What is UHPP

_Utah Health Policy Project (UHPP)_ is a nonpartisan, nonprofit organization advancing sustainable health care solutions for underserved Utahns through 1) better access, 2) education, and 3) public policy.

FOR MORE INFORMATION  
_dial 2-1-1_  
_or visit takecareutah.org_
What is UHPP

1) Better Access - Outreach and Enrollment

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What is UHPP

2) Education – Presentations, News, Social Media, Newsletter

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What is UHPP

3) Public Policy – Medicaid Expansion, Coverage to Care
How did UHPP come to the partnership?

- Policy organization since 2006
- CHIPRA
- 2011 grant launched enrollment
- 2012 grant expanded enrollment
What is UHPP’s current role?

- Director of Take Care Utah
- Lead Navigator Grantee
- Navigator Grantee Management
- Coordination

FOR MORE INFORMATION

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What is UHPP’s current role?

• Shared Goals
• Shared Branding
FOR MORE INFORMATION

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We make health insurance easy

Oh…and we’re free.

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or visit takecareutah.org
Free help is available

dial 2-1-1
or visit takecareutah.org

FOR MORE INFORMATION
Where can you find help?

www.TakeCareUtah.org or 2-1-1

For more information, dial 2-1-1 or visit takecareutah.org
Accomplishments

FOR MORE INFORMATION dial 2-1-1 or visit takecareutah.org
Accomplishments

In 2015, 7 of Utah’s top 10 ZIP codes for ACA enrollment were outside of Salt Lake County

<table>
<thead>
<tr>
<th>2015 Rank</th>
<th>City (ZIP Code)</th>
<th>Number Enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>South Jordan (84095)</td>
<td>2,988</td>
</tr>
<tr>
<td>2</td>
<td>Lehi (84043)</td>
<td>2,944</td>
</tr>
<tr>
<td>3</td>
<td>St. George (84790)</td>
<td>2,564</td>
</tr>
<tr>
<td>4</td>
<td>American Fork (84003)</td>
<td>2,518</td>
</tr>
<tr>
<td>5</td>
<td>St. George (84770)</td>
<td>2,477</td>
</tr>
<tr>
<td>6</td>
<td>Pleasant Grove (84062)</td>
<td>2,439</td>
</tr>
<tr>
<td>7</td>
<td>Bountiful (84010)</td>
<td>2,340</td>
</tr>
<tr>
<td>8</td>
<td>Draper (84020)</td>
<td>2,321</td>
</tr>
<tr>
<td>9</td>
<td>West Valley City (84119)</td>
<td>2,308</td>
</tr>
<tr>
<td>10</td>
<td>Clearfield (84015)</td>
<td>2,190</td>
</tr>
</tbody>
</table>

Between 2014 and 2015, ACA enrollment grew fastest in Utah and Washington counties

<table>
<thead>
<tr>
<th>County/ST</th>
<th>2014 Enrollment</th>
<th>2015 Enrollment</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salt Lake</td>
<td>31,722</td>
<td>48,872</td>
<td>+54%</td>
</tr>
<tr>
<td>Utah</td>
<td>15,457</td>
<td>28,115</td>
<td>+82%</td>
</tr>
<tr>
<td>Davis</td>
<td>7,871</td>
<td>12,990</td>
<td>+65%</td>
</tr>
<tr>
<td>Washington</td>
<td>4,968</td>
<td>9,285</td>
<td>+87%</td>
</tr>
<tr>
<td>Weber</td>
<td>5,729</td>
<td>9,270</td>
<td>+62%</td>
</tr>
<tr>
<td>Summit</td>
<td>1,778</td>
<td>2,678</td>
<td>+51%</td>
</tr>
<tr>
<td>Iron</td>
<td>1,248</td>
<td>2,122</td>
<td>+70%</td>
</tr>
<tr>
<td>Kane</td>
<td>309</td>
<td>504</td>
<td>+63%</td>
</tr>
<tr>
<td>UTAH</td>
<td>84,601</td>
<td>140,612</td>
<td>+66%</td>
</tr>
</tbody>
</table>


FOR MORE INFORMATION dial 2-1-1 or visit takecareutah.org
What is AUCH

Association for Utah Community Health (AUCH) formed in 1985 is designated by the Federal Bureau of Primary Health Care as the state primary care association and receives federal program support to develop and enhance services for our members.

We support and represent our members through:

• Training and technical assistance
• Education
• Policy analysis
• Community development

FOR MORE INFORMATION dial 2-1-1 or visit takecareutah.org
What is AUCH

FOR MORE INFORMATION
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Who Are Our Members?

