



THE COLLEAGUE

NEWSLETTER FOR ANCHORAGE PROJECT ACCESS

VOLUME 27 ISSUE 1

2401 EAST 42ND AVENUE STE 104 ♦ ANCHORAGE, AK 99508

NOVEMBER 2015

Mission Statement

To increase access to health care for low income uninsured members of our community by using a volunteer network of providers working in a coordinated fashion to create a compassionate, respectful, equitable, accountable and efficient program of necessary services for those in need.

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FROM THE EXECUTIVE DIRECTOR



Greetings!

It's been awhile since our last newsletter as I was purposely waiting to see the outcome of the Medicaid Expansion situation and what Anchorage Project Access would look like in this "new world." I've met with DHSS Commissioner Valerie Davidson and she was very familiar with the generous work you all provide for our patients. I've also been attending a statewide coalition along with Crystal, our Eligibility Specialist, to participate with numerous organizations on how to best serve this new group of people who are now eligible for Medicaid. Our mission remains the same—to provide access to health care. Exactly how we'll be implementing this is a "work in progress" as we are evolving.

We have offered our services to the State of Alaska and The Anchorage Neighborhood Health Center in assisting with Medicaid enrollments as well as the Affordable Care Act Marketplace. Two of the APA staff are Certified Application Counselors, (CACs) - authorizing them to assist people with insurance options. This has proven to be extremely helpful to our patients—many of whom do not know they are now eligible for Medicaid and if they do, they do not know what to do next. If you or your staff feel that any of your patients might be eligible for Medicaid or the Marketplace, send them to our office and we will work with them.

Additionally, once an APA patient has been enrolled in an insurance plan, our office will notify you, the provider. APA will continue to assist those cases that are emergent. Open enrollment for the Marketplace is once a year and many people cannot wait for treatment. Additionally, it may take time to process Medicaid paperwork.

We all know there continues to be people who desperately need our services and your generosity remains their "last chance." Once again, I thank you for all you've done in the past and continue to do on behalf of the most vulnerable in our community.

HERE'S HOW WE ARE HELPING

A patient came in to the office frustrated and visibly upset not knowing what to do about her healthcare situation. She has been enrolled with Project Access and recently received a letter regarding Medicaid expansion that requested she contact our office to determine if she now qualified for Medicaid coverage. She has worked her entire life in jobs that did not offer medical insurance and lost her job in April due to her health. She stated, "I have worked hard all my life and I do not want a handout."

After listening to the patient's concerns; options and resources she qualified for were discussed. Staff assisted her with applying for Medicaid and food stamps right in our office. Patient stated, "I was too embarrassed to go to Public Assistance to apply for Medicaid and I never would have gone. I appreciate the kindness in making me feel comfortable and lessening my feelings of anxiety." When our patient left the office she was feeling hopeful in working towards finding a solution to her health and future. APA Patient R. T.



Happy Thanksgiving

WELCOME NEW APA BOARD MEMBERS

Thomas Burke MD Alaska Women's Cancer Care
 Mary DeMers DO Mary DeMers, DO
 Madhu Prasad MD Far North General Surgery & Surgical Oncology

A special thank you to Dr. Douglas Vermillion for his dedication and commitment to serving on the APA Board over the years.



MT. HUNTINGTON AWARD RECIPIENTS

CUSTOMER SERVICE SURVEYS

(N=153 CQ Surveys)

Did you know that once patients are dis-enrolled from the program a volunteer contacts them requesting they complete a customer service questionnaire.

100% - In your personal experience with APA 's eligibility process and care coordination were you treated with courtesy and respect.

100% - In your personal experience were you treated with courtesy and respect by your physician and his/her staff.

100% - How satisfied are you with your personal experience with APA.



Neurological Consultants of Alaska, LLC
Mary Downs, MD & Wayne Downs MD

The Mt. Huntington Award is an element of our recognition program to thank providers and their staff for their exceptional services. To view all previous recipients visit:

AnchorageProjectAccess.org



SAVE THE DATE
Saturday, February 6, 2016
 Noon—5pm
 Anchorage 5th Avenue Mall

It's not too early to start planning for our next fundraiser **Revolutions—Spinning for Health Care**. Last year we raised an amazing \$60,000! My thanks to all who joined us in this event. Please check out our website for additional information.

AnchorageProjectAccess.org/Event/

BOARD MEMBER PROFILE: TRIIN MINTON MD



Triin Minton was born in Estonia and earned her medical degree at Tartu University, Estonia. After immigrating to the United States in 1995, she fell in love with this country even though there were challenges to conquer in order to fulfill her dream of becoming a physician. She says these challenges she faced have shaped who she is today.

She spent a few months in Stockholm, Sweden on a Nursing Assistant Rotation in 1990 and in 1992 she was in Hamburg Germany for a Medical Rotation. Recently Triin was on a Medical mission trip to San Pedro from 2014-2015.

Triin has been working at Cornerstone Clinic since 2006. She was the President of the Alaska Academy of Family Physicians until September 2015. She likes to hike, ski, travel, spend time with her family and learn new languages.

Triin believes despite the challenges in everyone's life we have solid foundations! We must stay true to what brought us into medicine in the first place- it is making a difference in our patients lives, one patient at a time. We are rooted strongly in that solid foundation. We as physicians need to be involved in the decision making process, otherwise decisions will be made for us.

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