

M E M O R A N D U M

February 27, 2023

TO: Health and Human Services Committee

FROM: Tara Clemons Johnson, Legislative Analyst
Essie McGuire, Senior Legislative Analyst

SUBJECT: Health Care for the Uninsured programs

PURPOSE: To receive a briefing on the County's safety-net programs that provide medical services for uninsured residents

Expected participants:

Dr. Christopher Rogers, Chief Policy Officer, Department of Health and Human Services (DHHS)
Leslie Graham, President & CEO, Primary Care Coalition of Montgomery County (PCC)

Councilmembers called for this worksession to discuss the County's Health Care for the Uninsured programs: Montgomery Cares, Care For Kids, Maternity Partnership, Health Care for the Homeless, and County Dental Services. For many years the County has made a significant investment of local funds to provide a safety net of health care services for uninsured individuals; in FY23, this investment totals over \$20 million for these programs. This effort has continued through many changes in the health care environment, including passage of the Affordable Care Act and most recently the COVID-19 pandemic. These changed and evolving conditions have resulted in a need to evaluate the reimbursement and other operational structures of the Health Care for the Uninsured programs.

The HHS Committee last reviewed the Health Care for the Uninsured programs during FY23 budget deliberations last spring. Since then, representatives from DHHS, Primary Care Coalition, Council staff, and providers have met to discuss aspects of the program reimbursements and structure; many of these aspects may be before the Committee in FY24 budget deliberations once the County Executive releases his FY24 Operating Budget recommendations.

The purpose of today's worksession is for the Committee to receive a comprehensive overview of the current status and utilization of the programs, and of some of the key issues that need to be addressed. Many of these issues, particularly around reimbursement rates and

structures, will be more fully discussed in the upcoming budget discussions. In addition, depending on the scope of the Executive's FY24 recommendations, the Committee may anticipate returning to each program over the course of FY24 to delve further into how to maximize the County's investments in these important programs, and how to structure their outreach and operations to ensure efficient, effective, and coordinated service to County residents without access to health insurance.

A. Health Care for the Uninsured programs – Background and Overview

During the COVID-19 pandemic, policies were adopted to ensure access to health care including the requirement that states maintain continuous enrollment for Medicaid enrollees and enhanced subsidies were provided through the ACA. This policy help protect people against losing insurance coverage, making it easier for low-income individuals most affected by the pandemic to gain and retain coverage. In Montgomery County, those policies had a positive impact for persons eligible for federal/state health programs but left non-citizens relying on the safety-net services through County government and community partners.

In Montgomery County, the Health Care for the Uninsured (HU) programs have been in place for 15 plus years providing health care services to the most vulnerable residents. There has been an ongoing commitment from community providers, hospitals and non-profits partnering to reduce barriers to care and timely access. During COVID-19, the HU programs faced intense financial, workforce, and technological pressures including the transition to telehealth. They also became key partners in the public health and emergency response infrastructure which helped target outreach/treatment to the marginalized communities experiencing racial and ethnic disparities in the County. As the programs enter a new stage of service delivery post pandemic, the County and clinic providers will need to address how to best support the safety-net to meet the needs of the community.

Council staff asked DHHS to provide comments on some of the current challenges of the Health Care for the Uninsured programs (post-COVID-19, capacity, need for additional types of services, etc.), general information and program data. The department has provided the following description of the programs.

Summary of Programs

The **Montgomery Cares** program is a group of community-based health care providers that provide medical care to uninsured adults in Montgomery County. The program offers medical check-ups by a doctor/nurse, sick visits by a doctor/nurse, medications, lab tests, x-rays, access to a specialist, access to oral health care and access to other health programs. There are ten different health care agencies who provide services in over twenty-five locations throughout Montgomery County.

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. The program is funded through Montgomery County and administered by the Primary Care Coalition. Pediatric services are delivered by contracted providers and DHHS school-based health and wellness centers.

The goal of the **Dental Services** program is to prevent oral disease and trauma, to promote healthy dental behaviors, and to improve access to related treatment resources in the community. Services are provided to low income and uninsured/underinsured Montgomery County residents. Dental services are provided at five locations throughout the County.

Maternity Partnership Program provides access to low-cost prenatal services through local hospitals and an FQHC in Montgomery County. This program provides prenatal care, including routine laboratory tests, prenatal classes, and a dental screening by a dental hygienist, if referred.

Healthcare for the Homeless program provides medical and dental services to individuals experiencing homelessness in emergency shelters, street outreach, and transitional housing. Medical services are also provided to individuals and families served in permanent supportive housing programs. Healthcare for the Homeless is committed to reducing the health disparities for people experiencing homelessness by providing low barrier access to services and reducing re-admissions to hospitals.

Partner Organizations

The County Health programs are supported through the collaboration between public and private partners and centralized program management. The three entities detailed below are the Montgomery Cares Advisory Board (MCAB), the Primary Care Coalition, and the Health Centers Leadership Council (HCLC). Collectively, they help provide the County with overall guidance, strategic planning and evaluation of the HU programs.

- The Primary Care Coalition (PCC) serves as the administrative contractor for Montgomery Cares, Care for Kids and provide supports to Health Care for the Homeless. Founded in 1993, the PCC also develops and operates many other programs that enhance health care for the County's underserved population.
- The Montgomery Care Advisory advises and recommends policies to ensure access to high quality, efficient health care and related services for low-income and uninsured County residents. In 2015, the MCAB enabling legislation was amended to expand the duties of the Board to the broader range of healthcare for the uninsured programs, not just Montgomery Cares. The oversight of the Board has been key in the County's continued efforts to have a robust safety-net system.

- The Health Care Leadership Council is the group of Executive Directors / CEOs of the 9 organizations participating in Montgomery Cares. They provide policy and program recommendations on all the HU programs with a focus on Montgomery Cares.

Eligibility Requirements and Process

The current eligibility process slightly varies among the programs, however there is a single application online that residents utilize to apply. It is available via the County website and applications can be sent to OEES.moco@montgomerycountymd.gov. DHHS shared that the online application portal for the County Health programs has a planned go live date of July - August 2023. The current eligibility process is detailed below:

- **Care for Kids, Maternity Partnership, and Senior Dental** eligibility is processed by the Children, Youth, and Family Services' Office of Eligibility and Support Services (OEES). Residents can submit application via email and in-person at County offices
 - Eligibility determination for CFK is effective for two years
- **County Dental** program staff process eligibility for adults aged 19 to 60
- **Health Care for the Homeless:** eligible adults include persons experiencing homelessness with medical problems in emergency shelters, hospitals, street outreach, and transitional housing are eligible. Clients include the uninsured, underinsured, and Medicaid/Medicare recipients.
- **Montgomery Cares:** the eligibility process has been suspended since COVID-19. The purpose was to minimize barriers in uninsured residents' accessing primary care especially during the pandemic. The department has provided extensions for expiring/renewing patients, and new patients can be seen under the presumptive eligibility policy or submit their information for eligibility determination.

Montgomery Cares eligibility has gone through a number of transitions in the recent years. Prior to 2019, eligibility was processed by the Montgomery Cares clinic providers. In July 2019, DHHS began transitioning the eligibility process to OEES to ensure patients and families were screened for all programs and supports in the same process. In March 2020, COVID-19 began, and the eligibility process was suspended as noted above. The department, along with MCAB and PCC, have held several stakeholder workgroup sessions on the eligibility process, policies and an overall transformation of the program to a Value Based Care Population Health model.

Per DHHS, the FY24 MCares eligibility process decision has not been finalized at this time. **Council staff recommends the Committee revisit this matter during the FY24 budget discussions.**

Program Utilization

At a recent meeting of the MCAB, the DHHS staffed shared the following updates. The complete data is included at ©1.

		FY 23 utilization (July – Jan 2023)
Montgomery Cares	Patients	16,108
	Total Encounters (In-patient & Telehealth)	33,173
Care for Kids	Enrolled Participants (Unduplicated)	7,180
Maternity Partnership	Patients Enrolled	949
Dental Services	Patients	3,339
	Encounters	6,036
Health Care for the Homeless	New Patients	265
	Encounters	759

Comparison of data points from FY23 year to date (ytd) to FY22 ytd

- Montgomery Cares ytd data reflects a **23% increase** in patients and **24% increase** in encounters compared to January in FY22. The split of encounters through Jan 2023 is 94% in-patient and 6% telehealth.
- Care for Kids ytd data reflects an **8% increase** in patients served compared to January in FY22.
- MPP ytd data reflects a **2% decrease** in patients compared to January in FY22.
- County Dental ytd data reflects a **16% increase** in patients and 12 fewer encounters compared to January in FY22.
- HCH ytd data reflects a **235% increase** in patients and 94% increase in encounters compared to January in FY22.

Number of Unduplicated Patients served in the Past FYs

	FY19 (pre COVID-19)	FY20	FY21	FY22	FY23 (July – Jan '23)
Montgomery Cares	26,422	23,804	19,777	21,940	16,108
Care for Kids	5,580	6,230	6,439	7,903	7,180
Maternity Partnership	1,472	1,434	1,421	1,713	949
County Dental	6,368	4,886	3,135	4,663	3,339
Healthcare for the Homeless	72	159	190	241	265

Health Care for the Uninsured Budget Increases (FY22 and FY23)

In FY22 and FY23, the Council added \$857,248 and \$716,640 respectively to enhance services and maintain sustainability as the programs support the most vulnerable during the

COVID-19 pandemic. This funding was in response to advocacy item from the Troika and Montgomery Care Advisory Board which had discussed the importance of having an experienced dentist managing the program.

The following charts include a listing of the specific increases per program. Please note that the FY23 increase included a *one-time funding* item of \$440k.

HealthCare for the Uninsured	FY23 Increases
Maternity Partnership – Breast-feeding support program	\$116,000
County Dental – Increase in Specialty Care	\$100,000
County Dental – Support for Consultant to Facilitate a Collaborative Design Process	\$60,000
Montgomery Cares – 8% inflationary provided to the subcontracted clinics (<i>one time funding</i>)	\$440,640

	FY22 Increases
County Dental - Preventive dental pilot (school sealant program)	\$250,000
County Dental – Enhance contractually pay rate	\$75,000
CFK - Increase funding for medical providers	\$100,000
CFK - 2 fte (contract) Client Service Specialist and Assistant Case Manager	\$129,148
Healthcare for the Homeless – Psychiatric Discharge Nurse	\$75,000
Montgomery Cares – Interpretation Services for Telehealth	\$65,000
Montgomery Cares – Increased Funding for Specialty Care due to loss of pro-bono providers	\$100,000
Montgomery Cares – Increase in Psychiatric Services due to rate increase	\$63,100

Council staff asked DHHS to provide updates on some of the implementation of FY22 and FY23 increases. They have provided the following responses:

- Breast-feeding support program - Unfortunately, DHHS has not had success hiring a Lactation Consultant as a contractor/broker. DHHS has been trying to recruit but no one has been qualified and/or interested. However, the program has been able to purchase “Breastfeeding supplies” for the Maternity Partnership Program participants including, breast pumps, nursing bras, nursing pillows, and portable cribs.
- County Dental
 - School Sealant program – it has not started as the MCPS legal team and DHHS are working on the Memorandum of Understanding. The Dental program has been proactively visiting schools to work through administrative process and pre-planning.

- Dental specialty care – the memorandum of agreement for specialty care is being routed through DHHS.

Patient Engagement and Feedback

DHHS provided information on how patients can engage with the department and provide feedback on their experience.

- Patients can email: HHSmail@montgomerycountymd.gov
- Montgomery Cares
 - Each health center conducts a patient satisfaction survey and reports results on key questions to PCC.
 - Results are reported annually to DHHS at the organization level.
 - Survey instruments are not uniform so cannot be aggregated; however overall results indicate high rates of satisfaction.
 - PCC and DHHS have discussed introducing a centralized patient survey in the future, dependent on funding availability.
 - A network evaluation will commence in FY23 to better assess accessibility of services and inform program strategy to best meet community needs.
- Care for Kids
 - PCC Care for Kids staff contact participant families by phone upon re-enrollment to assess:
 - client experience with provider
 - client experience with CFK customer service

DHHS did not provide specific engagement information for the other programs – Maternity Partnership, County Dental and Healthcare for the Homeless. The Committee may want to confirm with DHHS whether for these programs, patients can contact DHHS through the program staff, case managers, 311 or email the HHS account.

B. Current Programs Challenges, Advancements and Changes

The HU programs draw on a diverse spectrum of government, private and public health care providers to provide medical services. This variety brings strengths to the system but also challenges. Council staff questioned if there are any concerns or challenges the committee should be aware of such as workforce issues, closures, facilities etc. The following bullet points were provided by DHHS and PCC.

