

MAP

Quarterly Newsletter

for free clinic partners

January 2020 / Quarter 1

MAP DOESN'T ALWAYS RECOMMEND SENDING PATIENTS TO THE ED BUT WHEN WE DO...

We encourage you to consider using the Emergency Departments at our Broken Arrow, Sapulpa, or Owasso community hospitals. If it is convenient for your patient to get there, the wait time is often much shorter than at St. John Medical Center and most of the necessary services are available. Please Remember ALWAYS to email or text Macy as soon as you know a MAP patient has gone to the ED!

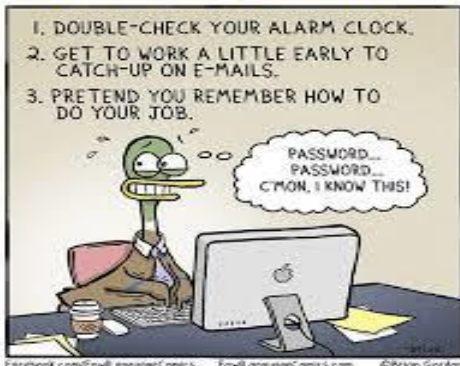


MAP ELIGIBILITY FORM REMINDERS

To be the best stewards of our resources MAP implemented an Eligibility Verification form in September 2019. ***It is imperative that you assist your patients in completing this form accurately.*** We are noticing tremendous variation in how these forms are filled out. Please review these reminders and make sure your staff is trained appropriately. We are happy to visit you for in-person training if needed. If we cannot begin to generate reliable information through patient self-attestation we may have to resort to requiring you to check income documentation of patients before seeking MAP approval.

- In the top section please be sure to write your clinic name in as “Primary Care Clinic.”
- In the Participant Income Verification section please be sure to convert all wages and income to ANNUAL amounts.
- When considering household size and income, ask the patient how many people are on his/her tax return. A patient who files an individual tax return but is temporarily living with a family member is a household of 1. Any dependents of the patient must be counted in the household and any income earned by those dependents must be included in total income.
- We understand some patients may truly have \$0 income. When this is their response please probe a bit – is it \$0 for the whole year? Are they receiving any financial assistance from somewhere that wouldn't necessarily be considered “wages?” We are seeing a lot of \$0 income so we just want to make sure the data is accurate.
- Please be sure both the client and clinic staff sign at the bottom.

TIPS FOR RETURNING TO WORK AFTER VACATION



ONCOLOGY CARE REMINDERS

For those of you in the oncology pilot program, please make note of the following items:

- OCSRI, our cancer treatment partner, will be asking patients to apply for Medicaid and/or disability. Patients who are denied will be allowed to apply for Prescription Assistance Programs for drugs that MAP cannot cover. Patients who are approved will have a better source of coverage than MAP can provide. As you work through the MAP Patient Agreement with the patient **please be sure they truly understand MAP cannot cover all expenses and that it is to their benefit to comply with OCSRI's request to apply for other assistance.**

- Based on what we've learned from our first several oncology patients, we need to move the in-person eligibility screening with Tulsa Healthcare Coverage Project earlier in the process. As soon as your primary care physician suspects possible cancer, please work with THCP to get an eligibility meeting set up with the patient.

- The only time you should communicate directly with OCSRI is when you fax in the original order to their intake number. After that, please work through Macy for any issues related to MAP oncology patients. This will help MAP and OCSRI manage our patients efficiently.

Contact Us

MAP Contacts

General Inquiries and Feedback:

Monica Barczak

Monica.barczak@ascension.org

(918) 403-0373

Referrals and Clinical Services:

Macy Tooke

Macy.tooke@ascension.org

(918) 606-1621 [cell]

Claims:

Rema Morrow

Rema.morrow@ascension.org

(918) 403-0372

FAX: (918) 403-0006

OTHER UPDATES AND ITEMS OF NOTE

MAP's New Software Platform May be Creating Errors

Ascension recently switched from Microsoft to G-Suite (Google) software. The transition should not have affected the MAP website, but we've been experiencing some new glitches. If you're having trouble submitting requests, please text or call Macy. We hope to get it sorted out quickly.

Insulin Resource

Eli Lilly is offering reduced-price and perhaps free insulin. Patients can call (833) 808-1234 Monday thru Friday 8:00am – 7:00pm to inquire. Lilly has Spanish-speaking representatives and can translate into other languages. The patient's pharmacy places the order. For more info see lilly.com/diabetessolutioncenter.

Final Reminders

- We continue to see requests to send patients directly to specialists. Remember, MAP requires workup before we'll cover a specialist visit.
- Please ALWAYS let Macy know if one of your MAP patients goes to the Emergency Room! We will cover valid visits, and even if the patient applies for Charity Care there are some items Charity Care does not cover that we might be able to. Don't wait until your MAP patient is sent to collections to reach out!

WE WANT YOUR FEEDBACK!

The purpose of this newsletter is to make sure all our free clinic partners (i.e. clinics who serve patients without charge) receive consistent communication about MAP policies, procedures, and operations. What information would **you** like to see? Send Monica your ideas and we'll see what we can do!