

***Chronic Disease Management
Undocumented and Homeless: How to make it work
A Think Tank***

Presentation Notes and Ideas from Participants

Who is in the Room?

- New York, Arizona, California (LA county, Santa Clara County), South Carolina, Texas, Maryland, Ohio, North Carolina, Virginia

What are the Barriers for the Undocumented?

- Current legal and political climate
- Fear of being outed

Case Study: Patient on chemotherapy whom needed ongoing dialysis treatment was sent back to Guatemala due to high utilization of emergency department and services. How can get these patients the services they need?

- Develop strong relationships with Financial Counselors within the health system or Medicaid assistance persons/departments.
- This same issue has been seen in Connecticut and clients have been referred out of state to New York to receive the needed services as Connecticut does not have the services for those undocumented.

Partnerships & Resources

- Be careful what resources you use to pay for someone's treatment. Typically, grant money cannot be used to pay for treatment services.
- L.A. County, CA – myhealthla
 - All can be insured under this plan and receive all services needed, this includes medication.
 - **My Health LA** is a no-cost health care program for people who live in Los Angeles County. It is for people who are age 19 and older and whose family meets certain income levels. My Health LA is free to individuals and families who do not have and cannot get health insurance.
- Foundations – such as American Cancer Society may pay for services or medications for clients.
 - During awareness months these foundations may offer pro-bono services.
- Patient Assistance Programs
 - Some use these programs as a last resort because program typically requires justification from provider and request information on what medications have already been prescribed to patient and why it was not the right fit.
- Durable Medical Supplies

- Collect supplies from local hospitals as they tend to have expired supplies that are certainly still usable. Additionally, they may have overstock of supplies that they would like to give away before they expire.
- How do you connect the undocumented with home support services?
 - Church organizations – volunteers
 - Use referral leverage with partner OT/PT services and ask for pro-bono services in return for tax deduction.
 - Partner with Occupational Therapy and Physical Therapy schools
 - Internship program
- Other Partners not list in slides:
 - Ryan White Program
 - ADAP (AIDS Drug Assistance Program)

Tools

- On site tests
 - POCT, HCD Test, portable nebulizer, etc.
- Identify the person that can assist you with your needs and get you what you need. Typically, these are those working on the ground.
- Be specific about diagnosis. Some diagnoses can lead to full coverage of services in many cases so be sure to document.

Tips

- Meijer- offers free prescriptions including antibiotics and metformin
- Financial Assistance for those with disabilities
 - Local churches
 - PRUCOL status
 - CA Regional Center – Department of Developmental Services
 - They are willing to pay and assist clients that are eligible because it saves money in the end.