Montgomery Cares Provider Network

- Participating health centers are facing operating challenges related to:
 - Post-pandemic recovery
 - Workforce shortages and burnout
 - Global supply chain issues

- Inflation
- Service levels are expected to return to pre-pandemic levels; however, operating challenges are slowing pace of recovery e.g., provider vacancies prevent clinics from seeing the number of patients they would like
- Site closures in FY23 include:
 - Consolidation of Upcounty Holy Cross Health Centers to a single site (October 2022)
 - Closure of Catholic Charities Medical Clinic (May 2023) – medical services only
 - Coordination efforts are ongoing to ensure smooth transition of patients to another provider within the network

Care for Kids Provider Network

- Care for Kids providers are facing considerable operating challenges.
 - Many primary care providers participate in both programs (MCares and CFK).
 - Consolidation of Upcounty Holy Cross Health Centers and closure of Catholic Charities Medical Clinic will affect network capacity
- Care for Kids is currently maximizing slots available at School-Based Health and Wellness Centers.

Potential New Providers

- For Montgomery Cares, DHHS continues to communicate with new primary care providers that are interested in joining the network. DHHS is actively exploring adding new primary care providers to the network. Recruitment for new Montgomery Cares specialty care providers is ongoing year-round.
- CFK is accepting new clinics and is actively recruiting for optometry and specialty dental providers.
- DHHS has been discussing the development of a value-based care framework for funding to community clinics that will place a focus on patient outcomes.

Maternity Partnership – Healthy Babies

The Healthy Babies Equity Act, enacted July 2022, expands Medicaid to cover prenatal and postpartum care to pregnant people regardless of immigration status. While parts of the act were implemented July 2022, the state's plan is to begin to provide the prenatal and postpartum coverage for noncitizens on July 1, 2023.

There is some concern from DHHS and members of the MCAB about delays in the implementation of Healthy Babies Medicaid coverage. Annually, DHHS estimates that 25% of all the women in MPP, or approximately 400 women a year would be over income for Medicaid under the new law and would still need MPP services. DHHS is in the process of identifying innovative care models to ensure the County's noncitizen population receives good prenatal care, as well as strong wrap-around services.

County Dental - Maryland Healthy Smiles Program

As of January 1, 2023, DHHS began participating in the new Medicaid dental benefit expansion. The dental program is enrolled at the lowest level of participation (accepting new adult emergencies only). The program has seen a small number of Medicaid patients so far but are finding that approximately 50% of these patients are patients who were participating in the county DHHS dental program prior to January 1, 2023.

Beginning in July 2023, Medicaid dental benefits will expand to undocumented pregnant women. The county program anticipates 70% of the county's current Maternity Partnership Program will be eligible for dental benefits through Medicaid. Our goal for this first year is to continue at the lowest level of participation with Medicaid to assess how many of our current patients will qualify for the benefit and assess potential infrastructure needs for program expansion to accommodate more county Medicaid residents.

Reimbursement Structure of Montgomery Cares

Council staff notes that during the COVID-19 pandemic, the program moved to a block payment schedule to fiscally respond to the immediate needs of clinics due to revenue streams being severely impacted with restrictions of in-person visits, reduction of staff (affected or exposed to COVID-19), and loss of patient co-pay revenue. The block funding allowed for telehealth and in-person visits.

- DHHS reports the block payment structure is still in place. No FY24 primary care reimbursement decisions have been made at this time.
- The clinics will be provided with a minimal 3-month advance notice for primary care reimbursement transitions.

Next Steps

While all of the programs serve the vulnerable and low-income population, they each have different administrative mechanisms, processes, policies, staffing structure, and unique challenges that need to be continually monitored to provide a high-quality delivery of care for residents.

The Executive's FY24 budget recommendation for DHHS and the Health Care for the Uninsured programs will be the starting point for more in depth discussions of the specific funding and structural strategies needed to address the challenges outlined above and determine the most effective approach for the County's investment.

Council staff anticipates that some of the key outstanding decisions include: appropriate reimbursement rates and methodology for rate setting across programs; and how to administer eligibility review processes to ensure residents are connected with all available services. The Committee will need to plan with the Executive branch how these and other operational issues will be strategically resolved going forward into FY24.

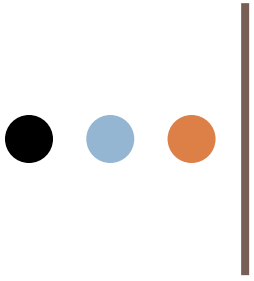
This report contains:

MCAB January 2023 Monthly Program Report
DHHS Response to Council staff questions

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Health Care for the Uninsured Monthly Report February 2023



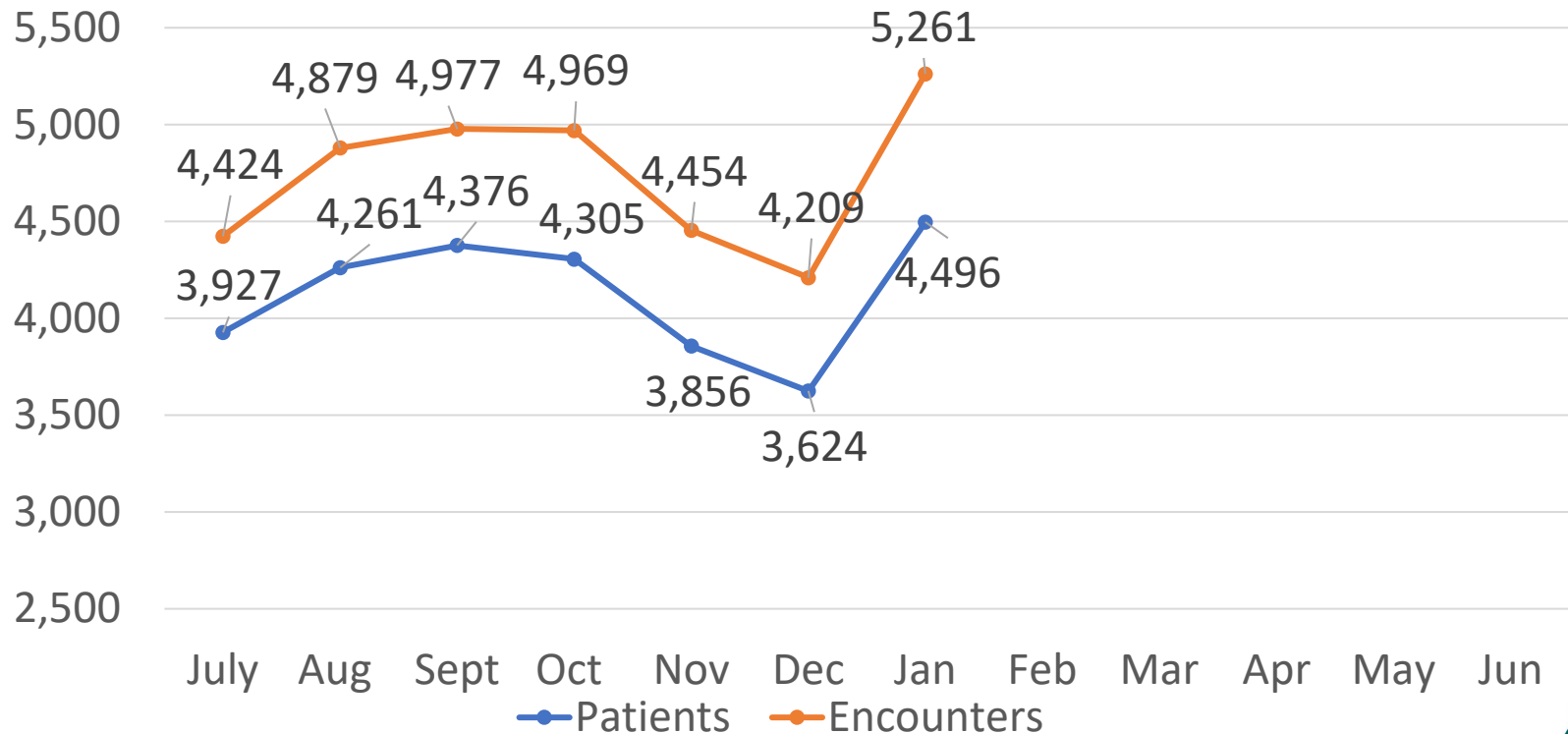
Montgomery Cares

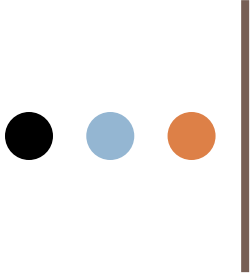


Montgomery Cares – Program Updates

- Encounters remain below pre-pandemic levels. Most clinics have a plan to recover their encounter numbers. Holy Cross & Muslim Community Clinic make up the majority of the lower encounters.
- The labor market continues to be a struggle in hiring staff for a few clinics.

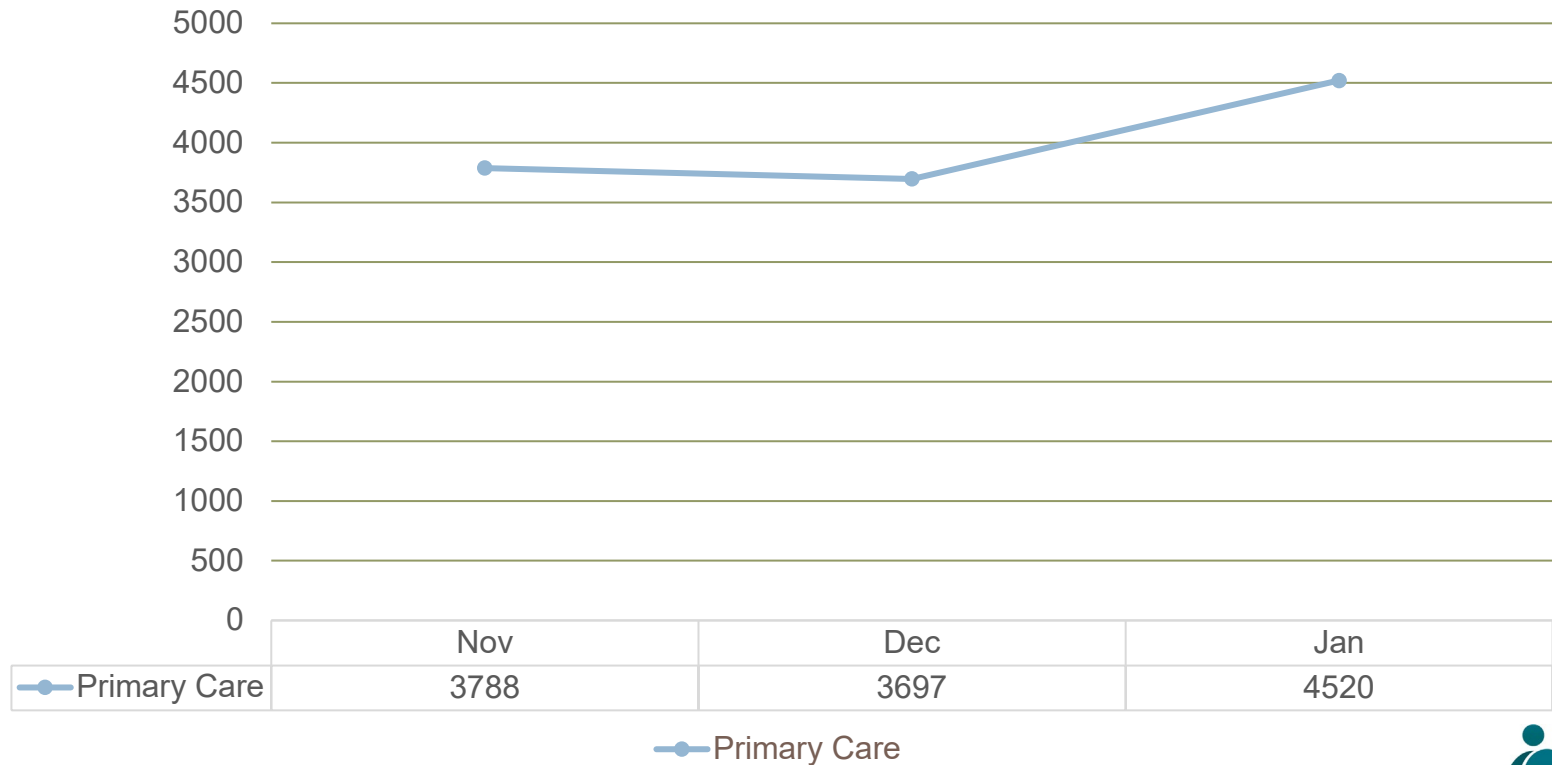
FY23 Montgomery Cares Monthly Data – Encounters (all encounter types) & Patients Served





