

SWWA FYSPRT

Regional October Meeting

Monday, October 16th, 2023

4:00 PM – 6:00 PM

In- Person River City Church

Agenda

| Presenters | Topic |
|-------------------------------|--|
| Michelle Karnath | Group Norms |
| Michelle Karnath | Introductions and Ice Breaker: What is your best Halloween Costume? |
| REAL TALK Michelle Karnath | <p>What school resources are available in the community?</p> <ul style="list-style-type: none"> -FCRC is now mobile but supports all schools. Offers unique resources at each school. -Vancouver School district has a once-a-month meeting called The Plaza focused on ESL families and focus a different culture theme each week. Offers interpreters, meals, child care, and classes -Shine Light on Depression- resources for families and clubs -ESD 112- offers Behavioral Health in the schools -Triple Point visits GSA's in schools, offers youth and family support groups – taking on gaps since PFLAG closed - Carelon Youth Navigator Program offers wrap around groups for children struggling in the household -211 -Findhelp.org link 211 -YWCA does a group around youth that have been sexually abused -The REACH center- drop in for peer mentor and activities -NEXT job training for 16-24 -The PERCH- laundry, shower and food |
| Presenter | Amerigroup |

Get to Know Us At **Amerigroup**

REVISED: 09.25.2023 - LO

Who We Serve – Washington Apple Health!

We provide access to health care for over 270,000 Amerigroup members through:

- **TANF** | Temporary Assistance for the Needy
- **CHIP** | Children's Health Insurance Program
- **FCS** | Foundation Community Support
- **COFA Islander** | Compact of Free Association
- **BHSO** | Behavioral Health Services Only
- **SSI & ABD** | Supplemental Security Income & Blind and Disabled
- Expansion Population



Presentation Overview



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Our Approach to Health Care

We believe achieving good health only begins with the best doctors and health care professionals. To truly improve the health outcomes of our members and their families, we need to focus on more than just medical needs.

Our focus includes physical & behavioral health, emotional well being & addressing social determinants of health.

We support organizations that are focused on creating healthy neighborhoods and communities. We invest and address education, employment, housing and homelessness issues, social justice, domestic violence, juvenile justice, jail transition, transportation, health equity, and much more. **Our work is only impactful by listening first** and working with our friends and neighbors to create lasting solutions.

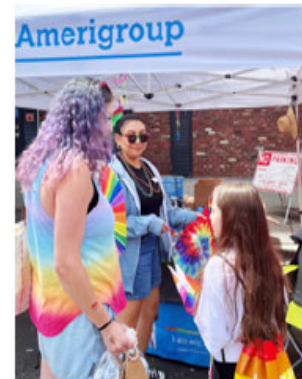
Everything we do is viewed through the lens of the community, **“nothing about us, without us.”**

This means building lasting and trusting relationships in the community is the at forefront of Amerigroup Washington.



We Love Our Community!

- **Recovery Café Clark County** - Barrista Training Program Sponsors
- **Council for the Homeless** – Project Homeless Connect & Community Resource Guide Sponsors
- **Columbia River Mental Health** – Youth Summit & Courageous Conversations Sponsors
- **Family Promise of Clark County** – Celebration Dinner Sponsors
- **Clark College Penguin Pantry**– Food Pantry Sponsors
- **PLFAG** – Resource Guide and PRIDE Sponsors
- **YMCA** – Changemakers & Holiday Shop Sponsors
- **NAMI SW WA**- NAMIWalk & Suicide Summit Sponsors
- **SHARE Vancouver** – Walk In Cooler Sponsors



We Love Our Providers Too!

- **Lifeline Connections** – Anniversary Celebration and Fencing Sponsors for Women's Shelter
- **Columbia River Mental Health** – Youth Summit & Courageous Conversations Sponsors
- **Skyline Hospital Foundation** – COVID vaccine events
- **Sea Mar** – 2022 Fiestas Patrias & Latino Health Conference
- **Klickitat Valley Health** – Narcan Campaign Sponsors
- **Spokane Regional Health District** – Community baby showers
- **Summit Pacific Medical Center** – 2023 Ride the Harbor
- **Valley View Health Center** – 2023 Hygiene Kit Sponsors
- **Yakima Pediatric** – Vaccine support





