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Recap of Events

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Recap

- Aug 1 – Health Promoter Debrief
- Aug 9 – PAVHC Outreach
- Aug 24 – MCPS Back-to-School Fair

Recap

- Aug 29 – Health Care Reform Lecture at Holy Cross Hospital
- Sept 15 – Sart Thai Festival

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Health Promoter Training Resources Refresher

September 19, 2013

Learning Objectives

- After the training, Health Promoters will be able to:

1. Identify local resources AAHI shares at outreach events, such as Montgomery Cares Clinics.
2. Learn updated outreach protocol such as the use of the AAHI Wallet Card, key messages for the ACA, and the WHE Local Resources question set.
3. Feel more confident in delivering information on local resources.

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New Business

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Stipend

- For FY14, Health Promoters' stipend will increase to $11.00 per hour
- Payments will occur on a quarterly basis (July-September, October-December, etc.)
- Reminder for timesheets!

“Closing the Gap”

- At Outreach Events: When you refer a service or program to a community member, **always** encourage them to call our office if they have general questions and/or experience any difficulty in connecting to a MCDHHS service
- AAHI’s contact information can be found on health education materials and resource brochure

“Closing the Gap”

- Inform the community member that a staff member will take their call. If no one picks up the phone, advise them to leave a voicemail and that a staff member will return their call within 2-3 business days.
- Give community member the option of leaving the voicemail in language.
- When they call the office, have them briefly explain the trouble that they are having.

AAHI Wallet Card

- Outside of Outreach: Use for those informal, unplanned educational encounters

  i.e. When talking to colleagues, friends, group and you do not have AAHI educational materials on hand

- If they interested and want to learn more about AAHI services, give them an AAHI Wallet Card

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Resources

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Resource Brochure

- New items on the Resource Brochure
  1. Asian Smokers' Quitline numbers
  2. Updated Montgomery Cares phone numbers and locations

Health Care Reform

- Key messages we want to share with the public:

1. Starting **October 1st, 2013 through March 31st, 2014** – Open enrollment via Maryland Health Connection (expanded Medicaid year round)
2. Health coverage could start as early as **January 1st, 2014**
3. Refer ineligible patients to Mont. Cares clinics
4. List the documents they need to bring to the enrollment sites

ACA Resources

- Maryland Health Connection

1. Call Center: 1-855-642-8572 (Main Number) or 1-855-642-8573 (TTY)

2. In-person Navigators and Assisters will be available in multiple locations in PG and Montgomery counties. Locations & hours will be posted on www.capitalhealthconnection.org

3. www.marylandhealthconnection.gov

Stay Tuned

- Standardized handouts in multiple languages will be provided by the County

- ACA Outreach Tactics training is tentatively scheduled on Wednesday, October 9th at EOB in Rockville.

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Wheel of Health Education: Local Resources

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Question Set

- [For adults] I live in Montgomery County and I have low-income and no insurance. Where can I go to see a primary care physician for a check-up?

Question Set

- Fill in the Blank: Through the _____, trained Asian American medical interpreters may provide translation services at community clinic sites as well as assist with navigation of health care access over the telephone hotline to eligible residents.

Question Set

- If I know someone who wants to quit smoking, what smoking cessation services could I refer them to?

Question Set

- What services are provided through the STOP B Program?

Question Set

- Name a program* that provides free mammograms, clinical breast exams, and pap tests to uninsured women with limited income who live in Montgomery County?

Question Set

- I need information on the different health and human services/programs offered by Montgomery County. What is a quick and easy way for me to get this information?

Question Set

- If I wanted to learn more information about the Patient Protection and Affordable Care Act (ACA), where can I go?

Question Set

- What dental services are provided through Montgomery County?

Question Set

- I have children and I do not have health insurance. Is there a program that can provide health coverage for them?

Question Set

- Where can I find out more information about AAHI?