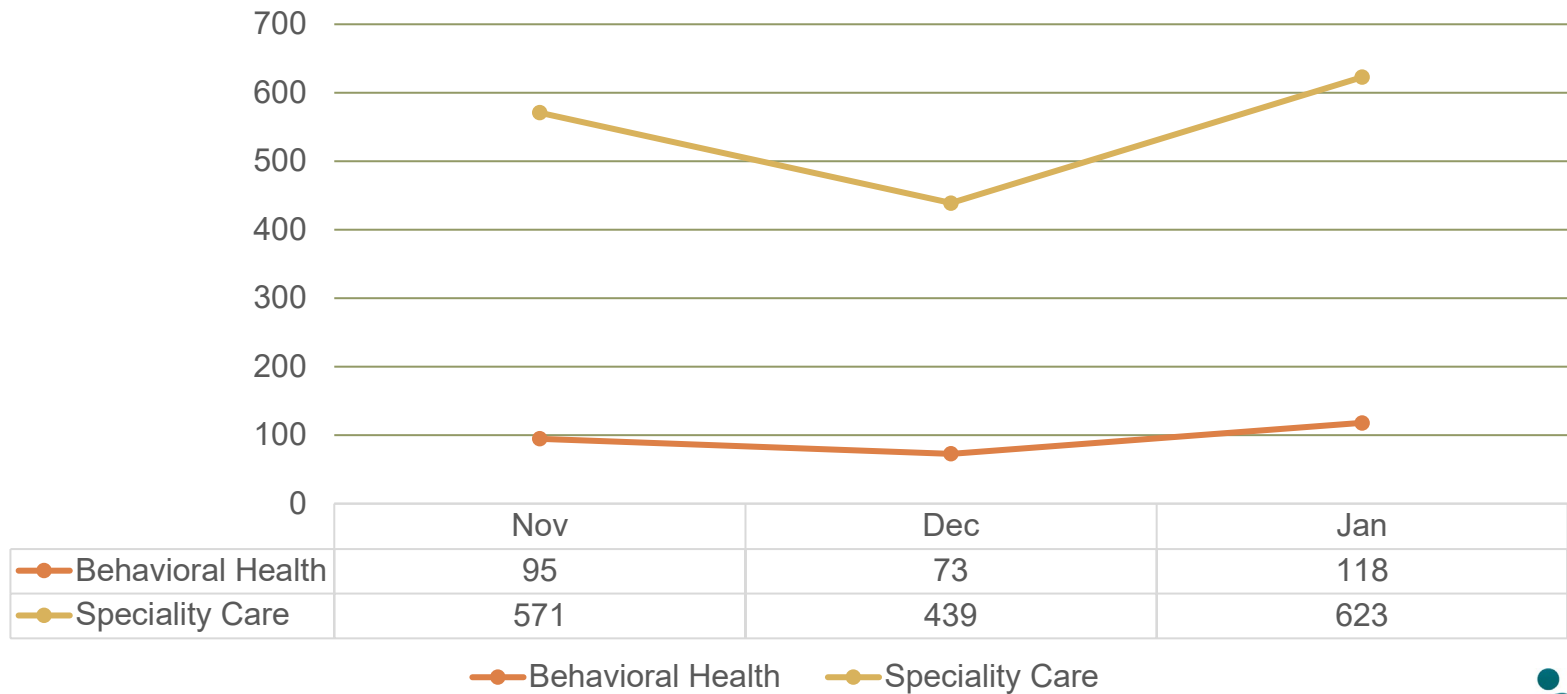
FY23 MCares Data – Monthly Utilization by Encounter Type

FY23 Monthly MCares Primary Care Encounters



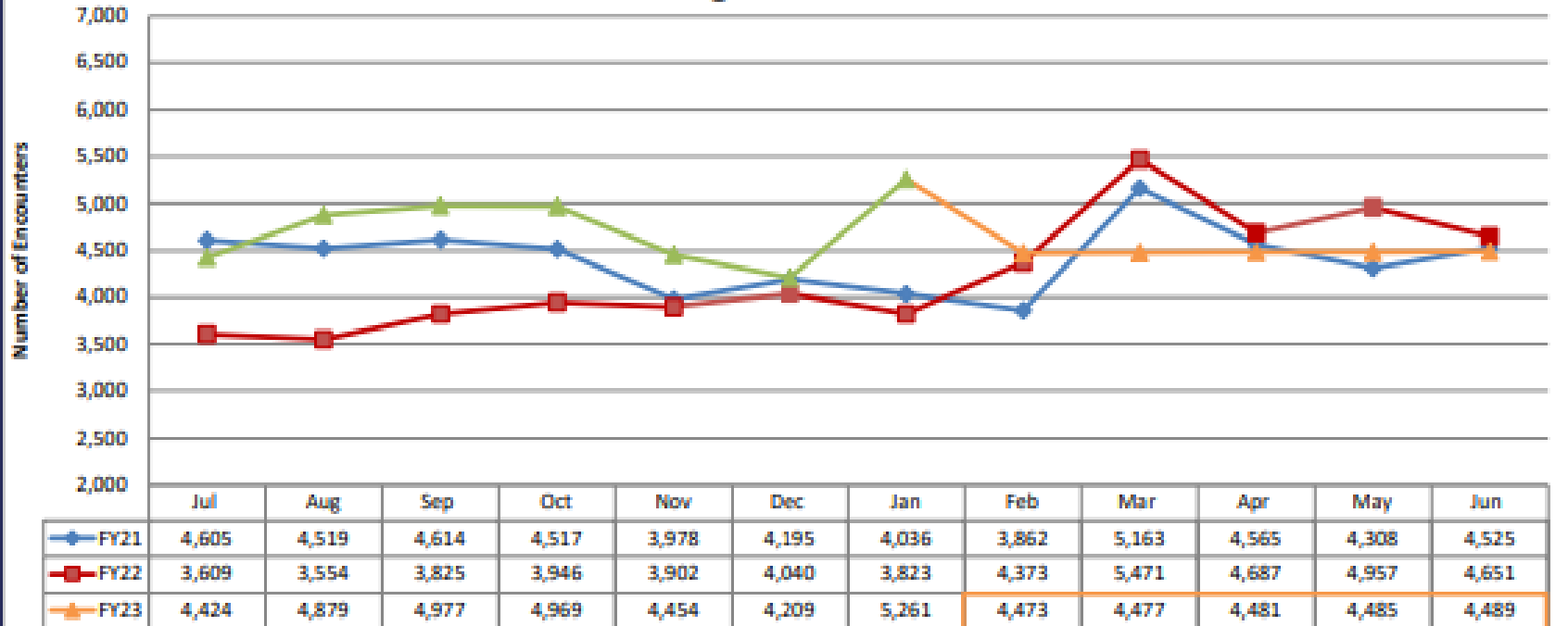
FY23 MCares Data – Monthly Utilization by Encounter Type cont.

FY23 Monthly Behavioral Health and Specialty Care Encounters



Montgomery Cares

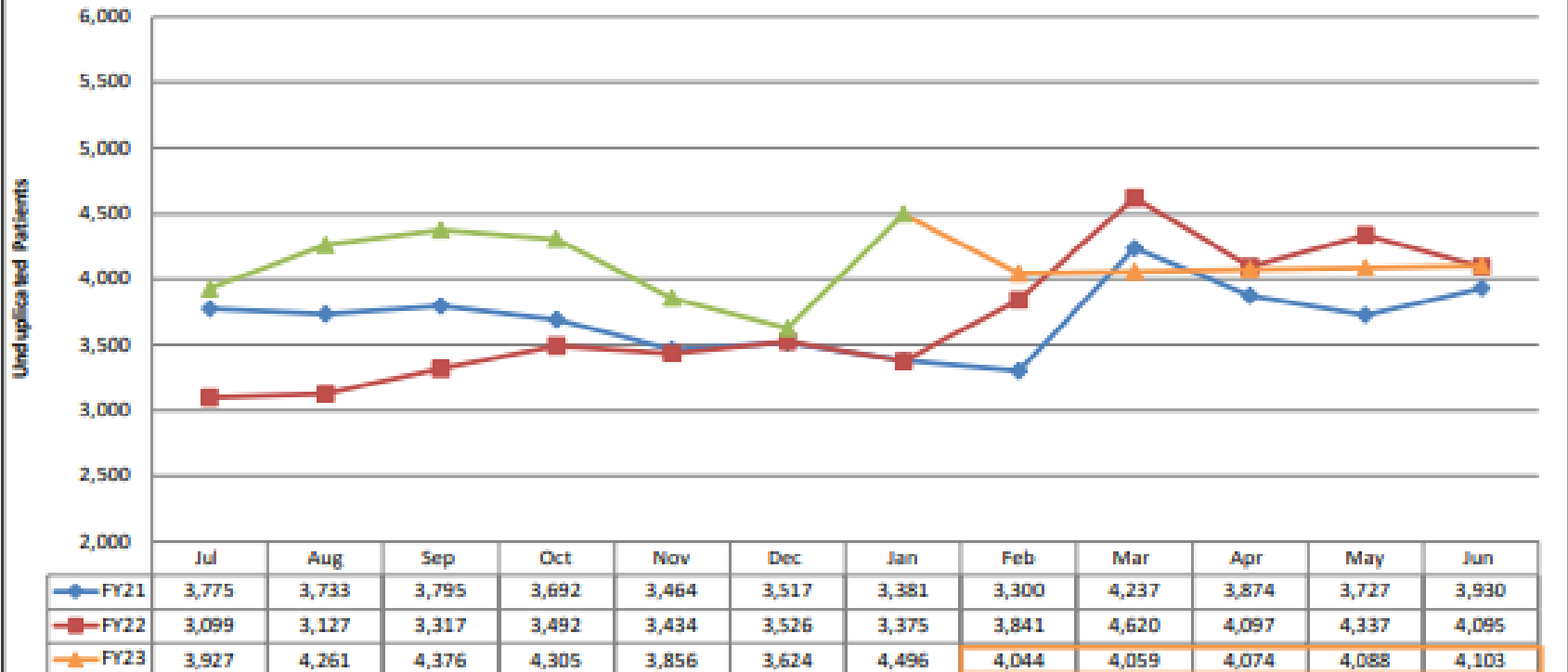
**Montgomery Cares Encounters: FY2021-FY2023
Excluding Reconciliation**



PCC creates a forecast in excel for future monthly encounters and unduplicated patients based on 2 years of historical utilization data/trends, with a 95% confidence interval.