Healthy Rewards Program

Members Can Earn Rewards For:

| Who can earn | Activity | Reward | Limitations | Who can earn | Activity | Reward | Limitations | Who can earn | Activity | Reward | Limitations |
|---------------------------------------|---------------------------------------|----------------|-----------------|-------------------------|---------------------------------------|----------------|-----------------|-------------------------|-----------------------------------|----------------|-----------------|
| F, ages 13-55 | 1st prenatal care visit | \$20 | 1 per pregnancy | M, F, ages 18-75 | Diabetic retinal eye exam | \$25 | 1 per 12 months | M, F, ages 0-2 | Quiz (vaccination importance) | \$5 | 1 per 12 months |
| M, F, ages 6-12 | ADHD medication management | \$10, max \$40 | 1 per quarter | M, F, ages 45 and older | Flu shot | \$20 | 1 per 12 months | M, F, ages 12 and older | Substance use disorder engagement | \$10, max \$40 | 1 per quarter |
| M, F, ages 6 and older | Asthma management | \$10, max \$40 | 1 per member | M, F, ages 18-75 | High blood pressure medication refill | \$10, max \$40 | 1 per quarter | M, F, ages 12 and older | Substance use disorder treatment | \$10, max \$40 | 1 per quarter |
| F, ages 60-74 | Breast cancer screening | \$60 | 1 per 24 months | M, F, ages 6 and older | Mental health engagement | \$10, max \$40 | 1 per quarter | | | | |
| M, F, ages 3-21 | Childhood & adolescent wellness visit | \$25 | 1 per 12 months | M, F, ages 6 and older | Mental health treatment | \$10, max \$40 | 1 per quarter | | | | |
| M, F, ages 0-1 (stop at 2nd birthday) | Childhood immunizations combo 1.0 | \$25 | 1 per member | F, ages 13-55 | Ongoing prenatal care visits (6) | \$5, \$30 max | 6 per pregnancy | | | | |
| F, ages 14-24 | Chlamydia screening | \$25 | 1 per 12 months | F, ages 13-55 | Postpartum care visit | \$25 | 1 per pregnancy | | | | |
| | | | | M, F, ages 18-75 | Quiz (diabetes management) | \$5 | 1 per 12 months | | | | |



Healthy Rewards Program

How to Earn Rewards

1. Register for Healthy Rewards by:

- Logging into the Benefit Reward Hub at myamerigroup.com/WA
- Or calling Healthy Rewards toll free at 888-990-8681 (TTY 711)



2. Complete eligible appointments and screenings (activities)

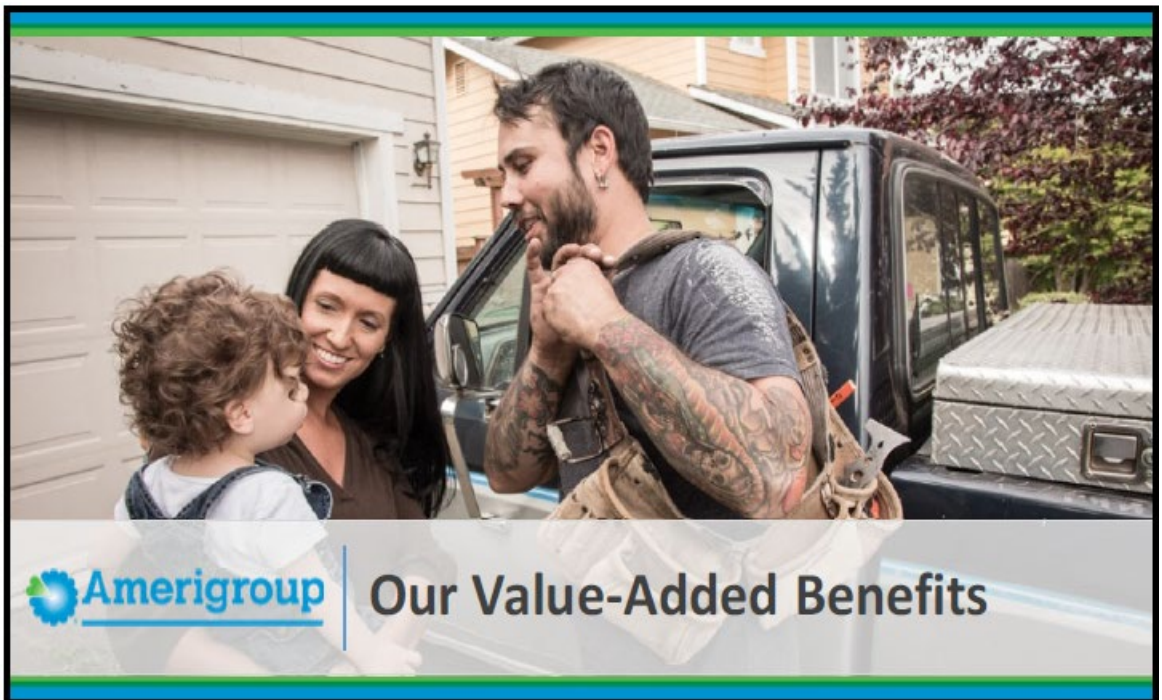
3. Choose gift cards from stores like:

Amazon, PlayStation, Apple, AMC, Barnes & Nobles, Kohl's, Marshalls, Home Depot, Petco & more. Enjoy!



