



ARAPAHOE COUNTY



Story Time!

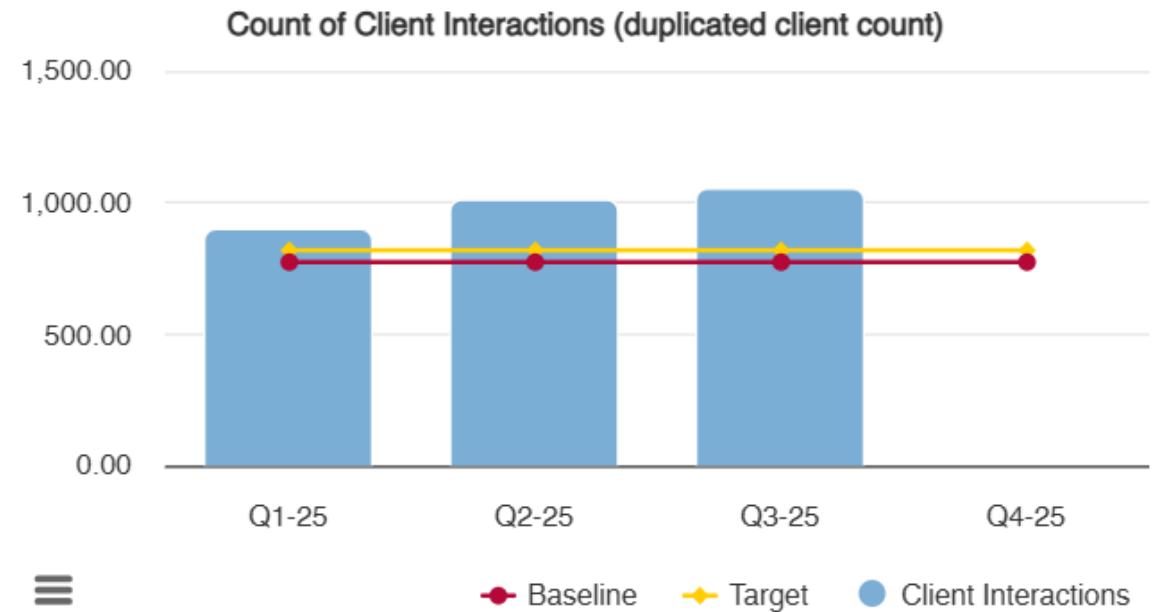
- >60% of our patients have Limited English Proficiency and were born in another country
- Family Planning Limited Benefit, Cover all Coloradoans and Emergency Medicaid cover almost all services offered in our clinics, regardless of residency
- Almost all patients qualify, but barriers still exist and uptake is low.

A 17 year old patient who arrived in Aurora from Venezuela earlier this year comes to our clinic for a pregnancy test. She learns that she is pregnant and is eligible for Cover all Coloradoans. She delivers her baby when she is 18 and receives Emergency Medicaid with Family Planning Limited Benefits. She comes back to our clinic and chooses to get an IUD so she can delay another pregnancy until she is ready. At the same visit, she also has a cervical cancer screening and gets STI and HIV testing. We provide this care for free and are able to bill Medicaid and be reimbursed for these services instead of using grant or county funds!

Metric Overview

Optimize: Client Interactions in Sexual Health (duplicated)

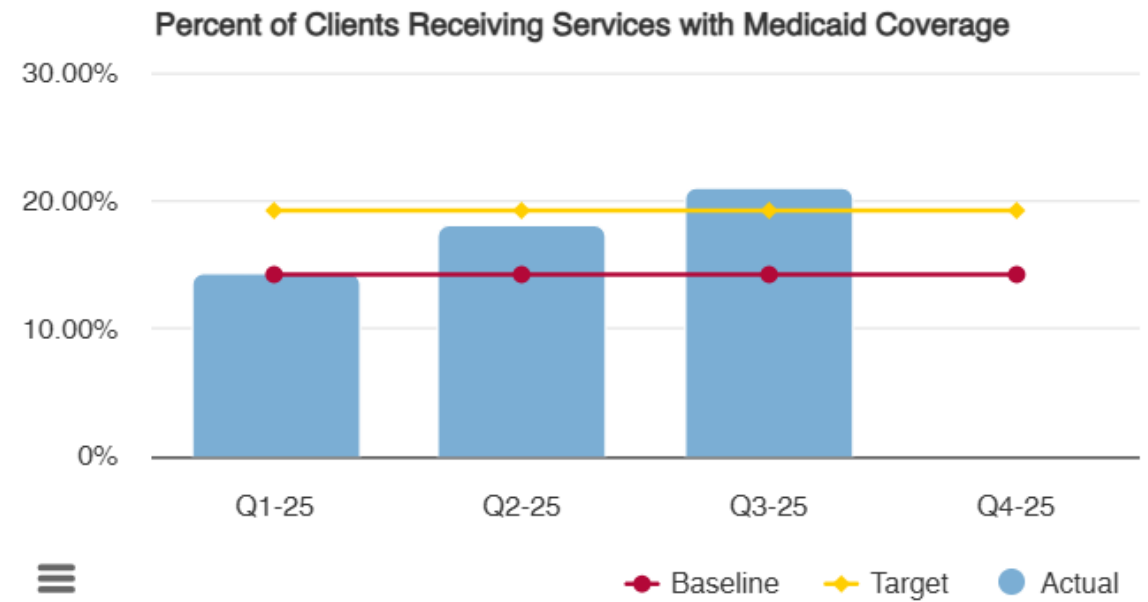
- This metric demonstrates:
 - Quantity of services offered in clinic and the community
 - How well our staff are utilized in their various roles
- We are exceeding our goal!
 - Better visibility and word of mouth
 - More and more services being offered!



Metric Overview

Optimize: Percent of clients who had Medicaid coverage on date of service

- This metric demonstrates:
 - The status of healthcare access in the community we serve
 - How effectively we are billing
 - Opportunities to increase revenue and improve financial sustainability
- We are exceeding our goal!





Learning Opportunities

Challenges

- *There is increasing uncertainty about the future of Medicaid, and mistrust of government programs.*

Actions Taken

- *Continuing to educate patients and provide support*
- *Improving Medicaid verification process to maximize billing*
- *Started back billing project to bill patients who were not eligible on date of service*

Data Insight

- *Increased numbers reflect improved billing practices, not more community access*
 - *21% surpasses our goal, but still means that 79% of people who are eligible for Medicaid are not accessing this benefit*
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Path Forward

- **Wins**
 - *Our patient volume is increasing and we are serving more and more people in the community with more and more services!*
- **Opportunities**
 - *Continue to advocate for expanded Medicaid access*
 - *Continue to examine and improve billing processes*
 - *Continue to educate, support and provide resources to our patients*



No matter what your
reproductive goals are,
we're here to help