Montgomery Cares

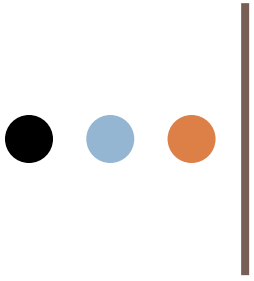
Unduplicated Patients: FY2021-FY2023





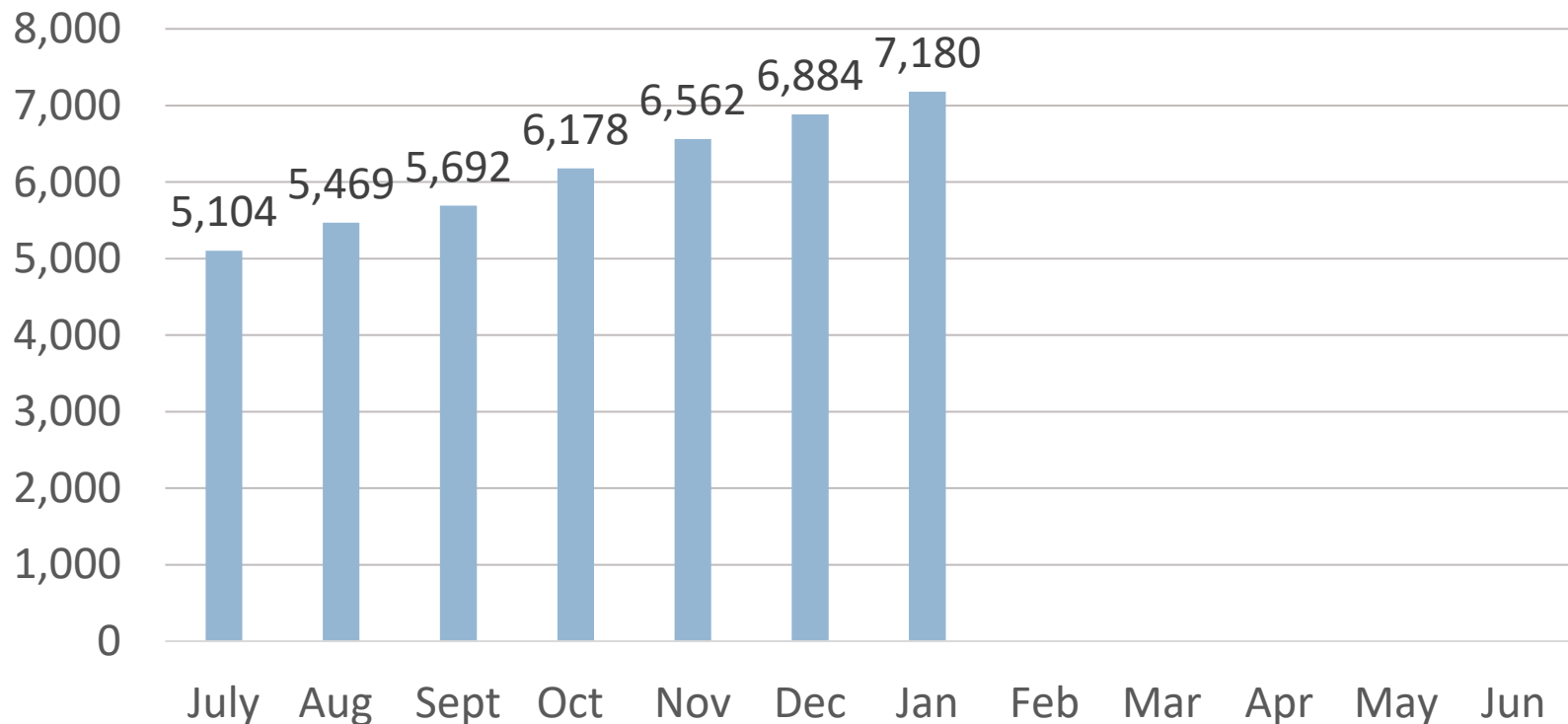
FY23 Montgomery Cares – Data Summary

- Montgomery Cares served a total of 28,845 patients through January 2023 with a total of 33,173 patient visits (in-patient and telehealth) at the ten participating clinics.
 - A 23% increase in patients and 24% increase in encounters compared to this same time in FY22.
- January 2023: The split of encounters for FY23 is 94% in-patient and 6% telehealth.
 - *Note: December 2022 was at 9% telehealth*



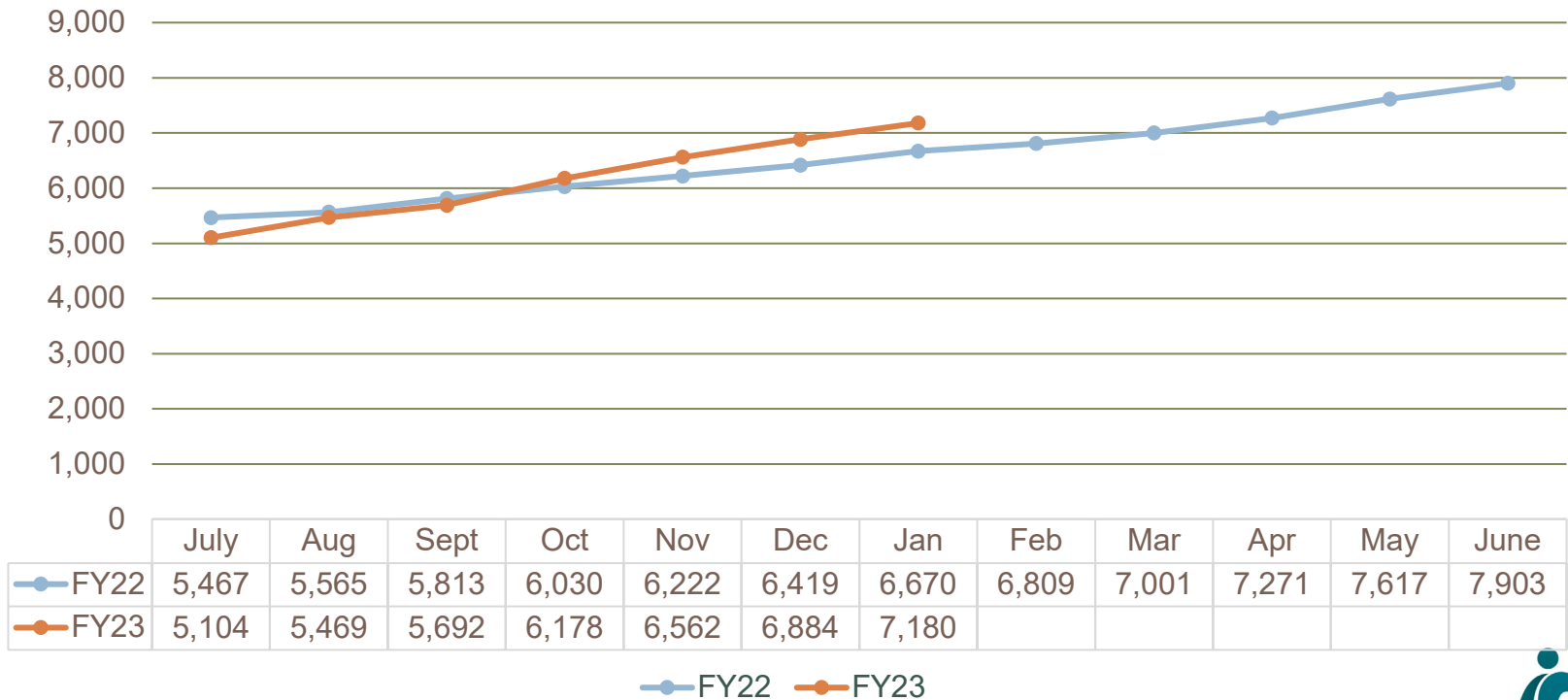
Care For Kids

FY23 CFK Monthly Data – Total Unduplicated Children Enrolled



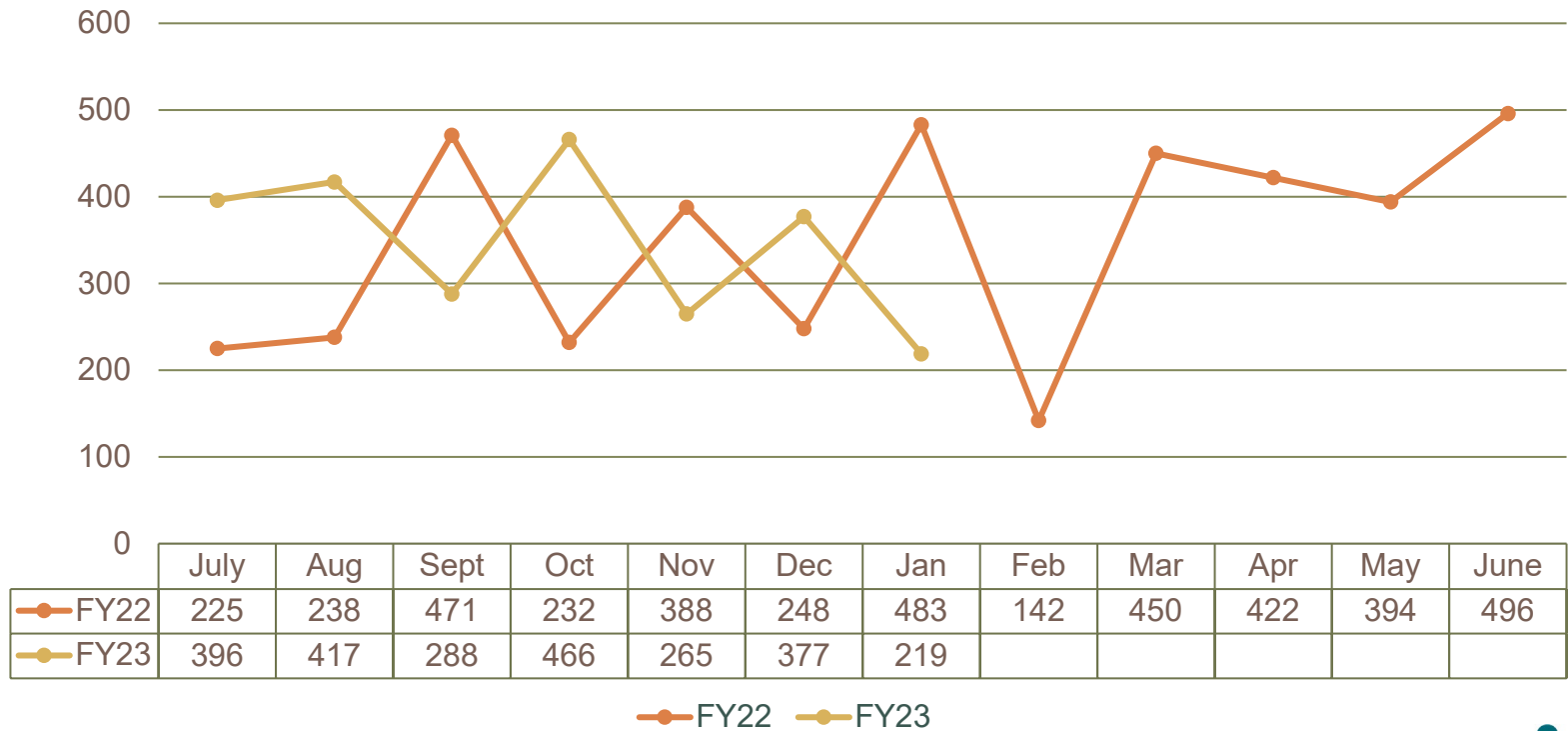
Care For Kids FY22-FY23 Monthly Number of Unduplicated Children Enrolled

FY22-FY23 Monthly Number of Unduplicated Children Enrolled



Care For Kids FY22-FY23 Encounters

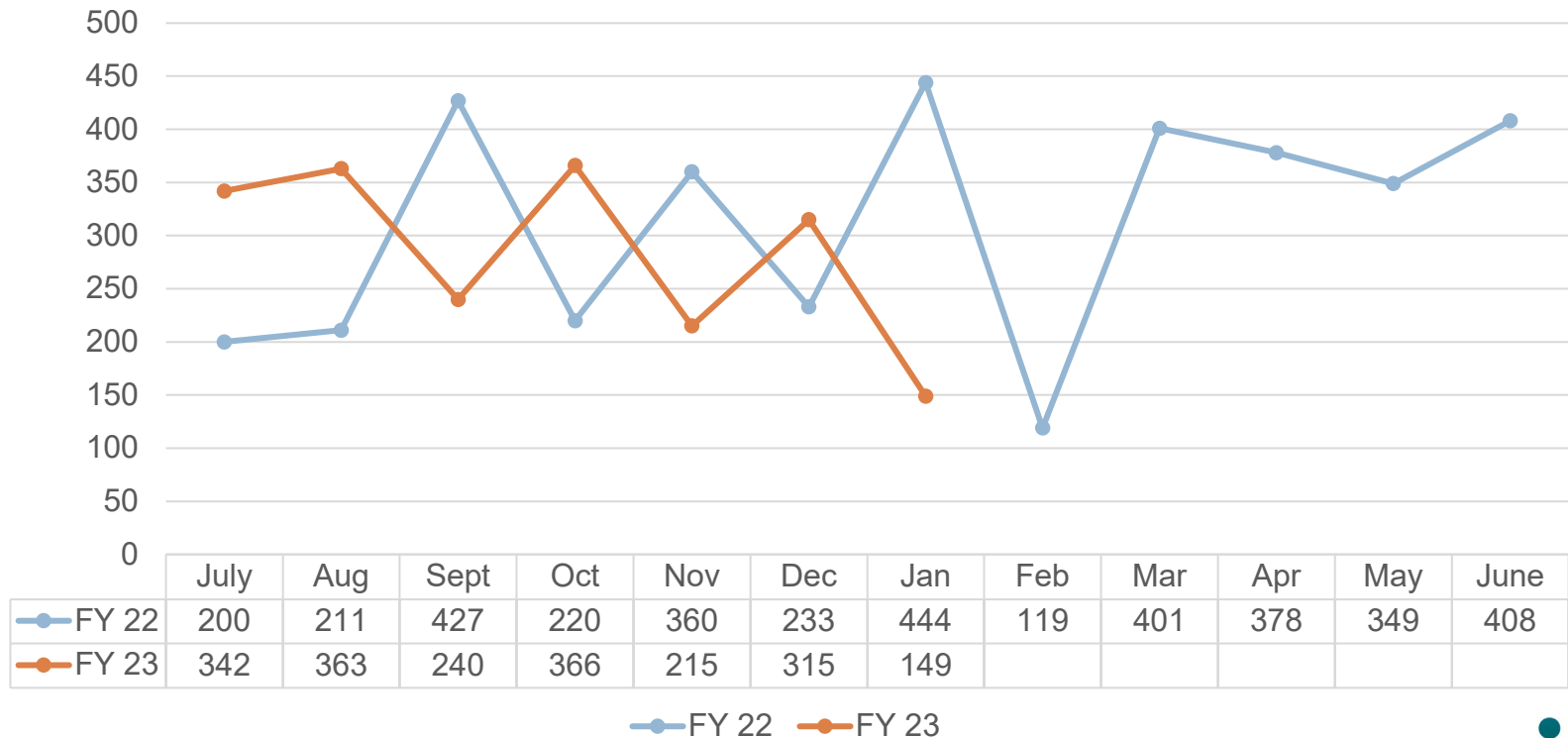
FY22-FY23 Monthly Encounters (all encounter types)



**This data represents the number of encounters completed within the month. DHHS funding.

Care For Kids FY22-FY23 Number of Children that Received Services

FY22-FY23 Number of Children that Received Services

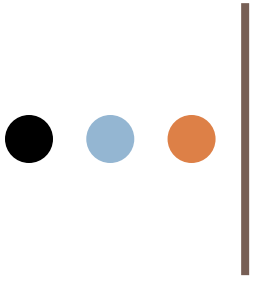


This data represents the number of duplicated children with encounters completed within the month. One child can have several visit types (primary care, specialty care, specialty dental, or behavioral) during the month. DHHS funding.



