

SOAR Dialogue Phone Call

7/15/2010

Attendance: Violet Collins, Aundry Freeman, Adams Wofford, TJ Reynolds-Emwanta, Kathryn Winston, Kendra Norville, Spencer Cook, Elizabeth Lumley

- I. Check in regarding faxes send to Ann Griffin Hall at DDS
 - a. Faxes for cases have been submitted
 - b. Emily to email Adams with Ann's information for the new DDS process
 - c. Ann has been following up with SOAR Caseworkers regarding submitted cases
 - i. Not all SOAR cases are being reassigned to dedicated SOAR examiners
 - ii. SOAR case must also have "Homeless" Flag to be reassigned
- II. National Alliance to End Homelessness Conference Update
 - a. NAEH is emphasizing that homeless service providers need to use mainstream services
 - b. Medicaid was identified as under-utilized resource
 - i. Question of when to apply for Medicaid or not
 1. Different procedures for every agency
 2. Protective filing date for SSI is also date that Medicaid will go back to
 - a. Hospitals can back bill Medicaid for the 3 months prior to the PFD
 3. Applying for Medicaid
 - a. Can use the same SOAR medical summary report and medical records for Medicaid
 - b. Medicaid also decided by DDS but different examiners
 4. Is there a way to apply without waiting at DSS?
 - a. Download Medicaid application from website
 - b. May be able to mail in application
 - c. SOAR Caseworkers are advised to call local DSS office to see what is the best way to apply
 - ii. Medicaid Expansion as part of Healthcare Reform
 1. As of 2014, anyone who is at 133% of the poverty level or below will be able to enroll in Medicaid
 2. NCCEH working at the state level to see how expansion will impact homeless individuals
 3. If anyone has further questions about Medicaid expansion, contact Emily Carmody at NCCEH
- III. Relationships with the Medical Community
 - a. Breakthroughs:
 - i. Aundry- Western Carolina Community Health Services
 1. Good relationship with doctor at clinic who will sign report
 2. Have MOU between Pisgah Legal and clinic
 3. Pisgah Legal holds trainings for doctors at clinic to explain SOAR
 - ii. TJ- HOT Clinic in W-S affiliated with Baptist Hospita

1. Good relationship with doctor
 - a. Can meet directly with doctor at his office at the hospital
 - b. Signs reports and writes letters on behalf of clients
 2. Gain trust through reports
 3. Give “face time” at clinic, brought donuts to clinic
 4. Get to know shelter and clinic staff
 5. Email report to doctors
 - a. Can review and send back changes
 - b. Review it electronically before bringing documents to doctor for signature
 - c. Make sure to password secure your emails with identifying information
 - iii. Spencer- inviting doctors and psychologists to agency fundraising events
 - iv. Follow up with thank you and report outcomes of cases to doctors
 - b. Barriers
 - i. Doctors unwilling to sign reports but will submit a letter agreeing with report
 1. Reasons Doctors do not sign Medical Summary Reports
 - a. Too long to review
 - i. Don’t feel comfortable with all information included
 - ii. No time to read report
 - iii. Possibly submit bulleted summary with report for doctor
 - iv. Include all relevant info in summary for doctor to review
 - b. Medical records too long to review
 - c. Psychologists can’t vouch for medical issues
 - i. Have needed an MD to sign reports along with PhD
 2. Separate letter agreeing with report is still positive
 - ii. Kathryn- Doctors drag out time to sign report
 1. Doctors feel that they need to see individual 2-3 times
 2. Doctors do not understand timeline for applications
 3. Shared documenting disabilities materials with Oak Behavioral Health in New Hanover
 4. Asking doctor to generate own letter
 - c. Possible support NCCEH can offer
 - i. Educating medical systems and doctors about SOAR
 - ii. Follow up with physicians who have worked with SOAR across the state
 1. Thank you notes
 2. Information about SOAR’s impact
 - iii. Emily Carmody will look into these options
- IV. Case questions
- a. Presumptive benefits were awarded after 4 months

- i. Not sure why processing is taking so long
 - ii. Email Emily Carmody so she can follow up with DDS
- b. Spencer-
 - i. Local office in Durham not scanning all medical information
 - ii. Spencer to follow with Stephen Phillips
- c. Question about SOAR reassignment at DDS
 - i. SOAR Cases need to be designated SOAR by the case worker on two forms
 - 1. 1696 Representative Form
 - 2. Adult disability report
 - ii. SOAR Caseworker submits the form to SSA
 - iii. SSA flags the case as "Homeless" if individual meets the definition of homeless for SSA (different than SOAR)
 - iv. Cases are randomly assigned to DDS workers
 - v. If examiner realizes that case is a SOAR case within the first days of having case and the case is flagged as homeless, then it will be reassigned to SOAR examiner
 - vi. If case is a SOAR case but not flagged as homeless, then the case will not be reassigned
 - vii. If caseworkers have specific issues with this new process, please report specific cases to Emily Carmody for follow up with DDS