



TAKE CARE UTAH—Proposed Hub for Community-Based Health Care Navigators

[Take Care Utah](#), a joint venture of the [Utah Health Policy Project](#) (UHPP), the [United Way of Salt Lake](#), and [2-1-1](#), partners with a variety of organizations to help Utah families get and keep affordable health care coverage—and make prudent use of their benefits.

Nearly 400,000 Utahns do not have health insurance of any kind. In the counties in which Take Care Utah is currently operating we find unacceptably high uninsured rates: 16.3% in Salt Lake, 15.6% in Summit, and 9.5% in Davis. What we find as we dig deeper into the issue is that many low-income and ethnically diverse children are *already* eligible for medical assistance but not enrolled—that's where Take Care Utah comes in. To maximize the coverage opportunities coming with full implementation of health reform, we must help currently eligible but not enrolled children find their way into affordable coverage. Then, when new options become available for the rest of the family in 2014, we will have built the capacity for community-based navigation assistance.

Thanks to a generous award from the Robert Wood Johnson Foundation, UHPP found through extensive research that a "No Wrong Door" approach to consumer assistance is the best way to help high-risk families participate in health insurance. Since then The "No Wrong Door" approach is building on the navigation assistance already available in Utah, helping these organizations work together to better serve people in need. Today Take Care Utah (TCU) is an evolving public-private sector partnership of approximately 60 Utah organizations and cooperating state agencies dedicated to helping consumers navigate insurance options and make good use of their benefits. We expect that number will grow as more organizations see the benefits of a coordinated approach to consumer assistance and navigation. TCU is making its formal debut as the "health coverage strategy partner" within the [United Way's "Collective Impact" initiative](#), a fresh, interdisciplinary approach to ending poverty, one neighborhood at a time. *"Collective Impact requires that everyone work together--foundations, businesses, cities, state government, schools, churches, nonprofit organizations to tackle our most pressing challenges and take advantage of our biggest opportunities."* TCU's role as a "strategy partner" is to help community groups, starting with the [Promise Partnerships](#) (neighborhoods using collective impact strategies to build stronger communities), build *their* capacity to help families apply for insurance and navigate their benefits.

Take Care Utah has developed an evidence-based, data-driven approach to finding uninsured kids and helping them enroll in quality, affordable health care coverage. It's time to grow the network of partnerships dedicated to helping all Utahns get the care and coverage they need to lead active and healthy lives.



Strong results prepare Take Care Utah to serve as hub for community-based navigators...

- Back in 2008 the Utah Health Policy Project received an award from the Robert Wood Johnson Foundation and dedicated the prize money to the development of [a robust model for consumer health assistance](#). This gave rise to Take Care Utah.
- That year UHPP conducted a survey that found overwhelming support for TCU's proposed network or 'No Wrong Door' approach to community-based navigation and consumer assistance (see findings: http://www.healthpolicyproject.org/Publications_files/Disparities/2010/PreliminarySurveyResults8-12-10.pdf).
- Then in 2010, the United Way invited UHPP to serve as the coverage strategy partner in its "[Collective Impact](#)" [partnerships](#) then forming in neighborhoods experiencing persistent poverty.
- In the first year (2011-12) as strategy partner TCU developed an [Enrollment Assistance Tool Kit](#) that organizations and schools are using to maximize enrollment.
- The Tool Kit and other tools are available on the [TCU website](#). The website, accessible in English and Spanish, also contains lessons learned from our experience in enrollment as well as research-based conclusions.
- About mid-way through 2011, TCU began offering a *deluxe* menu of enrollment strategies to schools, neighborhoods, and refugee placement centers. The starting point for this campaign is a commitment on the part of personnel to enroll all children if eligible. Most of the schools in which we are working are committed to the deluxe strategies. They are prepared to say, in as many formats as possible: (this school) is a *Kids Coverage Zone*.
- Take Care Utah has partnered with the [Association for Utah Community Health \(AUCH\)](#) to adapt its enrollment assistance ACCESS database for use by community-based organizations around the state that wish to enroll children and families in public *and private* insurance. Thanks to American Express, this database will have a web portal allowing all of the organizations to aggregate and analyze data while protecting client information. Take Care Utah will support CBOs in their use of the database and AUCH will support community-based clinics.
- In 2011 Take Care Utah spearheaded the effort to create third-party access to MyCase, the consumer's interface with E-REP (state's electronic eligibility system for Medicaid and other assistance programs). This will give us the ability to measure the effectiveness of different community-based enrollment strategies (see details here: <http://blog.healthpolicyproject.org/?p=897>).
- In March of 2012 hackers broke into Utah Department of Technology Services server that stores Medicaid claims data. All told, about 800,000 people had their personal information stolen. Take Care Utah took swift and decisive action to make sure this incident would not discourage families from enrolling in coverage. We organized a forum with high-level health department officials and the Attorney General's office to help victims recover from the breach. We worked with financial literacy partners like AAA Fair Credit to develop recommendations. Many were adopted, including the creation of a new breach czar and an advisory committee (see details: <http://blog.healthpolicyproject.org/?p=1097>).
- Getting coverage is only the first step. Just as important is making a meaningful choice of a health plan. Take Care Utah is partnering with [Utah HealthScape](#) (housed at HealthInsight) to help families select an appropriate plan.

These are a few of the strategies developed and tested for use by our partners. Most are designed to help community-based organizations make enrollment assistance part of their everyday work. As such, they form the basis of our proposal to serve, with 2-1-1/United Way of Salt Lake and AUCH, as the hub for community-based navigators in Utah.

See related issue brief: *Community-Based Health Care Navigators: Recommendations for Utah*