FY23 Care For Kids – Data Summary

- Care For Kids served a total of 1,990 patients through January 2023 with a total of 2,428 patient visits at the participating clinics.
 - A 5% decrease in patients and 6% increase in encounters compared to this same time in FY22.



Maternity Partnership Program

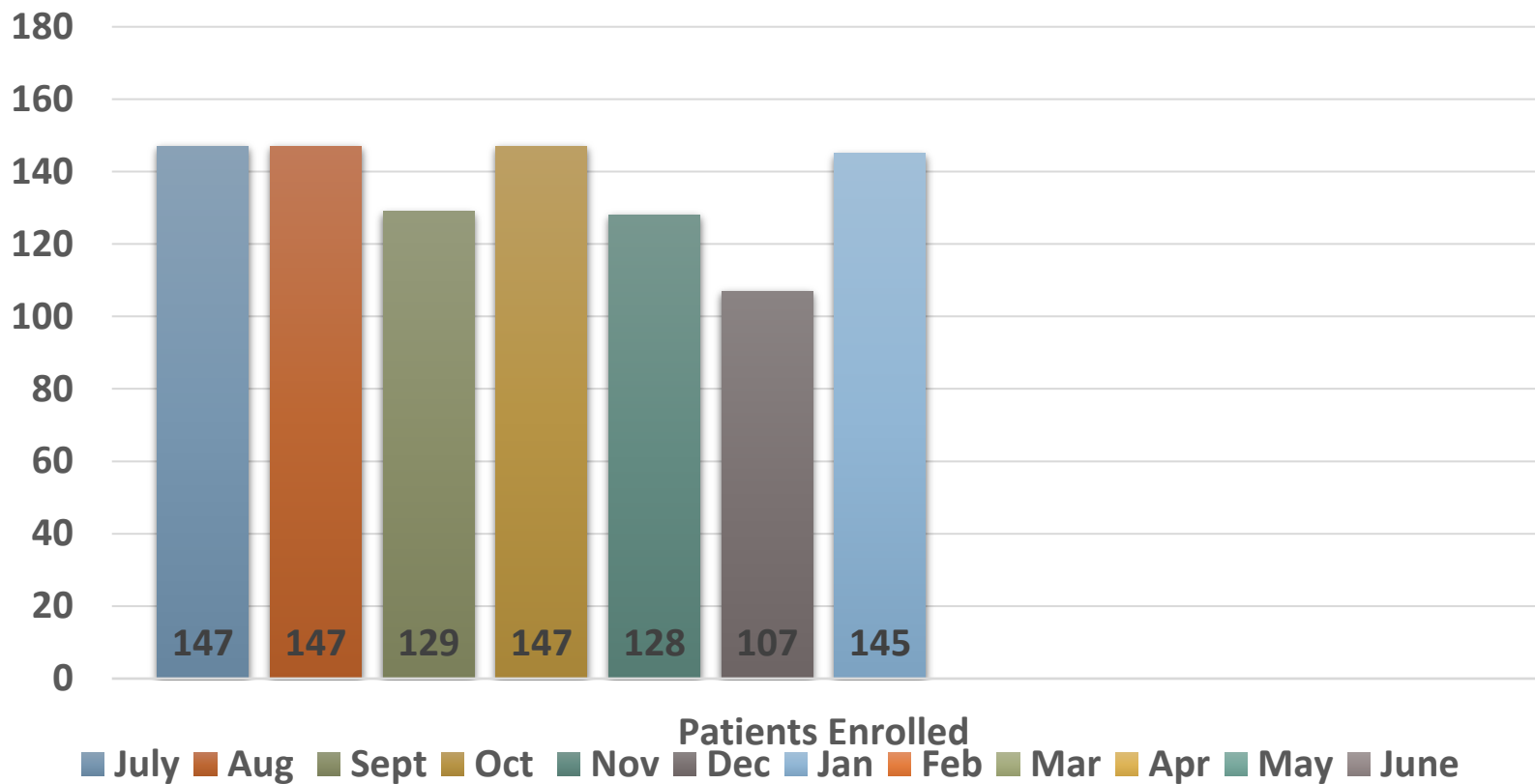




Maternity Partnership – Program Updates

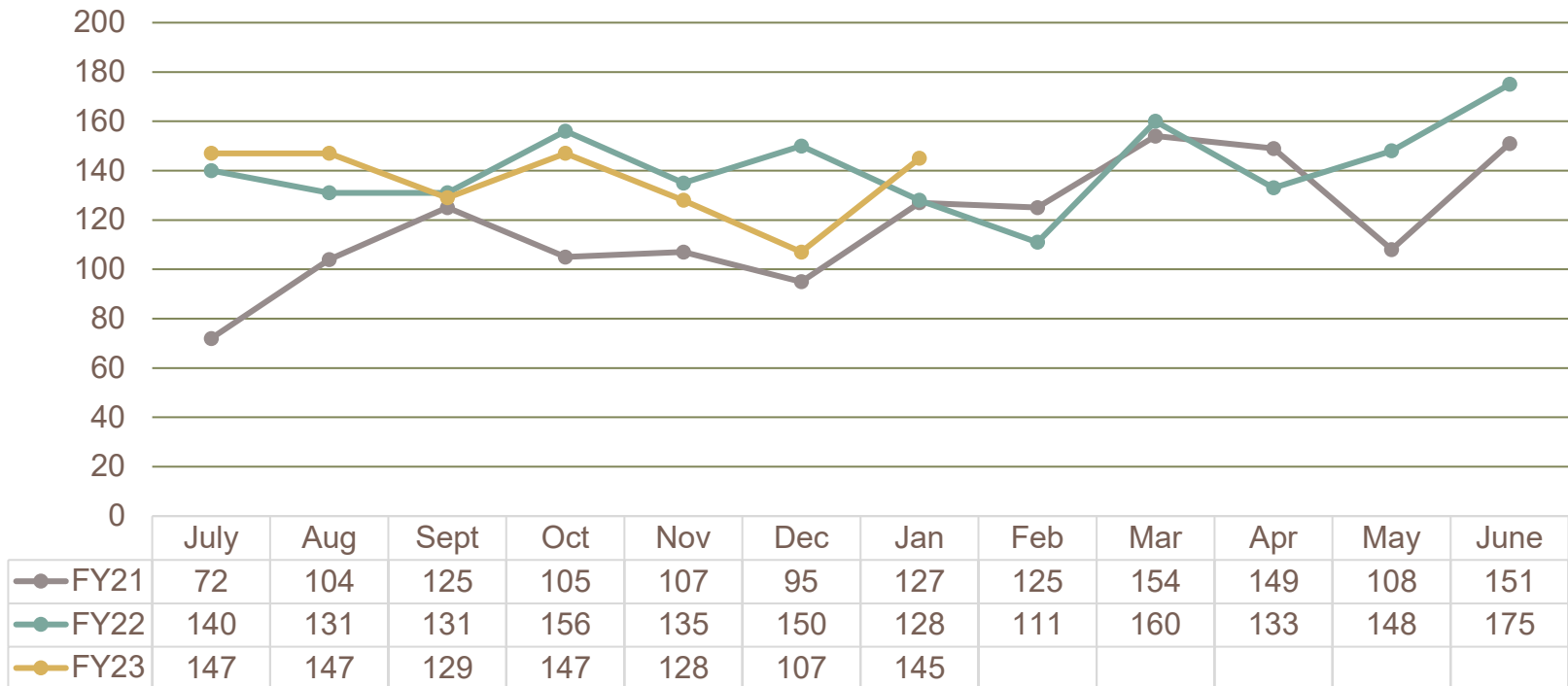
- In the post-COVID era, due to funding and staffing shortages, all three clinics have set capacity limits on the number of patients they are able to accept. All three clinics have set a monthly capacity at 136 new Maternity Partnership patients. This may cause wait lists and delay in care for new referrals that exceed 136 patients.
- All three Maternity Partnership Providers (Holy Cross, Shady Grove Adventist, Mary's Center) are preparing to serve the Maternity Partnership patients as a Medicaid Provider once the Healthy Babies Equity Act becomes active.

FY23 Maternity Partnership Monthly Data



Maternity Partnership Program FY21-FY23 Program Enrollment

MPP FY21-FY23 Program Enrollment

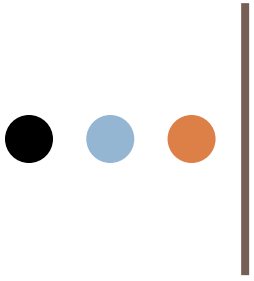


— FY21 — FY22 — FY23



FY23 Maternity Partnership Program – Data Summary

- Maternity Partnership Program served a total of 949 patients through January 2023.
 - A 2% decrease in patients compared to this same time in FY22.



County Dental



County Dental Services – Program Updates

- Dr. Tricia Boyce will be providing the program updates during this evening's meeting.

