	PDAP Prescriptions	70	47	46	66	63	58	350
	Rx Outreach Prescriptions	0	0	0	0	0	0	0
	Donated Prescriptions (Summit Pointe & Free Clinics)	15	24	6	12	21	37	115
	Total Dollar Value of prescriptions picked up this month	\$68,362.91	\$87,336.70	\$66,944.02	\$81,307.57	\$89,935.75	\$73,777.88	467,665
	PDAP Dollar Value	\$68,362.91	\$87,336.70	\$64,590.58	\$73,338.87	\$85,384.06	\$67,345.70	\$446,358.82
	Donated Prescriptions Dollar Value (Summit Pointe & Free Clinics)	\$9,883.56	\$12,825.26	\$2,353.44	\$7,968.70	\$4,551.69	\$6,432.18	\$44,014.83
Diabetic Test Strips Program	Number of people picking up Diabetic Test Strips	2	3	0	0	0	0	5
	Number of Diabetic Test Strips Distributed	150	300	0	0	0	0	450
	Value of Diabetic Test Strips Distributed	\$13.96	\$41.98	\$0.00	\$0.00	\$0.00	\$0.00	\$55.94
	Food/Hygiene Items Donated by Diabetic Test Strip patients	15	25	0	0	0	0	40
	Volunteer Hours worked by Diabetic Test Strip patients	2	24	0	0	0	0	26
Language Support	Number of clients/patients reporting language other than English as their "preferred language"	0	0	0	0	0	0	2
	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+)	29	31	16	29	25	30	160
	Prescription Assistance - \$ (Age 60+)	\$1,767.15	\$1,811.51	\$261.68	\$1,009.36	\$956.32	\$1,227.37	\$7,033.39
	Prescription Assistance - # helped (Under 60)	29	26	12	25	15	29	136
	Prescription Assistance - \$ (Under 60)	\$1,433.21	\$1,308.23	\$451.94	\$852.66	\$609.99	\$1,146.10	\$5,802.13
	Transportation Assistance - # helped (Dale Griffin Fund)	11	58	44	29	5	27	174

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR
Health Assistance Fund	Transportation Assistance - \$ (Dale Griffin Fund)	\$392.11	\$1,536.33	\$954.93	\$504.77	\$92.08	\$373.84	\$3,854.06
	Transportation Assistance - # helped (Aged 60+)	4	21	14	7	11	16	73
	Transportation Assistance - \$ (Aged 60+)	\$75.35	\$256.18	\$99.51	\$83.46	\$151.81	\$273.76	\$940.07
	Transportation Assistance - # helped (Aged 24-59)	9	19	20	21	30	24	123
	Transportation Assistance - \$ (Aged 24-59)	\$262.33	\$267.51	\$382.73	\$312.67	\$454.02	\$424.53	\$2,103.79
	Primary Healthcare & Therapeutic Services - # helped (Age 60+)	1	1	0	0	0	0	2
	Primary Healthcare & Therapeutic Services - \$ (Age 60+)	\$260.50	\$18.00	\$0.00	\$0.00	\$0.00	\$0.00	\$278.50
	Primary Healthcare & Therapeutic Services - # helped (Under 60)	1	0	0	0	0	0	1
	Primary Healthcare & Therapeutic Services - \$ (Under 60)	\$80.79	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80.79
	Durable Medical Equipment - # helped (Age 60+)	0	1	1	0	1	1	4
	Durable Medical Equipment - \$ (Age 60+)	\$0.00	\$160.80	\$99.00	\$0.00	\$6.89	\$6.89	\$273.58
	Durable Medical Equipment - # helped (Under 60)	2	0	3	1	0	1	7
	Durable Medical Equipment - \$ (Under 60)	\$157.04	\$0.00	\$316.18	\$60.00	\$0.00	\$21.39	\$554.61
	Dental & Vision Assistance - # helped (Age 60+)	0	0	0	0	1	0	1
	Dental & Vision Assistance - \$ (Age 60+)	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$100.00
	Dental & Vision Assistance - # helped (Under 60)	1	0	0	0	0	0	1
	Dental & Vision Assistance - \$ (Under 60)	\$189.30	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$189.30
	TOTALS (PEOPLE) (Age 60+)	34	55	31	36	38	47	240
	TOTALS (DOLLARS) (Age 60+)	\$2,103.00	\$2,246.49	\$460.19	\$1,092.82	\$1,215.02	\$1,508.02	\$8,625.54
	TOTALS (PEOPLE) (Under 60)	24	103	79	76	50	81	442
	TOTALS (DOLLARS) (Under 60)	\$1,081.57	\$3,112.07	\$2,105.78	\$1,730.10	\$1,156.09	\$1,965.86	\$12,584.68
	TOTALS (PEOPLE) ALL AGES	87	158	110	112	88	128	682
	TOTALS (DOLLAR) ALL AGES	\$3,184.57	\$5,358.56	\$2,565.97	\$2,822.92	\$2,371.11	\$3,473.88	\$21,210.22
AVERAGE HEALTH ASSISTANCE FUND REQUEST	\$36.60	\$33.91	\$23.33	\$25.20	\$26.94	\$27.14	\$31.10	
Hours of community service performed - Health Assistance Fund	19	16	18	29	14	39	134	
Total ACTIVE Nursing Clinic patients as of this month	1242	1190	1136	1068	983	868	(1,368)	
Number of unduplicated <u>patients</u> treated in the Clinic <u>this month</u>	41	36	33	40	36	24	210	
Number of people who failed to appear (no-showed) this month	6	1	2	5	1	0	15	

