

LOUISIANA LOVES HEALTH INSURANCE!



December 12th, 2019

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LEARNING OBJECTIVES

At the conclusion of this activity, the participant will be able to:

1. Understand how the capacity of RWHAP recipients and subrecipients to enroll and retain clients in health coverage has changed over time
2. Describe two state-based models to ensure continuity of care and prevent coverage gaps for clients with different coverage types
3. Identify concrete strategies for maximizing insurance coverage during open enrollment

OBTAINING CME/CE CREDIT

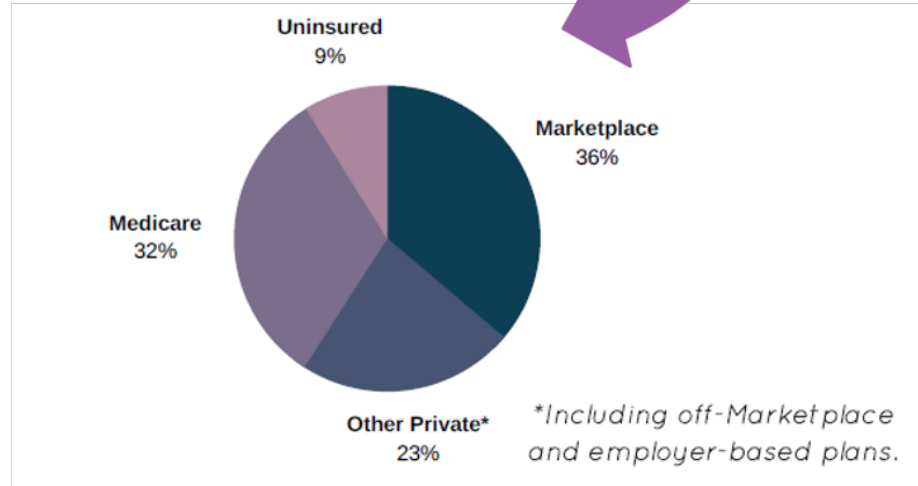
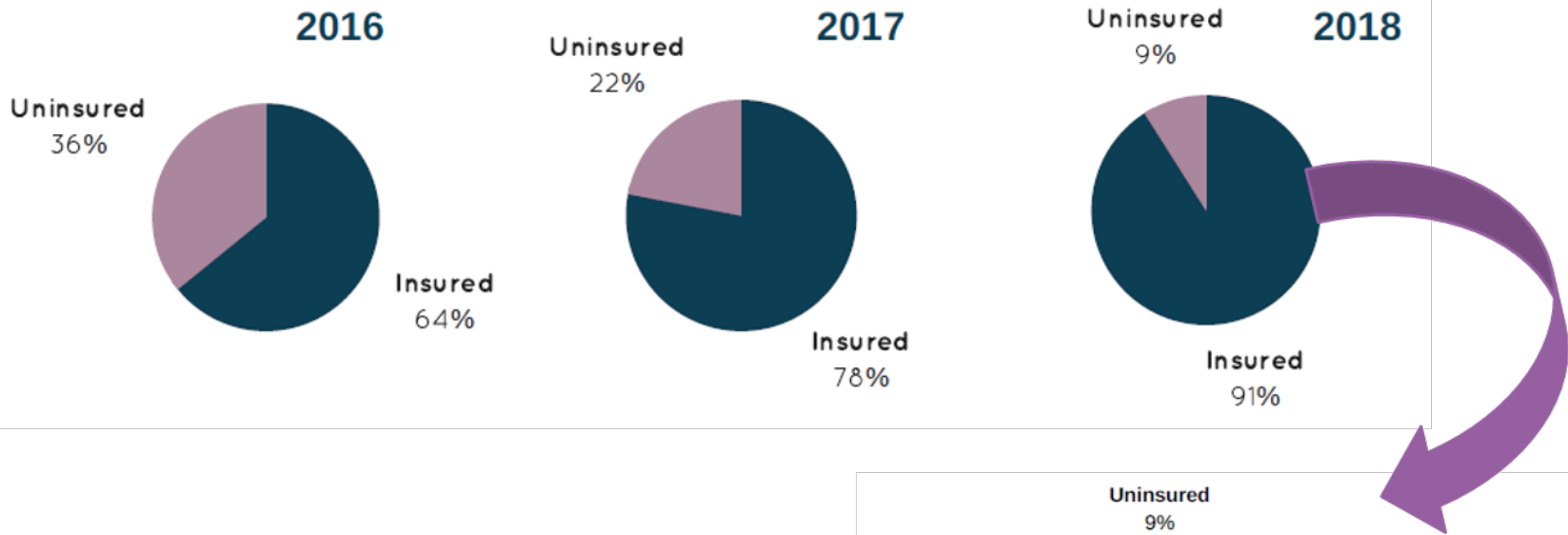
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THE LOUISIANA INSURANCE MODEL