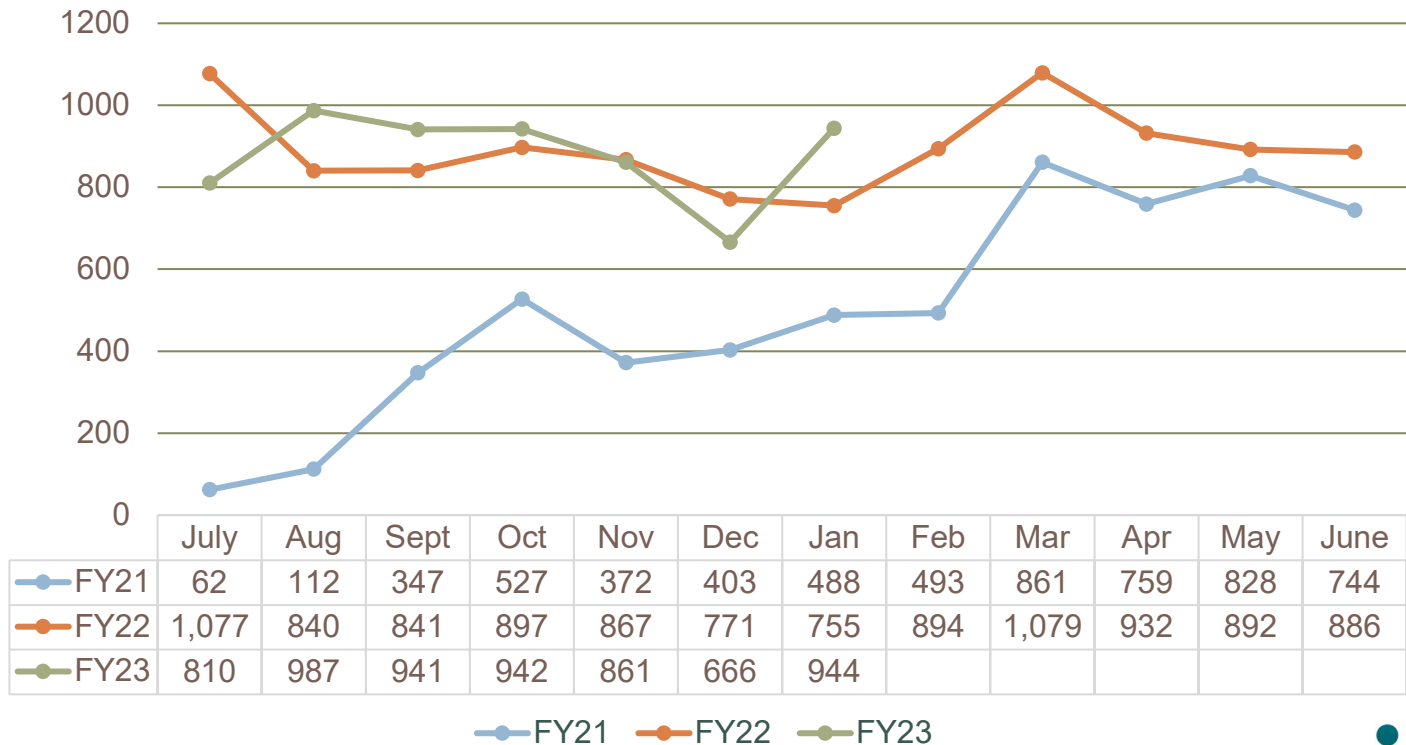


FY23 County Dental Monthly Data – Encounters & Patients Served

POPULATION		JUL	AUG	SEP	OCT	NOV	DEC	JAN	TOTAL
Maternity	# patients	98	48	51	37	52	42	47	375
	# patient visits	121	117	100	83	109	87	133	750
Children	# patients	282	310	277	222	208	122	175	1596
	# patient visits	304	422	403	378	414	281	431	2633
Adult	# patients	234	197	162	120	94	81	96	984
	# patient visits	272	307	300	251	239	206	296	1871
Senior	# patients	102	90	73	57	51	44	27	444
	# patient visits	113	141	138	115	99	92	84	782
Monthly Total	# patients	716	645	563	436	405	289	345	3399
	# patient visits	810	987	941	827	861	666	944	6036

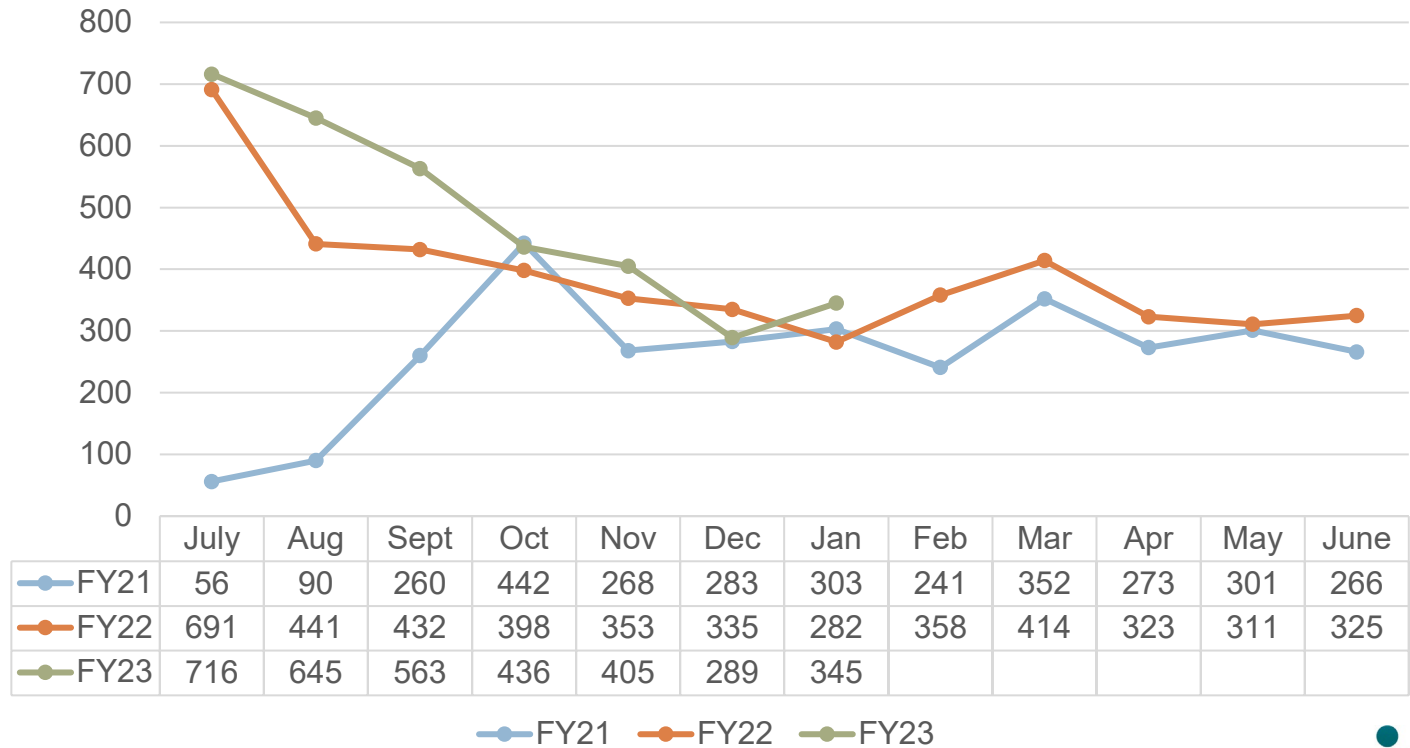
County Dental FY21-FY23 Patient Visits

County Dental FY21-FY23 Patient Visits



County Dental FY21-FY23 Patients Served

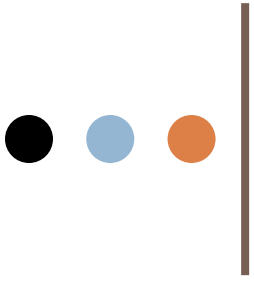
County Dental FY21-FY23 Patients Served





FY23 County Dental – Data Summary

- County Dental served a total of 3,399 patients through January 2023 with a total of 6,036 patient visits.
 - A 16% increase in patients and 12 fewer encounters compared to this same time in FY22.



Healthcare for the Homeless

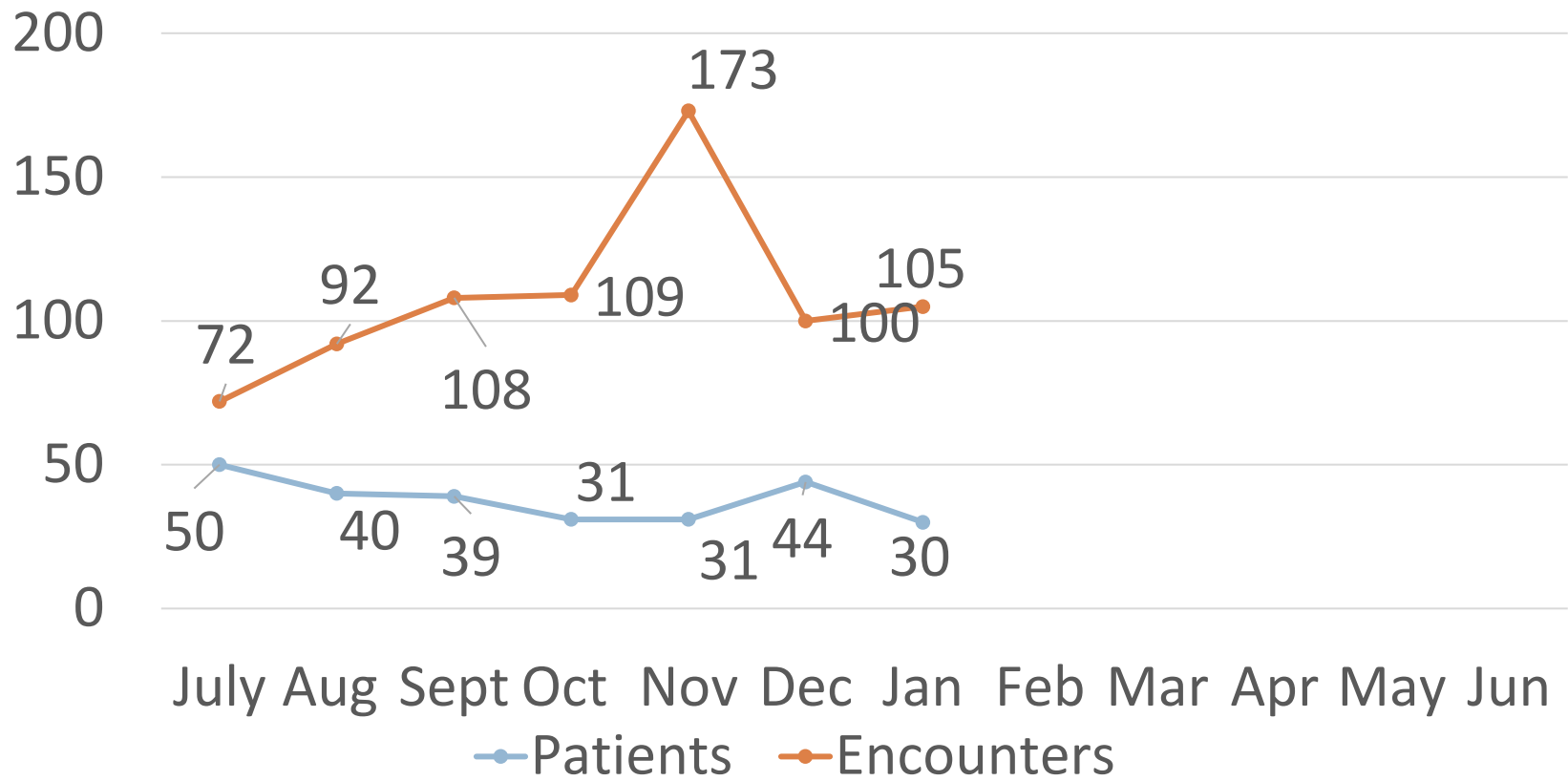




Healthcare for the Homeless – Program Updates

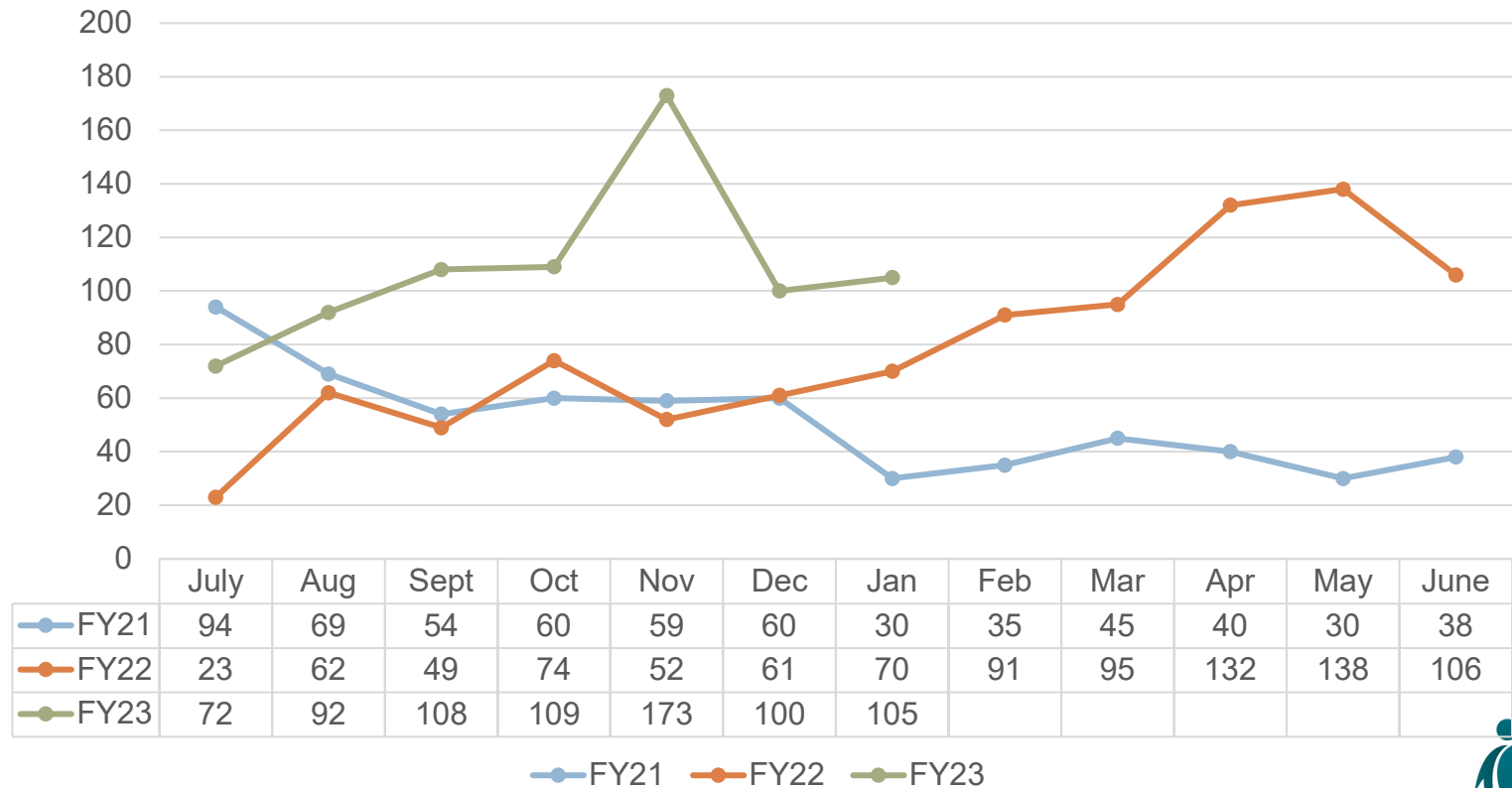
- Increased number of homelessness
 - At capacity for male and female beds for several months
- Homeless Resource Day is being rescheduled for the Fall of 2023, at Bohrer Park.
- Continue to have an increase in overdoses in the shelters, and an increased need for supportive resources to aid shelter staff and clients.
- Medical Respite Program continues to grow and become a well-known resource in our community.
- Amanda Harris has stepped down as the Chief for this service area. The Deputy Chief Ilana Branda, is acting Chief.