Question Set

- My mother is 80 years old and is disabled. She is in need of transportation services. Where can I find more information on services/programs that can help her?

Question Set

- I am a 52-year-old uninsured Montgomery County resident. If I'm interested in getting a colorectal screening, where can I go?

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Updated Outreach Forms

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Outreach Tracking

- What is the difference between an educational encounter vs a literature distribution?
- Screenings should always include educational encounters

Outreach Tracking

- Local health events (flyers)
- New ACA Outreach

Service Request

- After educating participant on a health topic, ask them if they have ever gotten/considered getting the appropriate screening(s) for that health disparity.
  - EE on breast cancer → Ask about breast cancer screening (CBE, mammogram)
  - EE on hepatitis B → Ask if they have been screened and/or vaccinated
  - EE on heart health → Ask if they have blood pressure screened

Already Screened?

"Yes, I have gotten, or will get, the screening."

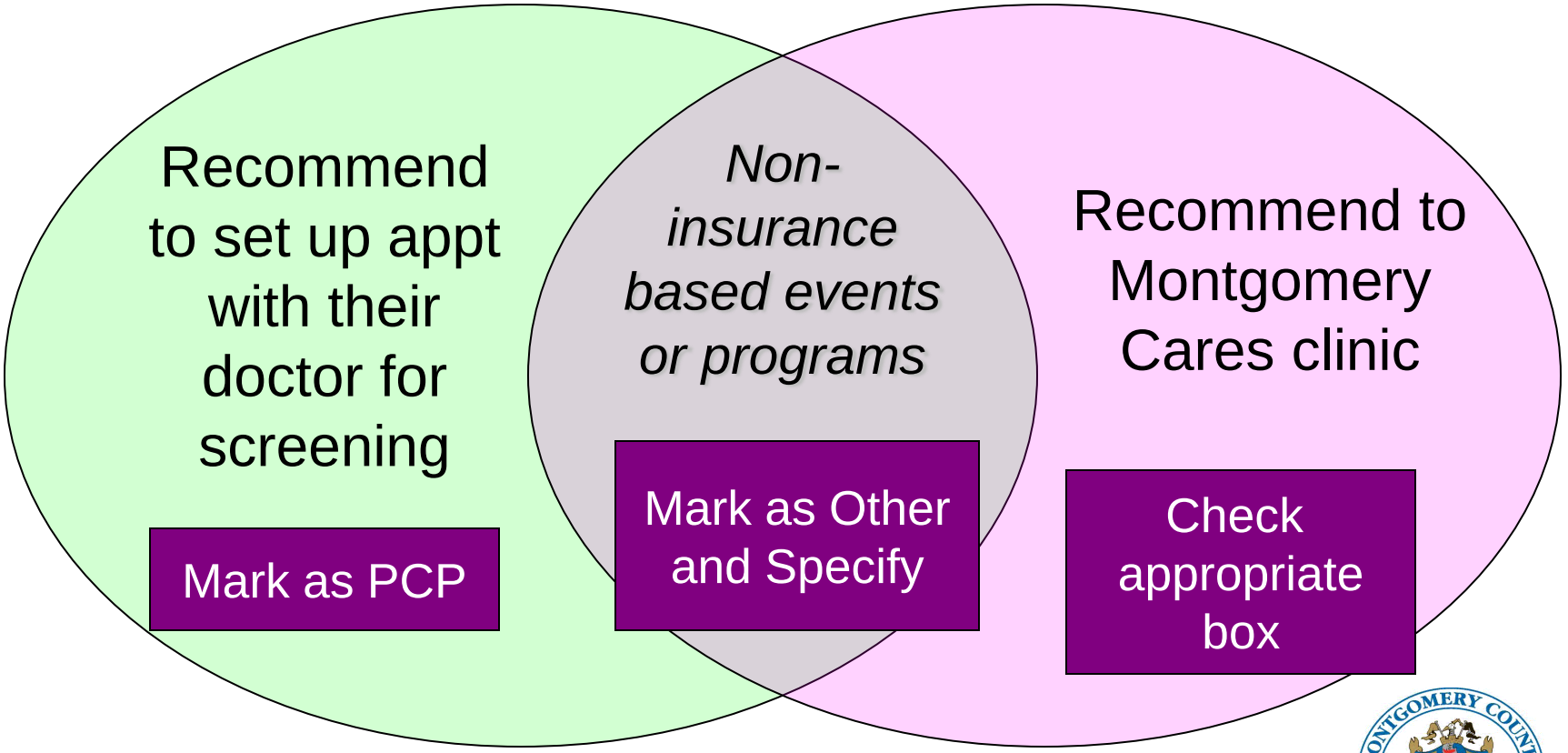
Recommend that they continue to get the screening done according to the guidelines

