Health Care Coverage 101: MAP & MAP Basic

Ending Community Homelessness Coalition (ECHO)
Presenter

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Questions to be Answered

- WHAT IS MAP?
- WHO’S CONNECTED TO MAP IN HMIS?
- WHO IS ELIGIBLE FOR MAP?
- WHAT DOES MAP OFFER?
- HOW DO WE CONNECT COMMUNITY MEMBERS TO MAP?
- WHY IS THIS IMPORTANT?
What is MAP?
Central Health and the Medical Access Program (MAP)

Central Health is the local healthcare district that connects one in seven Travis County low-income residents to quality health care.

They work with a network of partners to eliminate health disparities in order to reach their vision of Travis County becoming a model healthy community.

The Medical Access Program (MAP) and MAP BASIC are local programs provided by Central Health that cover medical care for qualifying Travis County residents.

MAP provides health care coverage for Travis County residents with low income, who are not eligible for or enrolled in Medicaid or Medicare and do not have private insurance.

Central Health
Who’s connected to MAP in HMIS?
Total Coverage in HMIS

Important to note: Numbers are based on clients with enrollments overlapping 9/21/2020 – 9/21/2021

46% with no healthcare coverage
Any Insurance in HMIS: Race/Ethnicity and Gender

Important to note: Numbers are based on clients with enrollments overlapping 9/21/2020 – 9/21/2021
MAP Coverage in HMIS: Race/Ethnicity and Gender

Important to note: Numbers are based on clients with enrollments overlapping 9/21/2020 – 9/21/2021
Any Insurance vs MAP in HMIS: Age

Important to note: Numbers are based on clients with enrollments overlapping 9/21/2020 – 9/21/2021

**Any Insurance: Age**

- **Under 18:** 86%
- **18-24:** 56.00%
- **25-34:** 34.00%
- **35-44:** 35.00%
- **45-54:** 38.00%
- **55-64:** 52%
- **65+:** 76.00%

**MAP Coverage: Age**

- **Under 18:** 0%
- **18-24:** 2.00%
- **25-34:** 1.00%
- **35-44:** 2.00%
- **45-54:** 3.00%
- **55-64:** 3%
- **65+:** 1.00%

**SSA Benefits**
Workflow for documenting MAP in HMIS

Coming Soon
Who is eligible for MAP?
Who is eligible for MAP?

1) Live in Travis County

2) Uninsured

3) At or below 200% FPL
What does MAP offer?
What does MAP cover?

- Primary Care
- Intensive Case Management
- Dental Services
- Pharmacy Services
- Behavioral Health
- Post Acute Care
- Urgent Care and Hospital Services
- Specialty Care
What are some of the benefits MAP members can access?

<table>
<thead>
<tr>
<th>Primary Care</th>
<th>Dental Services</th>
<th>Behavioral Health</th>
<th>Hospital Services</th>
<th>Post-Acute Care</th>
<th>Specialty Care</th>
</tr>
</thead>
</table>
| • Adult Primary and Preventive Healthcare  
  • Pediatric Primary and Preventive Healthcare  
  • Gynecology Services and women’s health services, excluding OB  
  • Immunizations  
  • Cancer Screenings | • Exams  
  • Cleaning  
  • X-rays  
  • Fillings  
  • Tooth removal  
  • Dentures  
  • Oral Surgery | • Therapy, counseling, and psychiatry  
  • Psychiatric inpatient care  
  • Intensive outpatient services  
  • Crisis residential services  
  • Emergency stabilization/crisis extended observation | • Inpatient Care  
  • Outpatient Care | • Physical Therapy  
  • Skilled nursing  
  • Home Health  
  • Recuperative Care  
  • For members experiencing homelessness | • Cardiology  
  • Dermatology  
  • Endocrinology  
  • Gastroenterology  
  • Pulmonary  
  • Podiatry  
  • Nephrology  
  • Rheumatology  
  • Palliative and hospice care |
Who accepts MAP?

**Primary Care**
- CommUnityCare Clinics
- Lone Star Circle of Care
- People’s Community Clinic
- UT School of Nursing

**Convenient Care Clinics**
- CommUnityCare Walk-in
- Lone Star Circle of Care Walk-in

**Dental Locations**
- CommUnityCare Clinics
- Lone Star Circle of Care
- People’s Community Clinic

**Urgent Care**
- FastMed Urgent Care
- NextCare Urgent Care
MAP Contacts

Questions about the application, need help applying, benefits, lost ID card, or billing?
Customer Service  512-978-8130

Medical questions?
Medical Management 512-978-8300
Press 1 and then 2

Can’t reach a doctor?
24-Hour Nurse Line 1-855-880-7019

Need help with prescriptions?
Pharmacy Helpline 1-855-880-7019
MAP vs MAP BASIC
What does MAP BASIC cover?

- **Primary Care**: Covers most medical services including Behavioral Health
- **Pharmacy Services**: Limited to prescriptions written by clinic providers and Integral Care Providers
- **Dental Services**
- **Specialty Care**

MAP BASIC MEMBER HANDBOOK [ENGLISH OR SPANISH]
What are some of the benefits MAP BASIC members can access?