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR
	No Show Percentage	11%	2%	5%	10%	2%	0%	7%
	ENCOUNTERS							
	TOTAL - all patient encounters for the Nursing Clinic	60	49	42	52	44	26	280

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR	
Nursing Clinic	Total Number of <u>non-clinical</u> ENCOUNTERS	6	4	3	2	0	0	22	
	Medication Refills	6	1	1	1	0	7	16	
	Advocacy	0	3	2	1	0	0	6	
	Total Number of <u>clinical</u> ENCOUNTERS	54	45	39	50	44	26	258	
	Encounters by Volunteer Providers	36	28	26	42	34	20	186	
	Encounters by Staff Providers	18	17	13	8	10	6	72	
	Total Number of Emergency Department Referrals	1	0	2	1	2	0	6	
	Significant Encounters	0	1	1	0	0	0	0	
	RATIOS & MEASUREABLES								
	Total Number of Clinic Days this month	17.5	17.0	16.5	18.5	12.5	16.0	98.0	
	Ratio: Average clinical visits per clinic day	3	3	2	3	4	5	3	
	Ratio: Number of clinical visits per patient	1.32	1.25	1.18	1.25	1.22	1.08	1.23	
	Number of patients TURNED AWAY due to limited capacity.	2	0	0	0	0	0	2	
	SAMPLE MEDICATIONS								
	Number of <u>sample medications</u> given out	14	3	2	16	7	6	48	
	<u>Dollar value</u> of <u>sample medications</u> given out	\$2,239.82	\$368.38	\$441.82	\$4,113.09	\$3,822.35	\$6,432.18	\$17,417.64	
	REFERRALS								
	Number of specialist referrals made	2	5	3	7	2	3	22	
	Dollar value of donated <u>radiology readings</u> (professional services)	n/a	\$436.00	\$1,596.00	\$531.00	\$484.00	\$520.00	\$3,567.00	
	Dollar value of donated <u>radiology services</u> (professional services) provided to patients by Bronson Battle Creek	\$13,874.34	\$3,338.02	\$5,896.24	\$4,550.82	\$5,666.89	\$4,447.05	\$37,773.36	
Dollar value of donated <u>lab work</u> provided to patients by Bronson Battle Creek	n/a	\$4,745.55	\$1,415.07	\$1,118.79	\$1,706.66	\$763.81	\$9,749.88		
OR services	\$0.00	\$0.00	\$0.00	\$0.00	\$3,421.03	\$0.00	\$3,421.03		
Pharmacy services	\$0.00	\$0.00	\$0.00	\$0.00	\$631.00	\$0.00	\$631.00		
Chiropractic Program	TOTAL CHIROPRACTIC ENCOUNTERS	0	0	0	0	0	1	1	
	Chiropractic Encounters - In Chiropractic Offices	0	0	0	0	0	1	1	

Community HealthCare Connections

6-Month Outcomes Report through May 2016

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '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 to date	0	0	0	0	0	1	1
Mobile Outreach	Total number of Mobile Clinic patients this month	5	11	9	10	9	16	60
	Total number of Mobile Clinic encounters this month	5	11	9	10	9	16	60
	Number of Navigation Encounters (outreach)	0	0	0	0	1	6	7
	Number of Clinical Encounters in Senior Apartments	4	9	8	10	0	10	41
	Number of Navigation Services (outreach)	0	0	0	0	0	0	0
	Significant Encounters	1	0	0	0	0	0	1
	Number of Mobile Clinic days this month	2	3	2	1	1	3	12
	Ratio: Number of encounters per day	3	4	5	10	9	5	35
	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	12	16	15	18	8	7	76
	Total number of exam and treatment visits completed this month	12	8	16	25	9	10	80
	Total number of exams and treatment services completed this month	14	11	18	32	18	16	109
	Significant Encounters	0	0	0	0	0	0	0
	Dollar value of exam and treatment visits completed this month	\$1,568.00	\$1,346.00	\$3,031.00	\$3,877.00	\$2,690.00	\$2,390.00	\$14,902.00
	Total number of dentists participating	33	33	33	33	33	33	(33)
	Number of people who failed to appear (no-show) at a dentists' office this month	0	2	0	0	0	0	2
	No Show Percentage	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	2.6%
	Number of people from the emergency room for dental pain	0	0	0	0	0	0	0
Hours of community service performed - Dentists' Partnership	113	109	123	76	140	0	561	
Preventive Dental Services Initiative	Number of free dental cleanings/screenings	5	9	8	7	5	10	44
	Number of people who have completed an oral health class	6	2	6	6	4	0	24
	Number of WIC families receiving dental education	71	57	56	76	25	40	325