13 Community Health Centers
- 3 Providing Homeless Healthcare
- 1 Providing Migrant/Seasonal Farmworker Healthcare
- 1 Tribal Sponsored Grantee
1 Title 10 Grantee
- Planned Parenthood Association of Utah
1 Title 5 Grantee
- Urban Indian Center of Salt Lake

5 Affiliate Members
42 Clinic Locations in Utah and Wyoming
CHC Enrollment

Utah CHC’s Enrollment Data:

- Assisted: 35,857
- Applications Submitted: 6,131
- Enrolled: 3,242
Training and Technical Assistance

- Health Center Program Requirements
- Sample Policies and Procedures
- Sliding Fee Discount Schedule
- Coding and Documentation
- Productivity Benchmarks
- UDS Reporting
- HPSA Facility Scores
- Updated Needs Assessments
- Quality Improvement and PCMH Standards

FOR MORE INFORMATION
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Education

AUCH Annual Primary Care Conference

Peer Workgroups
- Billing Learning Team
- Medical Director Roundtable
- Outreach and Enrollment Workgroup
- Financial Director Roundtable
- Pharmacy Roundtable
- Public Affairs Committee
- Health Center Information Technology Workgroup
- Quality Improvement Forum
- Corporate Compliance
- Human Resources Roundtable

- Annual Outreach and Enrollment Summit

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Role of AmeriCorps in the Partnership

• AmeriCorps Program started in 1995 as AmeriCorps and the Medically Underserved in Utah

• In 2013 AUCH changed name to Utah Healthcare Corps to better describe services being provided

  The mission of the Utah Healthcare Corps is to improve the health status of individuals by removing cultural, geographic and economic barriers to health care and enhancing primary care services.

• UHC members are usually from the community they are serving

• UHC members are placed at Community Health Centers and Community Health Based Organizations across the state

• UHC members provide two primary services: public/private health insurance enrollment and patient education

• 24 Full Time Members and 16 Minimum Time members serving at 16 sites across the state
Levi’s Role at AUCH

Outreach and Enrollment Coordinator
• Health Insurance Marketplace
• Outreach and In-reach techniques and best practices
• HIPAA and PHI Guidelines
• Laws Governing In-Person Assistors
• Cultural Competency

Utah Healthcare Corps Program Director
• AmeriCorps Guidelines
• Linguistically and Culturally Appropriate Provision of Services
• Integration of AmeriCorps Members into CHCs daily activities
• Recruitment, Retention and Training
• Workforce Development

FOR MORE INFORMATION dial 2-1-1 or visit takecareutah.org
Goals

1. Provide a brief history of United Way 2-1-1

2. How United Way 2-1-1 became involved with Take Care Utah

3. Outline current role of United Way 2-1-1 with Take Care Utah
What is United Way 2-1-1?

2-1-1 is an easy to remember telephone number that connects people with important community services and volunteer opportunities.

FOR MORE INFORMATION  
dial 2-1-1  
or visit takecareutah.org
Role within United Way of Salt Lake

United Way of Salt Lake has made a promise: TO CHANGE THE ODDS so all children and their families have the same chance to succeed in school and in life.

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Collective Impact

Education → Income → Health

FOR MORE INFORMATION

dial 2-1-1
or visit takecareutah.org
FOR MORE INFORMATION  
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or visit takecareutah.org
Support  Empower  Connect

1. Why is it important to support our callers?

2. How can we empower them to help them overcome their current situation

3. What services can we connect them to?
How 2-1-1 became involved with TCU

FOR MORE INFORMATION
dial 2-1-1
or visit takecareutah.org
United Way 2-1-1 Production

2-1-1 Staff
- 19 employees

Overall Production
- 96,000 calls
- 159,289 referrals

Health care related calls Since October 1st 2014
- 13,954 calls
- 3,182 health care related referrals

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Demographic Questions

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ZIP</td>
</tr>
<tr>
<td>Caller City</td>
</tr>
<tr>
<td>Caller County</td>
</tr>
<tr>
<td>Gender</td>
</tr>
<tr>
<td>Caller's Primary Language</td>
</tr>
<tr>
<td>Children under 18?</td>
</tr>
<tr>
<td>Over 60?</td>
</tr>
<tr>
<td>US military?</td>
</tr>
<tr>
<td>Disability?</td>
</tr>
<tr>
<td>Any adults in the household looking for work?</td>
</tr>
<tr>
<td>Anyone without health insurance?</td>
</tr>
<tr>
<td>Is this your first time calling 2-1-1?</td>
</tr>
<tr>
<td>If yes, where did you hear about us?</td>
</tr>
</tbody>
</table>

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Thank You!

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or visit takecareutah.org