No need to mark on form

Not Screened Yet, but Interested?

Have insurance?

No insurance?



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Completing the Form

- Remember to tell the participant that they need to call the program to setup their appointment.
- Circle program phone number on Resource Brochure
- Refer to other resources (MCDHHS website, infoMontgomery, MC311)

Completing the Form

- If a participant needs language assistance in setting up the appointment, ask them to complete and sign the bottom portion of the Request Form so we can collect their contact information and have a PNP contact them.

Resource Databases

- At the end of the service request, re-emphasize the following resources:

1. MCDHHS website
   http://www.montgomerycountymd.gov/hhs/
2. infoMontgomery
   http://www.infomontgomery.org/Pages/Home.aspx
3. MC311
   http://www3.montgomerycountymd.gov/311/Home.aspx

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Roleplay

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Scenario #1

- I am a Vietnamese male and a relative of mine passed away from liver cancer. He had hepatitis B. What can do to protect myself from hepatitis B?

Scenario #2

- I don’t have insurance and I want to go to the Montgomery Cares clinics for a checkup appointment. But I don’t speak English very well.

Scenario #3

- I'm interested in some of the resources you mentioned, but I live in Prince George's County. Is there a similar program in PG County?

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THANK YOU!

Please complete and turn in your post-test.

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Local Resources: WHE Questions and Answers

1. [For adults] I live in Montgomery County and I have low-income and no insurance. Where can I go to see a primary care physician for a check-up?
    a. **Montgomery Cares Clinics**

Montgomery Cares is a program that provides primary health care to medically uninsured, low-income adults (18+) who live in Montgomery County. The community-based clinics are located throughout Montgomery County. Services are either low cost or free. Most of the clinics operate on a sliding fee scale. The clinics charge the patient a fee for the medical visit based on the patient's income. New patients will need to bring their photo ID, proof of income (tax return, 2 paystubs), and proof of residency (utility bill, mortgage/bank statement).
Source: http://www3.montgomerycountymd.gov/311/SolutionView.aspx?SolutionId=1-232A59, http://www.montgomerycountymd.gov/HHS-Program/Maps/MCLocations.html

2. Name a program that provides free mammograms, clinical breast exams, and pelvic exam/pap tests to uninsured women with limited income who live in Montgomery County.
    a. Montgomery Cares Clinics*

Uninsured women living in Montgomery County with limited income, aged 50 and over, may obtain breast cancer screening, including a clinical breast exam and an appointment for a no-cost mammogram by going through one of the many Montgomery Cares clinics. Many of these clinics also provide the Pap test to screen for cervical cancer. The County website lists the Montgomery Cares program and its clinics and locations. Updated 9/9/13*
Source: http://www.montgomerycountymd.gov/HHS-Program/Maps/MCLocations.html

3. Fill in the Blank: Through the _____, trained Asian American medical interpreters may provide translation services at community clinic sites as well as assist with navigation of health care access over the telephone hotline to eligible residents.
    a. AAHI's **Patient Navigator Program**

