**Project ECHO July 24, 2019**

**Recommendations for Case Study**

**Questions Asked:**

* How do you educate your patients about insurance, specifically co-pays and deductibles and when this varies by insurance provided by what your employer offers?
* How do we set up systems with our financial department to work better together to address insurance questions among New Mainers?
* How do we monitor who takes information on free cancer screening programs from our office/waiting room/other locations to address literacy issues and follow through with completing applications?

**Recommendations**:

Complete MaineCare application with patients. Even if patient has a bill, they can apply to MaineCare and get it retroactively paid for, as long as it is within three months of service.

Use the Maine Breast and Cervical Health Program translation line

New Mainers Public Health Institute – Cancer 101 Workshops for New Mainers in the Lewiston area and then connect patients with appropriate screenings. Connect Patricio with Abdul Said ([asaid@nmphi.org](mailto:asaid@nmphi.org)) at New Mainers Public Health Initiative.

Healthy Androscoggin also works with New Mainers on cancer screenings. Connect Patricio with Holly Lasagna ([lasagnho@cmhc.org](mailto:lasagnho@cmhc.org)) and Fowsia Musse ([mussefo@cmhc.org](mailto:mussefo@cmhc.org)).

**Other Questions:**

**Are there tracking systems for money saved patients and hospital?**

NECS has manual tracking system but Tailor Made tracking system should be able to track the numbers in the future. Proving financial advocacy positions in the future.

Association of Community Cancer Centers has information and resources about tracking

**Next Patient Navigation ECHO Call:**  
August 28, 2019, 3-4pm