FY23 Healthcare for the Homeless – Monthly Data



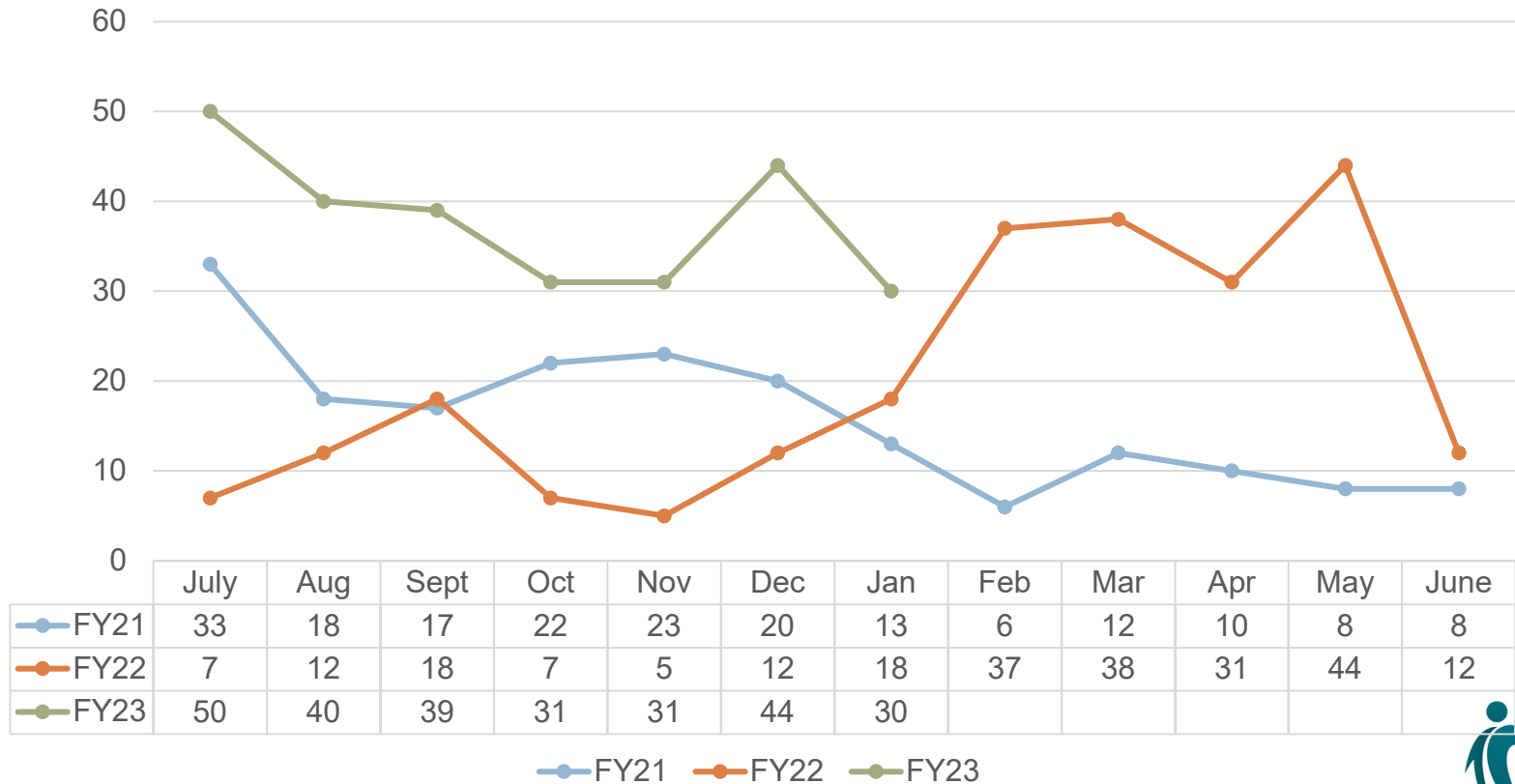
Healthcare for the Homeless (HCH) FY21-FY23 Patient Visits

HCH FY21-FY23 Patient Visits



Healthcare for the Homeless (HCH) FY21-FY23 Patient Served

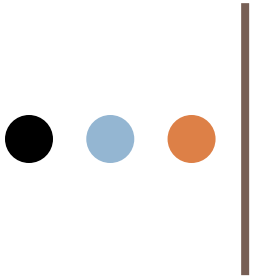
HCH FY21-FY23 Patients Served





FY23 Healthcare for the Homeless – Data Summary

- Healthcare for the Homeless served a total of 265 patients with a total of 759 patient visits through January 2023.
 - A 235% increase in patients and 94% increase in encounters compared to January in FY22.



Questions

Council HHS Committee Mtg - Briefing on Health Care for the Uninsured - Mar 2nd

DHHS Questions

Questions on Health Care for the Uninsured (HU)

Please provide a brief overview of the HU programs including data on patients, visits, and other metrics

The **Montgomery Cares** program is a group of community-based health care providers that provide medical care to uninsured adults in Montgomery County. The program offers medical check-ups by a doctor/nurse, sick visits by a doctor/nurse, medications, lab tests, x-rays, access to a specialist, access to oral health care and access to other health programs. There are ten different health care agencies who provide services in over twenty-five locations throughout Montgomery County.

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. The program is funded through Montgomery County and administered by the Primary Care Coalition. Pediatric services are delivered by contracted providers and DHHS school-based health and wellness centers.

The goal of the **Dental Services** program is to prevent oral disease and trauma, to promote healthy dental behaviors, and to improve access to related treatment resources in the community. Services are provided to low income and uninsured/underinsured Montgomery County residents. Dental services are provided at five locations throughout the County.

Maternity Partnership Program provides access to low-cost prenatal services through local hospitals and an FQHC in Montgomery County. This program provides prenatal care, including routine laboratory tests, prenatal classes, and a dental screening by a dental hygienist, if referred.

Healthcare for the Homeless program provides medical and dental services to individuals experiencing homelessness in emergency shelters, street outreach, and transitional housing. Medical services are also provided to individuals and families served in permanent supportive housing programs. Healthcare for the Homeless is committed to reducing the health disparities for people experiencing homelessness by providing low barrier access to services and reducing re-admissions to hospitals.

FY22 Data for HU programs:

	Year to Date FY 22
Montgomery Cares	
Patients	21,940
Encounters (in-person)	45,394

Encounters (telehealth)	6,867
Total Encounters	52,261
Care for Kids	
Newly Enrolled	2,369
Enrolled Participants	7,903
Maternity Partnership	
Patients Enrolled	1,713
Dental Services	
Patients	4,663
Encounters	10,731
Homeless Health	
New Patients	241
Encounters	953

- ◆ Who and How is/will eligibility be processed for the HU programs in FY24?
No FY24 eligibility decisions have been made at this time.
- ◆ Can residents apply online for the HU programs?
Customers can access the County Safety-net application online for Healthcare for uninsured programs and submit application via OESS.moco@montgomerycountymd.gov. The online application portal for the County Health programs has a planned go live date of July - August 2023.
- ◆ How does DHHS or PCC provide the opportunity to receive feedback from patients of the County programs?
 - Patients can email: HHSmail@montgomerycountymd.gov
 - Montgomery Cares
 - Each health center conducts a patient satisfaction survey and reports results on key questions to PCC.
 - Results are reported annually to DHHS at the organization level.

- Survey instruments are not uniform so cannot be aggregated; however overall results indicate high rates of satisfaction.
 - PCC and DHHS have discussed introducing a centralized patient survey in the future, dependent on funding availability.
 - A network evaluation will commence in FY23 to better assess accessibility of services and inform program strategy to best meet community needs.
- Care for Kids
 - PCC Care for Kids staff contact participant families by phone upon re-enrollment to assess:
 - client experience with provider
 - client experience with CFK customer service
- ◆ County Dental and Care for Kids had a Community Review in 2017. Does DHHS still have the Community Review program? Are there any plans to review those programs again and/or the other HU programs?
 The Community Review program is still in the DHHS' Planning, Accountability and Customer Service (PACS) portfolio of services - but it is on hold at this time because of staffing shortage. DHHS will plan to conduct a Community Review of the HU programs in the future.

Montgomery Cares

- Is the block payment structure still in place? What is the plan for primary care reimbursement for FY24? Will there be a transition time for the clinics?
 Yes, the block payment structure is still in place.
 No FY24 primary care reimbursement decisions have been made at this time.
 The clinics will be provided with a minimal 3-month advance notice for primary care reimbursement transitions.
- Who will conduct eligibility for Montgomery Cares in FY24?
 No FY24 eligibility decisions have been made at this time.

Maternity Partnership

- How many women is MPP projecting to serve once ~~Babies Born Healthy~~ Healthy Babies Equity Act coverage begins?
 Annually, we estimated that 25% of all the women in the Maternity Partnership Program, or approximately 400 women a year would be over income for Medicaid under the new law and would still need MPP services.
- How will the MPP savings be utilized in FY24?
 No FY24 budget decisions have been made at this time.
- Please provide an update on the breast-feeding support program including any relevant data
 Unfortunately, DHHS has not had success hiring a Lactation Consultant as a contractor/broker. DHHS has been trying to recruit but no one has been qualified and/or interested. However, the program has been able to purchase "Breastfeeding supplies" for the Maternity Partnership Program participants including, breast pumps, nursing bras, nursing pillows, and portable cribs.

County Dental Services

- Has the school sealant program started in the schools?
 The sealant program has not started because MCPS has reported that their legal team is working on the MOU with DHHS.

- How many County dental locations are open in the county and what is the current wait time for patients?
Five of the six dental clinic locations are open in the county. Colesville clinic is closed for renovations.
The average wait time for a general appointment for patients is 4-5 weeks.
There is no wait time for emergencies, emergencies can be seen as early as the same day.
Wait time for the Pediatric Dentist is 3-4 weeks.
Wait time for Oral Surgery appointments are 12 weeks.
- Please provide an update on the FY23 new budget items – Specialty Care and the Dental Collaborative
The MOA for specialty care is being routed through DHHS.
- It is Council understanding that the program recently began accepting Medicaid patients. How does County Dental plan to manage the capacity of Medicaid and uninsured patients?
As of January 1, 2023, DHHS began participating in the new Medicaid dental benefit expansion. The dental program is enrolled at the lowest level of participation (accepting new adult emergencies only). We have seen a small number of Medicaid patients so far but are finding that approximately 50% of these patients are patients who were participating in the county DHHS dental program prior to January 1, 2023. Beginning in July 2023, Medicaid dental benefits will expand to undocumented pregnant women. The county program anticipates 70% of the county's current Maternity Partnership Program will be eligible for dental benefits through Medicaid. Our goal for this first year is to continue at the lowest level of participation with Medicaid to assess how many of our current patients will qualify for the benefit and assess potential infrastructure needs for program expansion to accommodate more county Medicaid residents.

