

South Central Family Health Center

Operations Report

January 28, 2014

Operations and Program Services Report

<p><u>Marketing & Outreach</u></p>	<p>Summary of 2013 TAS Events</p> <ul style="list-style-type: none"> - National Night Out 8/6 - HIV&AIDS Awareness 8/28 - Diabetes 8/30 - Hepatitis 9/4 - Blood Pressure 9/16, 9/25 - STD's 10/30 - Parent Yoga 11/1, 11/15, 11/22, 12/6, 12/13 - Nutrition Class 11/13 - Parent Meetings 11/19, 11/21 - Depression Class 12/4 - Menopause Class 12/6 - Prenatal Class 12/13 <p>Upcoming TAS Events</p> <ul style="list-style-type: none"> - Health & Wellness Parent Meetings 1/29, 1/30 - Parent Yoga, Fridays 8:30-10am - Parent Health Classes, W/F 4:30-6:30pm - <p>2013 JHS Events</p> <ul style="list-style-type: none"> - TDAP 8/5 - Wellness Clinic presents@ Parent Center 11/15 - STI Student Health Group Table events (3) - SEA Family Community Fair 12/19 <p>Asthma education (Esperanza) continues on Wed @ main site 9am-12pm.</p> <p>Huntington Park Events January 2014</p> <ul style="list-style-type: none"> • 57th Street Elementary School - • Miles Elementary • Maywood Senior Center Tabling Event (enrollments) • Visited Bell Garden Adult School met w/ parent's coordinator • WIC Office passed out flyers . 	<p>On going</p>
<p><u>Covered California</u></p>	<p>All staff that pursued CEC passed CEC exam 12/20, awaiting CEC badge. SCFHC continues to focus on patient and community education. Increased Outreach & Enrollment (O/E) team capacity has led to the expansion of fieldwork efforts and subsequently increased community event participation,</p>	<p>On going</p>

	<p>growing the outreach population. SCFHC has participated in 17 health education, awareness, and eligibility events during this reporting period in addition to regular, weekly local outreach efforts; all of which O/E workers successfully used to promote knowledge clinical services and healthcare coverage benefit options.</p> <p>Clinic in-reach efforts remain robust with the continuation of disseminating clear messages about healthcare coverage options among SCFHC patients and patient families. Emphasis on SCFHC's presence in the community as a healthcare coverage support resource remains of utmost priority.</p> <p>Navigating the online Covered CA system is somewhat cumbersome. O/E workers find using the explanation of benefit tools on the Covered CA website when assisting patients with their eligibility questions can be time consuming and somewhat confusing for the patient. Covered CA application assists themselves range from 1-2 hours and not only slow O/E workflow, but deter patients from meeting with an O/E worker due to time constraints.</p>	
<p><u>HWLA Transition into Medi-Cal(LIHP)</u></p>	<p>The LIHP, HWLA Matched transition to Medi-Cal/Managed Care on December 31, 2013 has greatly increased the volume of patients presenting to Outreach & Eligibility workers with questions concerning changes to their coverage. Furthermore, due to the high number of new HWLA enrollees in November/December 2013, the LA County Department of Health Services (DHS) is experiencing delays in processing pending HWLA applications, creating a large category of pending Medi-Cal enrollees that is slowing an accurate assessment of the total number of individuals that will participate in the Exchange, should their pending Medi-Cal applications be denied.</p>	<p>On going</p>
<p>More4Less Building Update</p>	<p>The remodelling of the second floor of the More4Less Building is moving very fast. The Landlords are almost finished with their repairs; new roof, new bathrooms, windows, etc. Our construction team is working simultaneously on the premises. We anticipate for all Tenant's improvements to be completed by the end of March 2014.</p>	<p>On going</p>



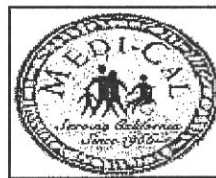
South Central Family Health Center

a californiahealthcenter

Do you have Health Insurance?

Did you know you can qualify for free (based on your family size and income) or low cost medical services?

We help you qualify for:



Covered California enrollment is now available at South Central Family Health Center!

SCFHC is a Federally Qualified Health Center is a medical and dental clinic which provides comprehensive health care for people of all ages.

Our Covered California Certified Enrollment Counselors can help you find health insurance that meets your needs and fits your budget. Covered California offers "one-stop shopping" to find and compare private health insurance options.

Comprehensive Health Care:

- Immunizations
- Prenatal Care
- Family Planning
- PAP Smears
- Tuberculosis Test
- Prostate Exam
- HIV and STD Testing
- Regular checkups for children, youth and adults.

Dental Services:

- Dental Exams
- Digital X-rays
- Filing
- Bonding
- Crowns
- Root Canals

We Accept:

- Medi-Cal
- Medicare
- Medi-Medi
- Private Insurance
- Healthy Way LA Unmatched
- PPO and Cash

For an Appointment call (323) 908-4200

South Central Family Health Center

4425 S. Central Avenue, Los Angeles 90011

Mon-Fri: 7am to 7pm and on Sat 7am to 3pm