**Primary Care**
- Adult Primary and Preventive Healthcare
- Pediatric Primary and Preventive Healthcare
- Gynecology Services and women’s health services, excluding OB
- Immunizations
- Cancer Screenings

**Dental Services**
- Exams
- Cleaning
- X-rays
- Fillings
- Tooth removal
- Dentures
- Oral Surgery

**Behavioral Health**
- Therapy
- Counseling
- Psychiatry

**Specialty Care**
- Cardiology
- Dermatology
- Endocrinology
- Gastroenterology
- Pulmonary
- Podiatry
- Nephrology
- Rheumatology
- Musculoskeletal
- Ophthalmology
Who accepts MAP BASIC?

Primary Care
- CommUnityCare Clinics
- Lone Star Circle of Care
- People’s Community Clinic

Dental
- CommUnityCare Clinics
- Lone Star Circle of Care
- People’s Community Clinic

MAP BASIC MEMBER HANDBOOK ENGLISH OR SPANISH
MAP BASIC Contacts

Questions about the application, need help applying, benefits, lost ID card, or billing?
Customer Service 512-978-8130

Need help with prescriptions?
Pharmacy Helpline 1-855-880-7019
How do we connect community members to MAP?
How to get Connected!

Not a Member Yet

APPLY FOR MAP:
MAP APPLICATION

apply4map.net

Once a Member

CENTRAL HEALTH COSTUMER SERVICES TEAM:
512-978-8130

CONNECT A CLIENT WITH MAP TO SERVICES:
MAP ELECTRONIC REFERRAL

Medical Management Team
Required Documents to Submit with Application

Proof that you live in Travis County
- Current Texas Driver’s License
- Utility Bill
- Mail Postmarked in the last 30 days

Any proof of U.S. Citizenship for your Household members
- Birth Certificate
- Legal Permanent Resident Card
- Passport
- Other USCIS Documents

Picture ID for all adults in your household
- State-issued driver’s license
- Foreign ID
- USCIS document
- Passport

Proof you are the parent or legal guardian of all children in your household
- Birth certificate
- Adoption papers
- Legal guardianship papers
- Court documents

Pro Tip: For community members living unsheltered use the below documents when applying!
- Applicant Residency Statement
- Birth Certificate and ID Form
Required Documents to Submit with Application

Proof of any other health care benefits for which you have been approved, been denied, or have a pending application
- Medicaid enrollment verification letter
- Medicare card
- Private insurance card
- Denial letter for Medicaid or CHIP
- Letter from Social Security Administration indicating pending application
- Letter indicating pending application for TANF / Medicaid

Proof of your household's income
- Check stubs
- Cash contribution letter
- Retirement or Social Security benefits letter
- Unemployment benefits letter
- Child support payment letter
- Self-Employment Statement
- MAP's Residence and/or Financial Support Statement
- MAP's Employment Verification Form
- Zero Income Statement

Other forms
- Applicant Responsibilities
- Other Earned Income Statement

Pro Tip: For community members living unsheltered use the below documents when applying!

- Zero Income Statement
- Other Earned Income Statement
Make sure you check that info as reported.
Important to note:

- You can apply for MAP from your Smartphone, Computer, and over the telephone
- Immigration Status is **not** an eligibility factor
- Clients can add a note to their application for case manager to pick up their card for them

**Instructions**
Client to write a letter on any paper saying "I (client name) on (application date) give my permission to (Case Manager name) to receive my MAP information and pick up my MAP card"

*Must be signed by client*
What else do we need to know?
CommUnityCare Healthcare for the Homeless: Mobile Walk-in Information

**Thursdays @**
Sunrise Navigation Center
4430 Manchaca Rd
9am-12pm

**Tuesdays @**
Trinity Center
304 E 7th St
9am-12pm

**Fridays @**
ARCH
500 E 7th St
12:30pm-3:30pm

**Important to note:** Current schedule listed for reference, however, schedule changes often to fit the needs of the community and new site requests the team receive.

For up-to-date location details contact:
Lauren Christenson, LMSW at
lauren.christenson@communitycaretx.org
Interested in connecting with Central Health?

Agencies wanting to become a **formal** Community Partner should contact **Isela Guerra**
Email: Isela.guerra@centralhealth.net

New employees at an **existing Partner Agency** should contact **Michelle Tijerina** about additional training
Email: michelle.tijerina@centralhealth.net
Why is this important?
This is important!

Health Equity!

Research shows individuals with healthcare coverage are much more likely to access healthcare than those without coverage.

PEH in our local Austin/Travis County community are living with serious medical diagnoses such as Congestive Heart Failure, Chronic Kidney Disease, Cancer, and many others.

Ultimately, access to healthcare coverage can increase health outcomes, housing stability, and quality of life for all community members.
Q&A with Central Health
Poll
Thank you!
HOUSING IS HEALTH CARE.