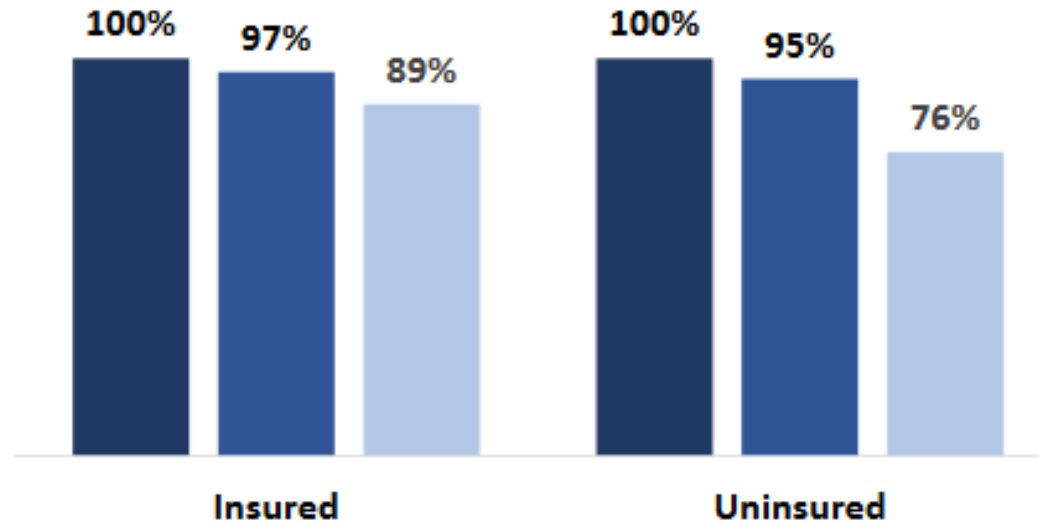
- ~3,500 ADAP clients
- Supported plans:
 - Group/employer-sponsored
 - Medicare Parts B, C, and D
 - Marketplace/individual market
 - Standalone dental & vision

WE LOVE INSURANCE! (1)



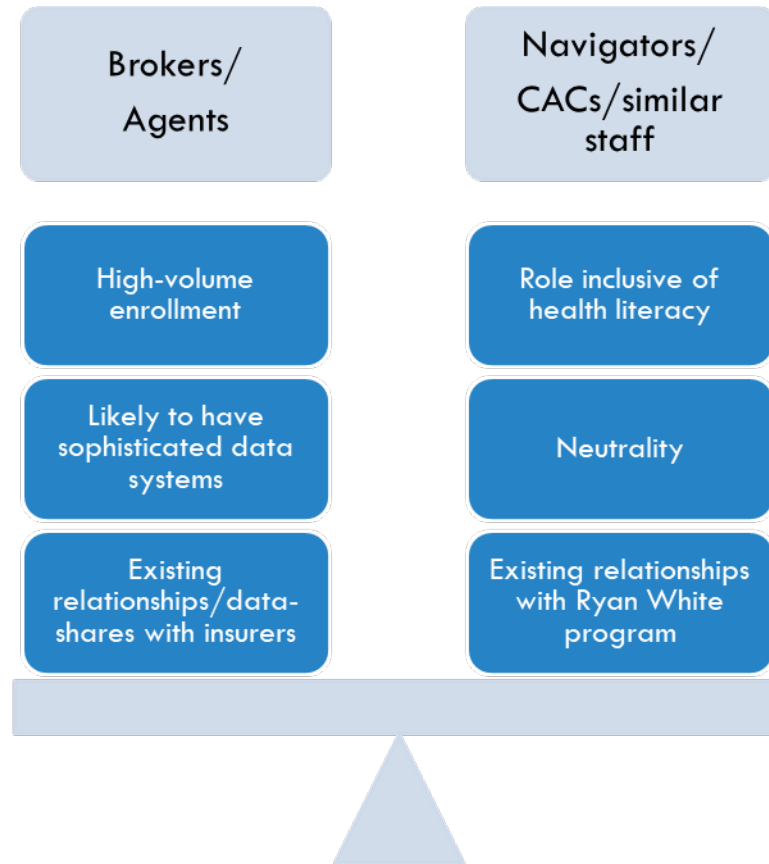
WE LOVE INSURANCE! (2)

CARE CONTINUUM FOR CLIENTS BY INSURANCE STATUS



Bars represent total LA HAP client population, percentage in care, and percentage virally suppressed.
LA HAP client population as of December 31st, 2017. N= 4,593

