



CENTRAL HEALTH SPOTLIGHT

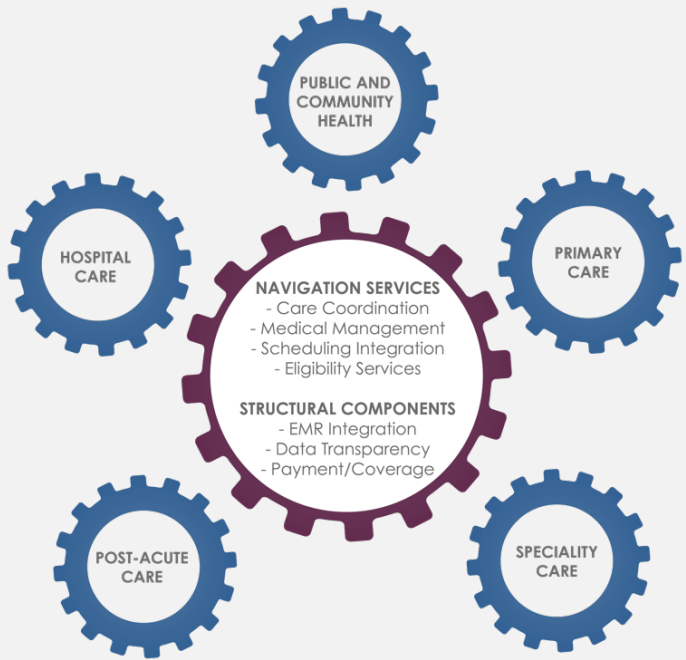
HOW DOES CENTRAL HEALTH DELIVER HEALTH CARE?

HEALTH CARE DELIVERY SYSTEM *OVERVIEW*

Central Health is Travis County's healthcare district. Central Health ensures Travis County residents with low-income access quality, timely health care services and health coverage.

This **systems planning** approach recognizes how structures create the conditions we face. Under the direction of the board of managers, Central Health is designing and implementing a high-functioning, affordable safety net health care system, drawing on the the collective strengths of local health care providers and social service providers.

Central Health and our partners are creating a health care system that recognizes and addresses long-standing inequities in health outcomes, takes advantage of community resources, and provides tangible solutions that give everyone a shot at better health.



ACCESS TO CARE

Central Health is leading the design of a high-functioning health care system that: focuses on the needs of low-income Travis County residents; improves health equity and focuses on disparities in access, availability and quality health care; improves clinical outcomes; reduces morbidity and mortality; and improves the quality of life of those it serves.

CommUnityCare: **32 health centers** serving nearly **120,000 patients** (2020)

Sendero: About **9,000 members** (2020)

Central Health: Manages **190 provider locations** including primary, specialty, dental, hospital-based care for MAP and MAP BASIC members (50,000 members approximately) each month.

Central Health provides health care **to residents up to 200% of federal poverty level (FPL)** which is \$4,417/month for a family of four.

Central Health's core mission is ensuring low-income, uninsured and underinsured Travis County residents have access to quality and affordable health coverage. Central Health subsidizes a variety of programs and insurance subsidies to help ensure a healthier community, including the Medical Access Program (MAP) and MAP BASIC.

MEDICAL ACCESS PROGRAM (MAP) & MAP BASIC PROGRAM

MAP is a health coverage program for uninsured Travis County residents ineligible for other coverage with incomes up to 100% of the federal poverty level (\$1,105/month for a family of four) with some exceptions for individuals with two or more chronic conditions. MAP members are eligible to receive:

- primary care
- specialty care
- dental care
- pharmacy services
- behavioral health services
- physical therapy
- urgent care
- hospital services
- post-acute care
- behavioral health services
- dental care
- limited specialty care
- pharmacy services
- primary care

MAP BASIC provides coverage for uninsured Travis County residents ineligible for the MAP program, with incomes up to 200% of FPL. MAP Basic offers fewer benefits and copays increase based on an individual's FPL. Basic health services covered are:

OUTREACH, ELIGIBILITY, & ENROLLMENT ASSISTANCE

Central Health prioritizes culturally appropriate community education, robust public outreach and engagement, and enrollment in health coverage, which all contribute to a person's health care experience.