Care for Kids

- Has DHHS or PCC met with the CFK providers (including SBHC's) post COVID-19 to discuss any concern or programmatic changes?
The PCC CFK team meets individually with clinics and providers to address any operating concerns or changes.
- Please provide an update on behavioral health services for CFK enrollees
 - A sub-set of CFK contracted providers offer integrated behavioral health services if they have capacity for this service line.
 - Mary's Center
 - Catholic Charities
 - Holy Cross Health Center (Germantown)
 - CCI Health and Wellness
 - Services are available in-person and via telehealth
 - Providers that do not offer integrated behavioral health can offer this service by referral to another participating provider
 - All primary providers can also refer children for Level 0.5 and Level 1 substance abuse treatment which is provided through our partnership with MRB Counseling Services
 - In FY22, 306 behavioral health visits were provided for 77 unduplicated children and adolescents

Questions for DHHS and PCC (from email in 2/8/23)

- ◆ For Montgomery Cares and Care for Kids, are there any concerns about the provider networks the committee should be aware of? (e.g. workforce issues, closures, facilities etc.)

Montgomery Cares

- Participating health centers are facing operating challenges related to:
 - Post-pandemic recovery
 - Workforce shortages and burnout
 - Global supply chain issues
 - Inflation
- Service levels are expected to return to pre-pandemic levels; however, operating challenges are slowing pace of recovery e.g. provider vacancies prevent clinics from seeing the number of patients they would like
- Site closures in FY23 include:
 - Consolidation of Upcounty Holy Cross Health Centers to a single site (October 2022)
 - Closure of Catholic Charities Medical Clinic (May 2023)
 - Coordination efforts are ongoing to ensure smooth transition of patients to another provider within the network

Care for Kids

- Care for Kids providers are facing considerable operating challenges.
 - Many primary care providers participate in both programs.
 - Consolidation of Upcounty Holy Cross Health Centers and closure of Catholic Charities Medical Clinic will affect network capacity
- Care for Kids is currently maximizing slots available at School-Based Health and Wellness Centers.

- ◆ Is Montgomery Cares or Care for Kids recruiting or accepting new clinic/providers?

For Montgomery Cares, DHHS continues to communicate with new primary care providers that are interested in joining the network. DHHS is actively exploring adding new primary care providers to the network. Recruitment for new Montgomery Cares specialty care providers is ongoing year-round.

CFK is accepting new clinics and is actively recruiting for optometry and specialty dental providers.

MEMORANDUM

February 28, 2023

TO: Health and Human Services Committee

FROM: Tara Clemons Johnson, Legislative Analyst
Essie McGuire, Senior Legislative Analyst

SUBJECT: Health Care for the Uninsured programs

PURPOSE: To receive a briefing on the County's safety-net programs that provide medical services for uninsured residents

Addendum

This addendum includes demographics and utilization data on the Health Care for the Uninsured programs. Data is gathered from the following sources – the [2022 Primary Care Coalition Annual Report](#), the Montgomery Cares Advisory Board and the Department of Health and Human Services.

This report contains:

Maternity Partnership Demographics
Care for Kids Demographics
Montgomery Cares Demographics

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©A5-A9

Maternity Partnership Program
(information provided by DHHS Maternal Child Health Programs)

In Montgomery County, nearly 100% of pregnant women are eligible for some type of prenatal care access services, either through the Affordable Care Act Market Place, Medicaid, or the Maternity Partnership Program. Maryland and Montgomery County are very generous with making sure pregnant women can get into care, especially when compared with other States and Counties. Rarely is a woman turned away from the Maternity Partnership Program because she is over-income, but she would still be eligible to receive prenatal care at an FQHC such as Mary's Center or CCI in Greenbelt. 7% of all births in the County are to women who received delayed or no prenatal care, regardless of eligibility into a health access program.

Demographics of the women enrolled in the Maternity Partnership Program (low income, uninsured women), they are as follows:

Materntity Partnership Patients, Self Identified Race January - October 2022		
Race	Count	Percentage
Mixed Race/Black/African American and White	10	0.5%
Asian	11	0.5%
Other	21	1.0%
American Indian/Alaskan Native	35	1.6%
Black/African American	82	3.8%
Declined to answer	656	30.1%
White	1362	62.6%
	2177	100.0%
Maternity Partnership Patients, Ethnicity January - October 2022		
Ethnicity	Count	Percentage
Hispanic/Latino	2020	92.8%
Declined to Answer	33	1.5%
Not Hispanic/Latino	124	5.7%
total	2177	100.0%

Who

Care for Kids: GROWTH

The number of children enrolling in Care for Kids (CFK) for the first time (vs. renewing membership) increased by 235% in FY22 compared to FY21.

The driver for that growth? Children fleeing violence and disasters in other countries. An estimated **84%** of new enrollees arrived in our community driven not by choice but by desperate circumstances. Most were very recent arrivals in our county when they found the CFK program, with **53%** reporting they had been in our community for 6 months or less when they enrolled in CFK.

Who are the families behind the dramatic enrollment increase? We hear stories about fleeing gang violence, including families facing targeted extortion and death threats that make staying in their home countries impossible. Starting a new life is never simple, and these families are no exception. Lack of money doesn't just affect access to daily necessities but also the process of starting over. Some families find themselves unable to get identity documents from their country consulates because the processing fees are unaffordable. Housing isn't just a matter of money but of establishing credit history for rental contracts. In short, challenges are far from over once families arrive here.

82
countries of origin.

80%
from Central America's
Northern Triangle
region (Guatemala,
Honduras, El Salvador).

86%
are between 6
and 19 years old.

of **31**
primary languages,
92%
speak Spanish.



Care for Kids

In FY22, the **Care for Kids Program (CFK)** provided access to care for **7,903** children, including **5,589** primary care visits and **316** behavioral health visits.

1,912 children received case management assistance to access specialty services or interventions related to their primary care.

1,745 children received short-term care coordination, and **167** received long-term case management.

490 children received eye exams, and **422** received glasses.

261 children received **585** prescriptions.

104 children received specialty dental care.

Satisfaction with CFK remains very high:

100% of families surveyed would recommend the program to friends and family.



Who

Montgomery Cares: DEMOGRAPHICS

Most of the patients (78%) who received care through the Montgomery Cares program in FY22 were Hispanic or Latino adults of working age (77% were aged 30-64) from households that earned very low incomes.

Living at or below the poverty level is always hard, but it can be especially challenging in an expensive community like Montgomery County. The Maryland 2023 Self-Sufficiency Standard Calculator* helps put Montgomery Cares incomes into perspective:

The total estimated cost for essential expenses to support a family of two adults and two school-aged children is **\$111,536**, while the Federal Poverty Level for a family of four is **\$30,000**.

The maximum amount of household income to qualify for MCares from a family of four: **\$70,000** (250% of the Federal Poverty Level).

70% of FY22 participants reported incomes at or below the Federal Poverty Level.

Montgomery Cares

21,940 patients received primary care through the **Montgomery Cares** program in FY22.

The **Montgomery Cares Behavioral Health Program** served **1,368** patients, a **13%** increase over FY21.

MedBank secured medications worth **\$6.47 million** for **1,259** patients, a **10.5%** increase in the value of medications received and a **5%** increase in active patients over FY21.

Project Access provided **627** unique patients with **2,596** specialty care appointments. The program also leveraged **\$868,390** in donated services and secured **\$160,000** in approved Maryland Cancer Fund grants to provide additional treatment access.



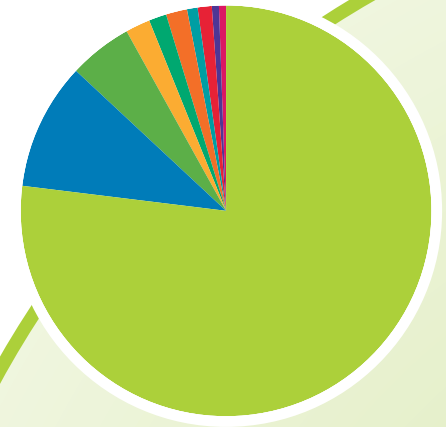
Who

Other Populations

The Montgomery Cares and Care for Kids patient populations reflect the groups currently experiencing the greatest challenges to accessing and affording health care. **“But low household incomes and a lack of health insurance are not the only things that make people vulnerable,”** says Hillery Tumba, PCC’s Director of Organizational Strategy.

“Having a physical or developmental disability, aging-related changes, or language gaps matter too. Most important is the stigma that can go along with these challenges. That stigma is baked into our conventional systems, and it drives inequity.”

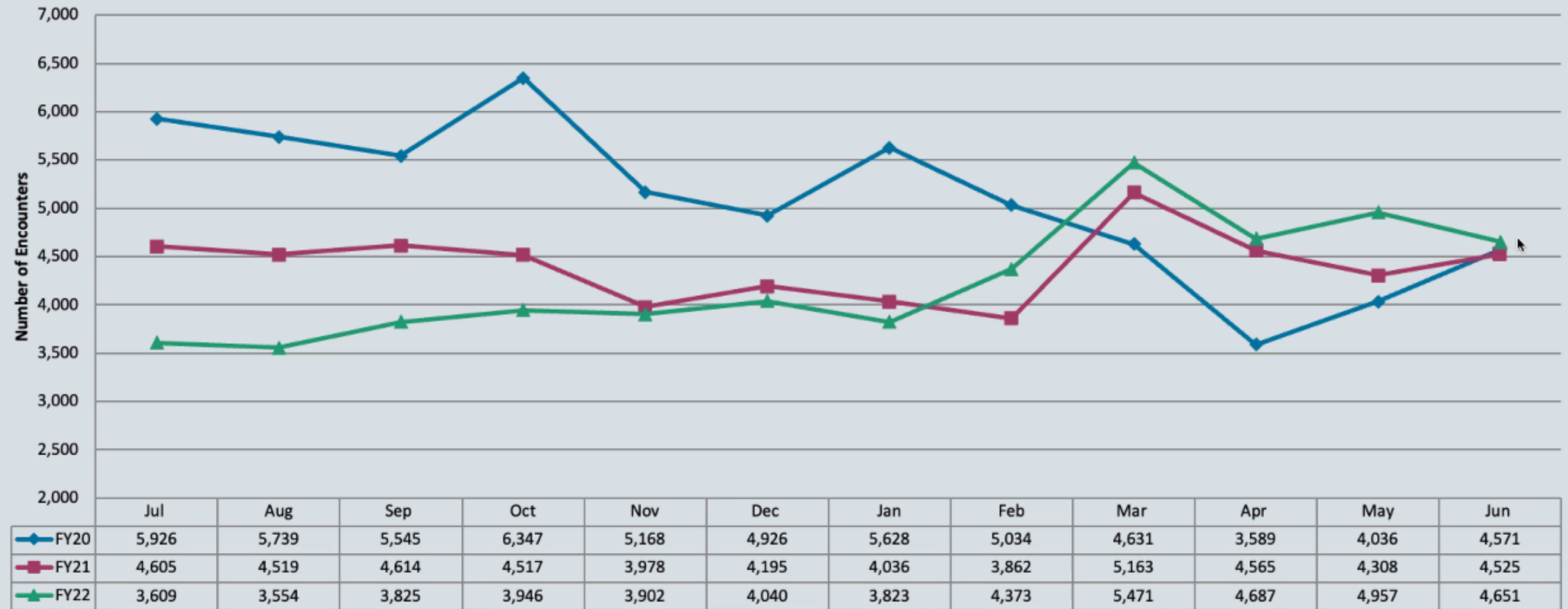
During the pandemic, PCC worked with the Montgomery County government to implement programs serving the COVID-19-related needs of specific groups. In FY22 that work included serving Asian American residents by supporting Asian American community-based organizations, from Chinese and Korean communities to residents with origins in the Indian subcontinent or the Philippines. Some of those programs met needs shared across communities with information tailored to specific ones, like domestic violence concerns or COVID vaccine information. Others addressed emerging issues like anti-Asian violence.



**LANGUAGES SPOKEN BY
FY22 MCARES PATIENTS:**

- 77.0% Spanish / Castilian
- 10.3% English
- 5.2% Declined / Unknown
- 1.8% Portuguese
- 1.3% Other
- 1.2% French
- 0.8% Chinese (Mandarin or Cantonese)
- 0.8% Amharic
- 0.1% Creoles and Pidgins
- 0.1% Urdu

Montgomery Cares Encounters: FY2020-FY2022 Excluding Reconciliation



primary care coalition

Montgomery Cares Utilization FY20 – FY22

