

# THE WALLACE MEDICAL CONCERN

---



The Wallace Medical Concern

# Our current Troubles

- Patient No Shows
- Still pending applications
- Follow Up work after client/patient has been determined



# At Enrollment...

- Explain the Process
- What is a CCO- Family Care/Health Share Of Oregon (CO/KP/Providence)
- What are the Benefits- Dental/Pharmacy/PCP
- What should you expect- Cuban Refugee/Pregnant/Urgent Needs



# Welcome to the Oregon Health Plan

Have You received your Enrollment packet?

Yes

No

Do you know which health care organization (CCO you were assigned?

Yes

No

Have you chosen or been assigned to your primary care clinic (Medical Home)?

Yes

No

Call your Clinic to establish care!

WHY??

Call your healthcare organization (CCO) to choose a primary care clinic (Medical Home)

Call OHP:  
1800-273-0557  
or  
1800-699-9075

In Multnomah County it's either:  
Health Share of Oregon:  
1-888-519-33845  
FamilyCare Health Plans:  
1-800-458-9518

It is important to make a first appointment!

- Don't wait until you're sick.
- Don't wait until you're in pain.

**Why make an appointment *BEFORE* you get sick?**

- Get to know your doctor before you get sick
- Build trust with a doctor who cares
- Easier & faster same-day appointments
- Access to a 24-hour nursing line

Call to make an appointment for you and your family  
Wallace Medical Concern, 124 NE 181<sup>ST</sup> Ave Suite 103, Portland, OR  
Phone: 503.489.1760



# Orientation Kit

## Topics & print materials to go over

### Wallace 101:

- WMC
- Medical Team
- How to contact us?
- Appointment Line
- Nurse Line
- After Hours
- Advance Access
- Follow-Up
- Referral Process
- Advance Access
- My Chart
- Services- More than a clinic...
- Tour the Clinic
- Health Literacy

### Responsibilities of a Patient:

- Clinic Policies (Now Show/ Cancellations)
- Help us understand your needs
- Fees Sheet

### Miscellaneous:

- What is Churo
- 
- 

### Primary Care 101:

- What is PCP?
- Who do I call for what?
- ER VS. Urgent Care VS. PCP
- Schedule appointment

### Insurance 101:

- What is ACA?
- Enrollment
- Insurance Card
- When do I call my insurance?
- 
- 
- 
- 

### OHP Coverage:

- CCO
- Health Benefits
  - PCP
  - Dental/Vision,
- Transportation Benefit
- Specialty Referrals
- OHP Renewal

### Private Insurance:

- Health Benefits
- Specialty Referrals
- Renewal

# Best Practices

- Tracking Tool
- Paper Application on hand
- Communication among key staff (Huddles/Staff Meetings)
- Effective Outreach vs Enrollment Events
- Building Relationships with clients/patients, Cover Oregon Reps and now OHP
- Strong relationships with your team
- Above all have fun!!!

Bi-lingual Eligibility and Enrollment Coordinator

Level Chart 2013

|     | 150%   | 185%   | 190%   | 200%   | 250%    | 300%    |
|-----|--------|--------|--------|--------|---------|---------|
| 004 | 17,235 | 21,236 | 21,831 | 22,980 | 28,725  | 34,470  |
| 004 | 23,265 | 28,693 | 29,469 | 31,020 | 38,775  | 46,530  |
| 001 | 29,295 | 36,130 | 37,107 | 39,060 | 48,825  | 58,590  |
| 009 | 35,325 | 43,567 | 44,745 | 47,100 | 58,875  | 70,650  |
| 047 | 41,355 | 51,004 | 52,383 | 55,140 | 68,925  | 82,710  |
| 004 | 47,385 | 58,441 | 60,021 | 63,180 | 78,975  | 94,770  |
| 042 | 53,415 | 65,878 | 67,659 | 71,220 | 89,025  | 106,830 |
| 009 | 59,445 | 73,315 | 75,297 | 79,260 | 99,075  | 118,890 |
| 037 | 65,475 | 80,752 | 82,935 | 87,300 | 109,125 | 130,950 |
| 004 | 71,505 | 88,188 | 90,573 | 95,340 | 119,175 | 143,010 |
|     |        |        |        |        |         | 186,680 |

Share

Agents of the Force

Scott  
Alex  
Melissa  
Thomas  
Ryan M.  
Jamie  
Angie

Tony  
Leslie  
Tammie  
Laurie  
Kathy  
ISRAYA

The Dark Side

Color Key for Social Services

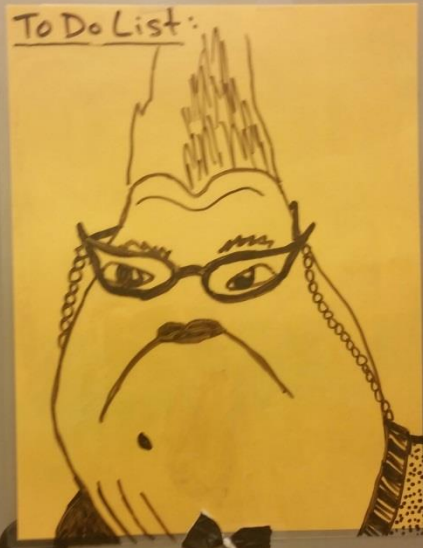
- 0% - 138% eligible for Medicaid
- 0% - 185% eligible for SNAP
- 0% - 190% pregnant women eligible for Medicaid
- 0% - 300% of children eligible for Healthy Kids

Color Key for Insurance Financial Assistance

- 138% - 200% eligible for both tax credits and subsidies
- 200% - 400% eligible for tax credits

Share with me  
one for just a min.  
Bench  
way  
was sick

ELECTRICAL PANEL



CONFIDENTIAL

- Don
- Austin
- Robert
- Jennifer
- Desiree
- Nathan
- Israel
- Judy
- William
- Nicky
- Ashley
- Marny
- Sarah
- Scott
- Angie
- Israya
- Deborah
- Vesper
- Janie
- Tony
- Kathy
- Ryan M.
- Thomas
- Melissa
- Alex
- Laurie
- Tammie
- Jenny
- Joy
- And-
- Kelly
- Matthew
- John
- lily

# Cover OREGON ENROLLMENT

