

“Hello, this is [your name], your Medicaid has notified us that you may have some health issues and we are here to try to help get you back on a better track to wellness. Is there a time that is good for you to talk? I would like to learn more about you and how we can help.”

“My name is [your name] and I’m an outreach health care provider in your area of the county. I am out and about today letting folks know about a new program that is free to qualified individuals and families. The program offers assistance with general every day needs. We can help with finding doctors, legal help, financial assistance, child care, and more. As a Medicaid recipient you qualify, so I’m touching base today to see how I might assist.”

We offer services that will help you receive the healthcare you need to manage your illnesses and feel your best. The services we have are covered by your MO Healthnet (Medicaid) benefits, so there is no cost to you.

OUTREACH Dialogues with Clients

Sometimes what we have found are people within our communities are having difficulty locating or even accessing the needed services and this ultimately causes higher Medicaid spending. For example; they may be going to a family physician when needing to be seeing a physician that specializes in something else. Our agency is able to act as a linking agent to get you connected with providers and specialist that may be able assist or even provide services within our own office for that matter. Is there anything I may be able to help you with or a service provider I can connect you with that may help meet your needs?

Hi, this is Kellie with ReDiscover, your insurance company, MO HealthNet, has identified you as someone who might benefit from additional help with healthcare. Healthcare can be so overwhelming and complicated, especially if you see more than one doctor or take several medications, have you experienced this? (Get them to talk about some aspect of their physical health). That sounds like you have been through a lot dealing with (whatever the medical condition is). That must be really hard (dealing with whatever stressors they are having) keeping track of all those doctor appointments, paying bills when you have no income, understanding all your medications, completing your Medicaid paperwork, etc. We can help with all those things! There is no charge or co-pay with our services; it is paid for in full by MOHealthNet. Our program helps reduce costs for MOHealthNet and you become healthier! Would it be ok to come out for a visit and we can talk more about your needs and how we can help?

When a consumer is reached, the DM 3700 coordinator will explain that they qualify for services through Medicaid and this is an additional benefit to them. Staff would then explain services available through the program including; psychiatry services, therapy, case management, and HCH services. Staff would explain they can participate in services that work best for them and they have the ultimate choice in what their treatment looks like.

“Hello my name is [your name] and I am a community engagement specialist with Pathways Behavioral Health. I am calling because your name has been referred to our agency based on your past years’ Medicaid spending. This is not due necessarily to the dollar amount nor does it mean you are responsible for repayment. The call is a courtesy call to simply provide outreach to ensure that you are doing OK. How are you? Are you receiving or have access to services within your community to meet all of your physical and mental health needs?”

OUTREACH Dialogues with Clients

Those that have a history with us:
“Good Morning: I am [your name] from [agency]. You are familiar with our services; I want to reassure you that I am not here connected to that treatment episode and no matter the outcome of treatment, you are eligible for some additional services associated with your enrollment in Mo HealthNet. I am here to talk about additional benefits that you may be eligible for free of charge. You may have received a letter recently letting you know that I would be stopping by; if not, then I have a copy of the letter sent to you that you can have. Would you have a few minutes to visit? Is there a better time for me to come back?”

“Our agency is working together with Mo HealthNet to offer you some additional services that have no extra charge. This will not change any services you are currently receiving and you may continue to see your own doctor.”

Homeless: “Hi, we are here to talk to you about some services you’re eligible for as an added benefit through your Medicaid insurance. There are many ways we can help you including assisting you with locating and establishing stable housing which could improve your overall health and wellbeing. We are excited about working with you in areas including community support, counseling services, and Health Care Home, just to mention a few.