

Neighborcare's Eligibility Team: Helping our Patients Navigate the Complex Benefits System

Community Chats – August 2022

We recognize that our community's health is interconnected with all aspects of life, and we hope Community Chats help to provide a look at the bigger picture and how all our work is connected. Below are the resources to review before Tuesday's chat.

Topic Resources:

- [What is a Community Health Center?](#)
 - Health centers help increase access to crucial primary care by reducing barriers such as cost, lack of insurance, distance, and language for their patients. In doing so, health centers — also called Federally Qualified Health Centers (FQHCs)— provide substantial benefits to the country and its health care system.
- [Health Centers Lead the Way with Social Determinants of Health](#)
 - An interactive timeline that showcases key dates highlighting community health centers involvement in health equity throughout the decades and the visual elements demonstrate their current work in this space.
- [Patient Navigators Key in Closing Equity Gaps in Cancer Treatment](#)
 - Patient navigators... typically come from marginalized communities, making them uniquely able to empathize with patients who already feel ostracized from the health system. They assist with anything from setting up doctor's visits to helping a patient work with their health insurance company. Patient navigation... is linked to better health outcomes and patient satisfaction.
- [Navigating the health care maze](#)
 - This article from the Yale School of Medicine weaves a patient story throughout the article to discuss the importance of patient navigators. "Patients overwhelmed by illness, bureaucratic tangles, or insurance problems can benefit from a professional companion like Eberg. She is a patient navigator whose job it is to be a human GPS as well as a motivator and cheerleader."

We also wanted to add that learning, shopping and applying for health insurance is complicated, so, at no additional cost, all our Eligibility Specialists are also trained and certified by the Washington Health Benefit Exchange, to be Navigators. We support those with cultural, linguistic, disability, or other special needs and help individuals and families complete their Washington Healthplanfinder application and enroll in Apple health (Medicaid) or find, compare and select a health plan to obtain health insurance coverage. So, join us and learn more about how we can help you navigating the complex public sponsored health insurance field.

If you are uninsured, underinsured or need help paying for health care expenses, we also offer discounted fees based on your household size and income. Call 206-548-5710, to make an appointment and one of our eligibility specialists will help you understand your health insurance options.