

## Recent Maternal and Child Health Access - Navigator Highlights

- A man called on behalf of his son who had been hospitalized recently due to his mental health. He let me know that they tried to apply for Medi-Cal for him, but he was told he was over-income even though he currently only receives unemployment. He recently received a bill from the hospital for over \$6000 and isn't able to pay it and wants to see if we would be able to assist him.

- Client called on behalf of a relative who wishes to apply for Medi-Cal. She let me know that the relative is blind and gets confused easily and asked if we can reach out to both of them. She told me that she tried applying for Medi-Cal for him in early January but got stuck on a couple of questions and the application closed.

- The client told me that he is a victim of two crimes. He was shot in another county and also was set on fire. He has a broken nose and needs surgery. He has two social workers helping him get a job and housing, but apparently not helping with health coverage. I checked his Medi-Cal; it was not active. He then told me he got Presumptive Medi-Cal Eligibility at a hospital here, but it was not active either. He didn't have case information for the other county case.

- Client returned my call and let me know she applied for Medi-Cal about two months ago. She was denied for unknown reasons and asked if she could be re-evaluated. She's seeking urgent dental assistance. Explained that she has an abscess on her molar and is also allergic to her braces. Was told she needs to get them removed as soon as possible.

- I have a young first-time mom who needs support in requesting a breast pump through Medi-Cal. Client also mentioned she has not received baby's Medi-Cal card yet.

- The pregnant client we helped with a broken ankle needs emergency housing. We sent a referral, but it must go through channels and the earliest they'll see her is next week. She has a scheduled C-section on Monday and has been living with a family member whose landlord wants her out this weekend. She needs help ordering transport to the hospital for her C-section on Monday. (We got her transport to the hospital, convinced the hospital to keep her for several additional days so we could arrange housing, which we did by the time she was released from the hospital).

- Caller had a car accident and his car was totaled. He lost his job because he didn't have a car to go to work and also lost his health coverage through his employer. He has been in a very abusive relationship with his partner who told him to move out of his house. He has been homeless; he is living in a car that a relative borrowed for him. He has no income and has no money right now. He is HIV+ and needs Medi-Cal to get his medications. He wants to see if he can use one of his family member's addresses for the Medi-Cal application to get his correspondence from Medi-Cal. Do you think that if we can help him with a grocery card so that he can buy a hot meal at the market?

- Ms. C needs assistance with applying for Medi-Cal. She stated every time she applied, she was denied. She let me know she was under her parents Medi-Cal case however they were over income and no longer qualified for Medi-Cal and ended up being terminated. She stated she's been having trouble with obtaining Medi-Cal for herself since February, she let me know that this is an urgent matter since she had a liver transplant and only has two weeks left of medication; she is very worried about not having coverage when it's time to refill her prescription and she will be unable to pay for her meds.

- An agency called on behalf of their client. She is currently 9 months pregnant; her due date is next week. She is a high-risk pregnancy. She currently resides in Whittier, but her doctor is located in Los Angeles. She is 3 cm dilated and is waiting to be 5 cm to be induced. She wanted us to assist with a hotel voucher because her doctor suggested she stay near the hospital.

- I'm reaching out to see if MCHA could assist us with a case for one of our OB patients. This patient lives in another county and applied for Medi-Cal in that county but was told to apply in LA County. She applied in LA county and was approved, but now she's having issues with accessing services because she is assigned to the other county's plan, but the Medi-Cal shows that she's assigned to LA County. We've been trying to troubleshoot this case for a while now. I ended up escalating to DPSS and they asked for more info, but we haven't heard back. This patient is due to deliver by the end of the month and she does not know where to go. She went to the assigned PCP on her health plan, but they do not see OB patients there and referred her to a clinic that is about an hour and a half away from her.

- I hope you can help me connect one of our clients with a pharmacy/healthcare provider where she can obtain a Paxlovid prescription to treat Covid at a free or low cost. The client lives in one county and is currently staying in another county where her family is taking care of her as she recovers from COVID (but she is willing to travel back to that county if needed to fill her prescription). She was recently released from the hospital and was prescribed Paxlovid. She is not eligible for Medi-Cal due to her income. She receives health services through her County's program and has her primary care doctor there. Walmart quoted her \$1,600 for Paxlovid, and Walgreens quoted her \$700. Do you know of any resources she may be able to avail herself of to cover the cost of the prescription? She has already reached out to the Clinic to see if they can connect her with another pharmacy, and she is waiting to hear back. I appreciate any info/guidance you can provide. (MCHA suggested a program to get a voucher to get the prescription completely free of cost which worked well for the client, and she was able to get her medication.)

- Ms. S called to see if we could assist her in applying for MC. She let me know she was rushed to the ER a while ago due to a cardiac episode and is being billed by hospital for \$9,538. She said she can't pay the bill and hopes to see if she might qualify for MC.

- The client recently found out he has a mass on his kidney. He applied for Medi-Cal about two months ago. He was denied due to not providing income information. Kindly asked if we could help him with submitting paystubs. Could you please reach out to him at your earliest convenience.