Patient Navigators can assist in setting up appointments at the Montgomery Cares clinics. To speak to an information specialist in Chinese, Hindi, Korean, Vietnamese and other Asian languages, please call: (local) 301-760-4993 or (Toll Free) 1-866-403-1566.
Source: http://www3.montgomerycountymd.gov/311/SolutionView.aspx?SolutionId=1-A517G

4. If I know someone who wants to quit smoking, what smoking cessation services could I refer them to?
    a. The **Asian Smokers' Quitline** is a free nationwide Asian-language quit smoking service that offers self-help materials, one-on-one telephone counseling to quit smoking, and free two-week starter kits of nicotine patches for those who are trying to quit. If you know someone who smokes, the Quitline also provides information to friends and family members of tobacco users. To access in-language services in Chinese, Korean, or Vietnamese, call the following numbers:
        - Chinese: 1-800-838-8917 (Mandarin and Cantonese)
        - Korean: 1-800-556-5564
        - Vietnamese: 1-800-778-8440
    b. The **Maryland Quitline** is a free service that offers one-on-one telephone counseling 24/7. Eligible callers receive a free supply of nicotine patches or gum. For more information, please call the MD Quitline at 1-800-QUIT-NOW (1-800-7848-669).

Source: http://www.asiansmokersquitline.org/, http://mdquit.org/quitline

5. What services are provided through the **STOP B Program**?
    a. Free screenings for Hepatitis B
    b. Vaccinations provided to At-Risk patients (donations are suggested)
    c. If infected, treatment is provided at the Pan Asian Volunteer Health Clinic for eligible patients, or referred to a health provider of their choice

Source: AAHI101

6. I need information on the different health and human services/programs offered by Montgomery County. What is a quick and easy way for me to get this information?
    a. Call **311** or visit **MC311** online at www.montgomerycountymd.gov/311

MC311 is the County all-information, easy-to-remember telephone line for non-emergency government information and services. When you call, you will hear a brief message welcoming you to MC311 and asking you to select your preferred language. The MC311 Customer Service Center offers a language interpretation service with over 150 languages available. You will then be connected to a trained professional ready to assist you. The Customer Service Center is multilingual and equipped with TDD/TTY for the hearing impaired. The line operates Monday to Friday 7am to 7pm. The MC311 website also makes it much easier for online patrons to reach and know more about the County departments. You can use the search bar on the webpage to look up up-to-date information for County programs.
    b. **MCDHHS website:** http://www.montgomerycountymd.gov/hhs/

The MCDHHS website contains descriptions on more than 100 programs in an easy-to-read format that includes information on how to apply, eligibility requirements, documents to bring, office locations, and frequently asked questions for the different programs offered through the Department. The website is organized by 6 service areas: Behavioral Health and Crisis Services Disability Services; Financial Assistance/Housing Services; Infants, Kids, and Teen Services, Health Services; and Senior Services.
    c. **infoMontgomery**: http://www.infomontgomery.org/Pages/Home.aspx

*info*Montgomery is Montgomery County's human services resource database that features over 900 programs (from government, non-profit, and private organizations) on their website. *info*MONTGOMERY is collaborative effort of public and private agencies to provide detailed information online about health, education, and human service resources throughout Montgomery County, MD. Its goal is to link individuals and families with services that can help. Services can be found by browsing the different service types or by searching keywords. Along with a program description, it provides a map with the location of the program.

Source: http://www3.montgomerycountymd.gov/311/Home.aspx, http://www.montgomerycountymd.gov/hhs/indexnew.html, http://www.infomontgomery.org/Pages/Home.aspx

7. If I wanted to learn more information about the Patient Protection and Affordable Care Act (ACA), where can I go?
    a. **Maryland Health Connection** (online and Call Center)

Maryland Health Connection is the marketplace for individuals, families and small businesses to compare and enroll in state health insurance plans, as well as determine eligibility for Medicaid and other assistance programs, federal tax credits, etc. Enrollment through Maryland Health Connection is scheduled to begin on October 1st 2013, with insurance coverage beginning Jan. 1st 2014. Residents can call the Call Center at 1-855-642-8572 with general questions regarding health care coverage through the new marketplace. A translation help line will provide translation services in 200 languages for individuals who require additional assistance. An estimated 180,000 individuals are expected to enroll in qualified health plans (QHPs) during the first year in MD.