ACTIVITY	DATA	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	May '16	6-Month Total (or 6-month high) THIS YEAR
	Number of toothbrush/toothpaste packs given to WIC families.	190	148	156	204	240	208	1146
Denture Partnership	<u>Value</u> of denture services and materials donated this month	\$0.00	\$0.00	\$600.00	\$0.00	\$0.00	\$0.00	\$600.00
"Better Smiles. Better World." (orthodontia pilot program)	Number of Orthodontists participating	1	1	1	1	1	1	(1)
	Number of New Enrollments this month	0	0	0	0	0	0	0
	Number of people actively in treatment	15	15	15	15	8	8	(17)
	Number of orthodontia <u>visits</u> donated this month	0	0	0	0	8	8	16
	<u>Value</u> of orthodontia visits donated this month	\$0.00	\$0.00	\$0.00	\$0.00	\$1,100.00	\$0.00	\$1,100.00
	Hours of community service performed - Orthodontia program	200	0	16	0	34	0	250
Pay It Forward Community Impact	Total Volunteer Hours - <u>All Programs</u>	334	149	141	105	188	39	971
	Bags of clothing donated - #	13	16	5	21	24	28	107
	Food, hygiene items, and durable medical equipment donated - #	15	25	0	0	0	3	43

Total Number of Encounters (including enrollments) This Six-Month Period

2,539

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

May 2016

Physician	Patients	Prescriptions	Total Cost	Average Cost Per Rx
Gandy	1	1	4,255.92	\$1,419.31
Tokhie	0	0	0.00	\$0.00
Zethelius	2	2	3,570.38	\$1,191.46
Simmons	0	0	0.00	\$0.00
Hussain	1	1	1,936.32	\$646.11
Totals	4	4	9,762.62	\$651.37

MONTH: May 2016

Dentist Name				City	Commitment	# Visits	# Services	\$ Value
Timothy		Bandeem	DDS	Battle Creek	Ortho Initiative			
David	H.	Brown	DDS	Battle Creek	8	1	3	\$538
Henry	J.	Brown	DDS	Battle Creek	4	1	2	\$358
Louis		Chmura	DDS, MS	Marshall	Ortho Initiative			
John		Curtis	DDS	Battle Creek		1	2	\$250
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	1	1	\$125
		FHC (ALBION)		Albion	varies by availability			
Thomas	C.	Goodsell	DDS	Battle Creek	2	1	1	\$155
James		Grubka	DDS	Battle Creek	1			
Todd		Halonen	DDS	Battle Creek	1	1	2	\$294
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	2	2	\$380
Rand		McKinley	DDS	Battle Creek	8	1	1	\$150
Charlie	H.	Palumbo	DDS	Battle Creek	12	1	2	\$140
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						10	16	\$2,390.00

Nursing Clinic of Battle Creek Clinic Encounter Report

Month:	May 2016
Total Clinic Days:	16
Total Patients Seen:	24
Total Patient Encounters:	26

Insurance Status

Insured:	
Uninsured:	24

Income Level (as a % of Federal Poverty Level)

0%-100%:	14
101% - 150%:	3
151% - 200%:	6
201% or higher:	1

Age

Under 18 Years Old:	0
18 - 24:	2
25 - 34:	2
35 - 44:	4
45 - 59:	15
60 and older:	1

Ethnicity

White:	14
Black:	7
Hispanic:	0
Mixed Race:	2
Asian:	1
Other:	0
Unknown:	0

Residency

Calhoun County Resident:	24
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:	9
Chronic Only:	17
Combined Chronic/Urgent Visit:	0

Reason for Encounter (Family Health Center Patients ONLY):

Number of patients seen reporting FHC as their "medical home"	0
<i>Of these patients, how many were:</i>	0
Urgent Only:	0
Chronic Only:	0
Combined Chronic/Urgent Visit:	0

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

My doctor

No where

Other

FHC

Did not answer

Don't know

2

12

10

2

26

Mobile Outreach Encounter Data

Month of May 2016

	Number
Patient Information	
Total Patients	16
Patients with NO Insurance	0
Patients with Insurance	16
Patients with NO PCP	15
Patients WITH a PCP	1
Encounter Information	
Total Encounters	16
Treatment	1
Screening	7
Navigation (Referrals)	8
Where would you have gone for medical treatment if the mobile clinic was not here today?	
Emergency Department	7
My doctor	8
No where	1
Other	
Did not answer	
Don't know	
V.A.	
	16

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

May 2016

We are assisting 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 are assisting the mother of a baby born 3-weeks early and is currently in the NICU in Kalamazoo with gas vouchers.