- The outreach team called MAP members age 55 and older to ensure they had the latest information on COVID-19 prevention and resources (testing), MAP online application and other PCP operation changes, and other basic need resources. **Between April and September of Fiscal Year 2020, engagement efforts reached 5,587 MAP members.**
- In FY20 we attended **21 speaking engagements** with community partners and media outlets to inform them about MAP, who may qualify, and how to apply.
- In FY20 the Central Health Customer Service Center handled over **97,000 calls**
- Between October 2019 and March 2020, Central Health completed **12,351 in-person eligibility appointments.**
- In April 2020, Central Health **launched a bilingual English/Spanish online application.**
- Central Health provided an application with a self-addressed stamped envelope for clients that preferred to apply by mail.
- More than **20,000 families** applied for coverage between April and September 2020.

CENTRAL HEALTH ASSISTANCE PROGRAM (CHAP)

The CHAP Program pays the monthly premiums for formerly enrolled MAP and MAP BASIC Members with high health needs as well as for uninsured Travis County musicians enrolled in the Health Alliance for Austin Musicians and or the SIMS Foundation. **2,271 individuals received premium assistance in FY20.**

MEDICAID, AFFORDABLE CARE ACT (ACA) PLANS & OTHER OPTIONS

Individuals who are not eligible for MAP, MAP Basic or the CHAP Program may be eligible to enroll in federal Health Insurance Marketplace plan or another program. There are various resources that provide assistance with accessing local, state, and federal health coverage programs.

LOCAL SLIDING FEE SCALE PROGRAMS

With a sliding fee scale, a clinic will offer different pricing based on your income level. People who earn less income will pay less for care. Those who earn more will pay a greater amount.

- *State Programs* include Medicaid, CHIP, and SNAP
- *Federal Programs* include Medicare and the Health Insurance Marketplace

CASE MANAGEMENT & COORDINATION

As the lead in designing a high-functioning health care system and experience for safety net patients, Central Health's work also extends outside the walls of the health center or clinic.

- Care management for patients with chronic conditions (post-acute care).
- Coordination of delivery of basic health care services and assistance to patients.
- Working to improve justice involved patient experience when enrolling in MAP/MAP BASIC and delivering care.

COVID-19 PANDEMIC RESPONSE

Central Health determined early in the pandemic to use its strengths and be part of the community response focusing on vulnerable populations. Central Health continues to allocate funds to offset some of CommUnityCare Health Centers' costs related to the disaster response. Further, all Central Health Enterprise partners have allocated time and funding toward communications and outreach to inform, protect, and facilitate connections with needed care and resources.

Ensuring increased access to health care for the most vulnerable living in Travis County:

- CommUnityCare Health Centers has been on the frontlines of the pandemic response from the start. CUC has conducted more than 57,000 COVID-19 tests, distributed thousands of personal protective equipment (PPE) kits and have administered close to 80,000 vaccines.
- Central Health established an Equity Enhancement Payment system to incentivize and reimburse federally qualified health centers (FQHCs) for efforts to vaccinate vulnerable populations in targeted zip codes.

Ensuring fluid, relevant information in Spanish and English:

- Central Health stepped up as lead for communications and outreach to high-risk and uninsured populations, who are predominantly communities of color. This includes CUC patients and MAP members.

Central Health as a health care funder:

- Central Health continues to offer operational support included technology, human resources, and logistics for community-based work. As of February 2021, Central Health has used funding reserves totaling nearly \$700,000 to support CUC's disaster response.
- Central Health will roll out an Equity Incentive Payment Program for local FQHCs to encourage vaccination efforts in high-risk zip codes.

CommUnityCare as a regional collaborator:

- Partnered with Travis County, Ascension Seton and others to vaccinate tens of thousands of vulnerable populations at Circuit of the Americas as well as serving its established patient population at clinical sites.

CENTRAL HEALTH AT A GLANCE

Central Health's primary role is to build and maintain a network of healthcare providers for MAP members.

1 in 8

Travis County residents served by Central Health and its partners

183

provider locations

including community health centers, hospitals, specialists, dentists and urgent care locations

121,000

people enrolled for a period of time in MAP, MAP BASIC, or Sliding Fee Scale (SFS) programs (active monthly enrollment is varies 48,000 to 50,000)

POPULATION SERVED