IDENTIFYING ENROLLMENT PARTNERS



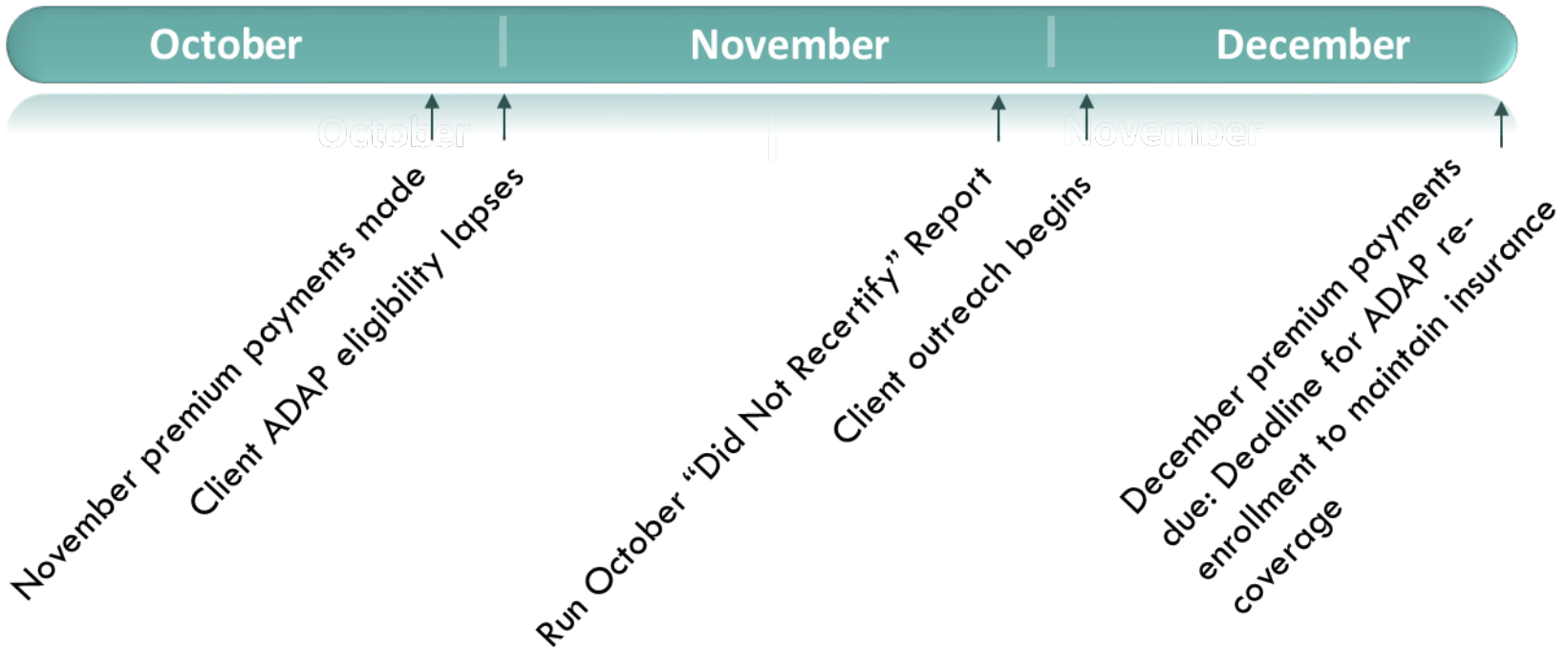
THE ROLE OF THE BROKER IN LOUISIANA'S ADAP

- **The State of Louisiana has no official relationship with any broker**
 - **But, the vast majority of ADAP Marketplace clients work with a sole broker**
 - **Formal coordination = Datashare agreement between broker, Ryan White subrecipient agency HAART**
 - **Informal coordination = Pre-Open Enrollment planning meetings, broker attendance on ADAP webinars**

OUTREACH EFFORTS

- **OE minus 1 month: targeted mailings to uninsured, privately insured, and Medicare clients**
- **OE plus 2 weeks: begin phone outreach to self-referral (non-case-managed) clients**
 - **Wave 1: Uninsured**
 - **Wave 2: All others**
- **OE plus 4 weeks: begin phone outreach to remaining uninsured clients**
 - **Wave 1: Self-referral**
 - **Wave 2: Case-managed**

AVOIDING COVERAGE GAPS



- Clients can recertify up to 2 months late and still maintain coverage
- ADAP gathering data on result of outreach efforts

PLUGGING COVERAGE GAPS ELSEWHERE

➤ Medicaid-eligible-but-not-enrolled

- Not eligible for full ADAP, BUT

- Can receive short-term ADAP assistance with proof of Medicaid application

➤ Hepatitis C access for Medicaid-enrolled

- Not eligible for full ADAP, BUT

- Can complete expedited application to gain access to HCV treatment if proof of Medicaid coverage denial is included

➤ Justice-involved

- Full eligibility for individuals in pre-trial detainment, on work release, or incarcerated in parish-level facility

AFTER ENROLLMENT

➤ Trust the Process

➤ Building trust with Clients

- Generationally not having insurance

➤ Building trust with Providers, Employers, Insurers

- Open Network of providers

- 193 Vendors- Premium Payments for Health, Dental, Vision

- 476 Vendors-Copayments, deductibles for Health, Dental and Vision

PROVIDING CUSTOMER SERVICE

- **Equipping clients with tools needed to communicate to their providers**
- **Equipping staff with the What's and How's of the program to effectively communicate with:**
 - **Billing department**
 - **Office Managers**
 - **Employers**
 - **Community**

PROVIDING RESOURCES

➤ Provider webinar series

➤ Orientation to ADAP (presented monthly)

➤ Open Enrollment Considerations

➤ Tax Filing & Reconciliation

➤ Written resources

➤ [Louisiana Health Access Program Website](#) (non-government URL)

➤ Provider Packet

➤ Client Welcome Packet

QUESTIONS?

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