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. This visit was to see the pediatric ophthalmologist to see if the child will need surgery to correct vision.

We assisted the mother of a 18-year old whom suffered major brain damage in an auto accident when he was 4-years old, with gas vouchers for him to go to Mary Free Bed in Grand Rapids.

We assisted the father of a 2-year old boy with gas vouchers. The child has an appointment at Motts Children's Hospital to see an audiologist.

April 2016

We continued to assist the mother of a 2 year old boy with gas vouchers to get to Grand Rapids for the child to see the specialist, the child has recently been experiencing night terrors.

We assisted a 22-year old with gas vouchers for her appointment in Ann Arbor with an oral surgeon.

We assisted the mother of a 18-Month old girl with gas vouchers to get her to the pediatrician in Battle Creek. The child has been running a very high temperature and is very ill.

March 2016

We continued to assist the mother of a 2-year old boy with gas vouchers to get to Grand Rapids so the child could see a specialist, the child has recently been experiencing night terrors.

We continued to assist the mother of a 23-month old boy with gas vouchers to get to Grand Rapids for the child to have a MRI on his brain. We also assisted his mother with a gas voucher for the child to be seen by the brain surgeon the following day.

We are continuing to assist the father of a 4-month baby born in Ann Arbor with gas vouchers because the child was born with bowel blockage. He has underwent 2 different surgeries and is still in the hospital awaiting another bowel surgery

We are assisting the mother of a 16-year-old, who is currently in Helen DeVos Children's Hospital in Grand Rapids with MRSA, with gas vouchers. The teen will be there for one more week

Impact Statements

May 2016

We recently assisted a 30-year old woman who is bipolar and had recently lost her job and insurance. She was in dire need of her bipolar medicine, she had only a one day supply left. She had gone to her pharmacy to see how much the medicine would cost without insurance and they told her it would be over \$1,000.00. Her only source of income will be unemployment which does not begin for a couple of weeks. She did an application for insurance through Marketplace but it will not be active for 7-10 days. We called her doctor who writes her prescriptions to see if they had any samples to get the woman through until her new insurance starts. They stated that they did not have any samples available. We then contacted the company that makes the medication to see if they could help. We explained the situation and the company was able to sponsor her medication through her pharmacy for a 14-day supply with one refill to ensure she has enough medication until her insurance starts. This was the first time we had contacted this pharmaceutical company and we were all impressed with their willingness to help and quick response. Our help meant the world to this woman because she knew how well this medication works and was afraid to experience the side effects had she had to go without it.

April 2016

A Bellevue client contacted us with prescription concerns. She just turned 65 on Easter and when she went to pick up her prescriptions the pharmacy told her she didn't have any insurance and that she would have to pay full price. We called her pharmacy and they told us that they could not bill her medication to Medicaid because they would not pay for it due to the fact that she now has Medicare too. We took her information over the phone and called Tammy at Larmours in Athens. We asked Tammy if she could run a dummy Rx and see if it would go through. Tammy said that she was able to run the script and the other pharmacy must access our client's information through Troop Search. We called the client's pharmacy to inform them of what we had learned and they stated that they don't have access to that program and they needed a BIN, PCN, ID, and Group number. We called Tammy back and she was able to fax all of the information needed over to us. We called the client's pharmacy with the information and they were able to run the medicine with no problems.

March 2016

A 33-year-old-single-father came to enroll in the Dental Access. The man was in a motorcycle accident a few years back which left him paralyzed. He asked if we knew of any places where he could get a new pillow for his wheelchair? The navigator noticed that his wheelchair was very damaged due to some neighborhood children taking it off of his porch and playing with it. She knew that someone had just donated a very nice custom made chair to CHC and offered it to him. The chair would be perfect for him if he went on outings because the chair reclined, the only problem was, someone would have to push him around in it because it didn't have the big wheels for him to maneuver it himself. She told him about Southwest Michigan Rehabilitation Foundation (SMRF) and he was interested in learning more. She is currently assisting him in getting a new chair that will work for him. CHC had just received a motorized scooter that week through a donation and we were able to give him until his request is filled through SMRF. Our client was very thankful and said he can't wait to watch a movie in his new reclining wheelchair.