Source: http://www.marylandhealthconnection.gov/, http://marylandhbe.com/, http://marketplace.cms.gov/getofficialresources/get-official-resources.html

8. What dental services are provided through Montgomery County?
    a. **Routine check-ups, cleanings, and cavity fillings**

Dental services are provided for eligible clients at different locations for adults (19+), children (3-18), HIV, and pregnant women. New clients will need to go to one of the SEU offices to complete an eligibility assessment form. There is a copay for the dental services. To obtain more information, call the Main Dental Program Line at 240-777-1875.
Source: http://www.kidneyfund.org/kidney-health/are-you-at-risk/asian-americans.html

9. I have children and I do not have health insurance. Is there a program that can provide health coverage for them?
    a. **Care for Kids**

Care for Kids is a health care program that provides access to health care services for uninsured children in Montgomery County. Pediatric care includes well child visits, sick visits, prescription medicines, optometry, dental, and other limited specialty care services. For more information and to set up an eligibility appointment, please call the Care for Kids program at 301-628-3438.
Source: http://www.montgomerycountymd.gov/HHS-Program/Program.aspx?id=PHS/PHSMedCareforUninsChildrenCareForKids-P1703.html

10. Where can I find out more information about AAHI?
    a. **www.AAHIinfo.org**

AAHI's multilingual website, is a valuable tool for County resources, Asian American health information, and the latest news and publications from AAHI. Available in Chinese, Hindi, Korean, and Vietnamese, each language page is culturally tailored to the needs of individual communities. The website also includes links to AAHI's social media platforms and an event calendar so that you can stay updated about AAHI's upcoming events. You can also download our culturally and linguistically tailored health education materials for the Asian American community materials for free on the AAHI website. These materials are available in English, Chinese, Korean, Vietnamese and Hindi.
Source: www.AAHIinfo.org

11. My mother is 80 years old and is disabled. She is in need of transportation services. Where can I find more information on services/programs that can help her?
    a. **Call-N-Ride**

Call 'N' Ride is a subsidized taxi coupon program for low-income people with disabilities of all ages and seniors age 67 and over. Medical certification of disability is required. Clients must register for the program and may purchase one coupon book per month. The coupon cost is determined by income and is charged on a sliding fee scale. There are income eligibility requirements. The program can be reached at 301-948-5409. For more information for Medicaid transportation, Same Day Access Programs, and other transportation programs for seniors and people with disabilities, call the Medicaid Transportation Information Line at 240-777-5890.
Source: https://www6.montgomerycountymd.gov/apps/dot/call_n_ride/index.asp

12. I am a 52-year-old uninsured Montgomery County resident. If I'm interested in getting a colorectal screening, where can I go?
    a. **Montgomery County Cancer Crusade Program**

The Montgomery County Cancer Crusade Program is designed to raise awareness and understanding of the importance of cancer prevention, screening, and early detection. The program provides cancer screenings for eligible residents, who do not have a current diagnosis of cancer. Colonoscopy screening should start at the age of 50. Eligibility requirements include 1) be a Montgomery County resident, 2) uninsured, 3) family income no higher than 250% of Federal Poverty Guideline, and 4) 50+ with no current diagnosis for colorectal cancer. If you are eligible for the Montgomery County Cancer Screening Program, please call 240-777-1222 to ask any questions you may have and to set up an eligibility appointment.
Source: http://www.montgomerycountymd.gov/HHS-Program/PHS/PHSCancerscreen-p262.html#more