

# Building Healthy Communities

## MARKETPLACE ENROLLMENT ACTIVITY

November 22<sup>nd</sup>, 2013



1415 California Street | Houston, TX 77006 | LegacyCommunityHealth.org

# Building Healthy Communities

## AGENDA

### Legacy Community Health Services

Summary of who Legacy is and what we do

### Navigating the system

Overview of how Legacy assists interested parties

### What is the interest level

Who is interested in the ACA

### Successes and Opportunities

What is working and where are the challenges

### What are next steps?

Continued efforts towards success



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## Legacy Community Health Services

### Who are we?

**Legacy Overview**

**Navigation**  
How people enroll

**Interest levels**  
Who are we seeing

**Success/Challenge**  
What is working

**Next steps**  
What now

Federally Qualified Health Center (FQHC)  
Southeast Texas region

- 11 clinics
- 7 school based clinics


Wide patient base

- LGBT
- Hispanic
- African American
- White

Certified Application Counselor Organization  
28 CACs on staff

Over 200,000 annual visits across 60,000 patients







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## The Plans

### What is in the plans?

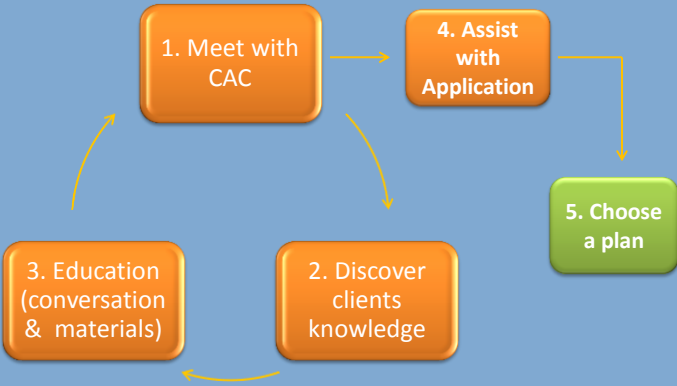
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## Interest Level

### Who is asking about the Marketplace

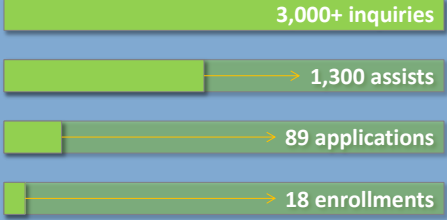
**Legacy**  
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- Existing patients
- Clients from outreach events
- Online search
- Strong mix of age and race
- Young families and singles



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## Successes & Challenges

### What is and isn't working

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What is working


**Next steps**  
What now

Successes

- System is improving
- Awareness is increasing
- It is affordable!
- Referrals for tax advice
- Collaboration

Opportunities

- Trust
- Online access/literacy
- Insurance terms
- INS fear
- System access/issues
- Email account
- Inability to compare



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3

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## Next Steps

What we are doing going forward

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What is working

**Next steps**  
What now

**1. Town Halls**  
Engage our patients in coordinated town hall meetings

**3. Outreach**  
Continue outreach to engage potentials

**2. In-Clinic Access**  
Ability for our patients to explore and enroll in our clinics

**4. Health Literacy**  
Provide patients information through classes

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