



## KEEP FAMILIES COVERED CAMPAIGN HOW YOUR AGENCY CAN HELP FAMILIES RENEW RITE CARE

### **The Challenge:**

By December 2014, over 42,000 families that were receiving Rite Care in 2013 need to renew their coverage.<sup>i</sup> They need to renew through the new eligibility system accessed through HealthSource RI (HSRI).

Around 25,000 families will have received yellow renewal notices by the beginning of September. Another 16,000 will receive notices in October and November. Families are given 2 months to complete the renewal.

Close to 6,000 children and parents lost Rite Care coverage at the end of August because they didn't take action to renew and are uninsured as of September 1. Another 9,000 children and parents are at risk of losing coverage at the end of September. These families can re-enroll and regain coverage.

### **The Opportunity:**

**Families do not need to wait to receive their renewal notice to start the process.** They can renew at any time.<sup>ii</sup> And, families that were receiving cash assistance (RI Works) and Rite Care in 2013 are not receiving renewal notices now but should renew their coverage.

There are many agencies that "touch" families that need to renew (and that need to re-enroll because they already lost coverage). Everyone can play a role in helping to ensure that families keep or regain their coverage.

### **The simplest thing to do is to have all staff ask parents:**

- **Did you have "Neighborhood or United in 2013"?** (Most people refer to Rite Care by the plan they are enrolled in.)
- **If the answer is yes: Did you renew your coverage by signing up through HealthSource RI yet?** (Some people may have received a yellow renewal notice, so you could ask if they received a yellow notice from the state and if they completed the process.)
- **If the answer is "no", staff provide the parent with the "Act Now" Flyer<sup>iii</sup> and encourages the parent to renew (or re-enroll if they've lost coverage). If the agency has a plan to connect the parent to assistance with renewing, then staff follow the agency plan.**

We recommend that multi-purpose agencies convene a team of leaders from each of the programs to develop a plan for screening all families (using the screening questions above) and the way that staff can connect the family to renewal/re-enrollment. We suggest some business process strategies to help you ensure that all families renew/re-enroll.

1. All staff – wherever they work in the agency – should be asked to help in the effort to “find and renew”.
2. All staff can ask the screening questions above to identify the clients that need to renew.
3. Suggested Action Steps:
  - If there is a navigator at the agency, staff should connect the family with the navigator by direct referral and/or appointment.
  - If there isn't a navigator at the agency, if a staff member has the time (or there can be staff designated to do this) the staff person can ask the client to call the contact center with them to do the renewal over the phone. The phone number is: 1-855-651-7879. The phone renewal takes about 20 minutes and is the easiest way to renew. However, there may be a wait to speak with a Contact Center staff person to do the renewal. The shortest wait time is in the evenings between 6 and 9. Staff can also go on-line at [www.eohhs.ri.gov/renewals](http://www.eohhs.ri.gov/renewals) and help the client renew.
  - If there isn't a navigator on site and there isn't time for a staff member to do phone renewal, staff can help the client make an appointment with a navigator in the community or an appointment at the Contact Center. All staff should have the Navigator Brochure so they can work with the client to make an appointment with the appropriate Navigator. Staff can also call 211 to find a Navigator. Call the Contact Center to make an appointment if that is where client wants to go. Staff can also advise the parent to call the Contact Center to renew over the phone between 6 and 9 pm – when they are likely to get through more quickly.
  - Staff should give the client the flyer with information about how to renew and then calendar a check-in with client to see whether they renewed.

Some ideas for different providers:

**Health care providers (Primary Care, Dental, Behavioral Health, etc.):** Receptionists usually ask patients at check in about current insurance coverage. They could add the screening questions (above) for patients who have Rite Care and take the steps outlined by the agency to connect the “target” patients with the navigator or to other identified individual in the agency who can connect the patient to the renewal process. At a minimum: give the patient the flyer and urge them to take steps to renew ASAP.

**WIC:** Many families that need to renew coverage may be receiving WIC benefits. A woman who gave birth in 2013 will need to renew Rite Care coverage for her baby, other children and herself. (If the woman is not eligible because she is over-income or lacks required immigration status, she will need to renew Rite Care for the baby.) WIC receptionists, nutritionists, other staff should ask screening questions of women who are receiving Rite Care. Connect “target” patient with navigator at the agency or take the steps outlined by the agency to connect the “target” patients with a navigator or to other identified individual in the agency who can connect the patient to the renewal process. At a minimum: give the patient the flyer and urge them to take steps to renew ASAP.

**Head Start Programs.** Many families with children in Head Start are receiving Rlte Care and may also be receiving RI Works cash assistance. Head Start staff can check with all parents to see whether they were receiving Rlte Care in 2013 and if yes, work with family to renew Rlte Care. Head Start staff could call Contact Center with parent to do phone renewal. Parent Councils could be tapped to help with outreach to parents and help all parents renew.

**Social Service Agencies.** In addition to receptionists, staff from different departments should be tasked with asking about Rlte Care and the agency should develop a plan for what the staff member does when a “target client” is identified. Agency could identify several ‘go to’ people at the agency who could help connect the client to renewal.

**Other Action Steps:**

- Post copies of the “Act Now” Flyer around the agency and, if appropriate, add a sticker with the name/phone number of a person at the agency who can help with renewal or provide information about renewal.
- Have copies of the flyer for clients to take with them.
- Distribute the flyer at outreach events and share with other agencies.

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<sup>i</sup> Families that first applied for Rlte Care in 2014 through the new HSRI system do not need to renew now. They will be receiving information about renewing later this year. This will be a new streamlined renewal process

<sup>ii</sup> If they renew before they receive the notice, their name will be removed from the renewal list and no notice will be sent.

<sup>iii</sup> To order color copies, send an e-mail to: Rachel Flum: [Rflum@economicprogressri.org](mailto:Rflum@economicprogressri.org) specifying the number of copies you need.