For Completed Activities

1. We must get a claim from member's doctor which can take up to 90 days.
2. Once claim is received, we add the reward to their balance if they have joined the Healthy Rewards program.
3. Some activities must be reported by member by:
 - Logging into the Benefit Reward Hub at myamerigroup.com/WA and select Report button on Healthy Rewards homepage
 - Or calling Healthy Rewards toll free at 888-990-8681 (TTY 711)



Support for Our Members

- **Annual Costco Gold Card Membership** One card per household, per year, no age restriction. *(Member must be up-to-date on annual Wellness Visit.)*
- **Non-Medical Transportation** \$50 ORCA LIFT card *(King & Pierce & Snohomish County members only)*, no age restriction.
- **Eyeglasses** Up to \$100 for one pair every year for members 21 & older.
- **Acupuncture Treatments** Seven sessions per year from a plan acupuncturist, for members 18 & older.
- **Lifeline Program** Free smart phone, 4.5 GB of data, up to 300 minutes & unlimited text message if you qualify for members who qualify.
- **Affordable Connectivity Program** Free smart phone, unlimited talk & text, 25 GB of data, 5 GB of hotspot, international calls to Canada/Mexico, additional data for members in Complex Case Management for members who qualify.



Support for Our Moms

- **Electric Breast Pumps**| Choice of one pump from a catalog such as a wearable pump & more!
- **Diabetes Meal Program**| Pregnant members with diabetes can receive up to two customized meals a day for 10 weeks to help improve maternal health and perinatal outcomes*
- **Maternal Meal Program**| Members can receive up to two customized meals a day for 14 days (28 meals per member total)*
- **Taking Care of Baby and Me®**| Rewards program for going to prenatal and postpartum appointments on time
- **Baby Essentials Bundle**| Eligible members receive a \$100 gift card to use toward the purchase of baby essential products such as: - bottles and nursing supplies, formula and baby food, diapers, wipes, and creams, bath tubs, car seat, strollers, portable crib. *One card per pregnancy.*
- **Circumcision for Newborns**| We cover up to \$150. Must be fulfilled by an in-network provider.

*Various options available including low-sodium, low-fat, diabetic-friendly, gluten-free, renal-friendly and pureed meals.



Support for Our Youth

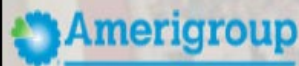
- **TutorMe Online Tutorial** | Members ages 8-17 can get up to 24 hours of help with this online platform.
- **Meditation App** | Free yearly subscription to this emotional support app where youth can access guided meditations, sleep aids, and other resources to promote mindfulness and reduce stress for school aged child members.
- **Boys & Girls Club Membership** | Free yearly membership for members ages 6-18 where available.
- **WA State 4-H Membership** | Free yearly membership for members ages 5-18.
- **YMCA Membership** | Free yearly membership for members age 19 and under that qualify for the Y scholarship in Wenatchee & Longview, WA.
- **Sports Physicals** | Free yearly sports physical for members ages 7-18.



Fitness Support

Fitness Support

- **Gym Membership** | \$50 allowance for a gym membership for members ages 18 and older who have been diagnosed with obesity, diabetes, prediabetes and/or hypertension. *Gym must be able to receive the coded card*
- **WW (formerly Weight Watchers®) voucher** | We cover the sign-up fee, 13 weeks of classes to help you meet your weight-loss goal. One-time benefit for members 18 and older.
- **Healthy Families Program** | Six-month nutritional support and exercise coaching program for families with children ages 7-13 who are overweight, obese or have history of co-morbid conditions. Program includes a ten-week, family-centric program that meets twice weekly and encompasses all family members in making healthy lifestyle choices through a family-centric approach.
- **Choose Healthy Program** | Offers over 1,000 online exercise classes and fitness information to help all members get in shape, right in your own home!



Educational Support & More

Educational Support

- **Free GED Testing** | We pay for all four GED tests or HiSet for members ages 16 and older
- **Peer Support Counselor** | We pay registration and annual renewal costs for members who want to become agency affiliated Peer Support Counselors. All members are eligible.
- **Industry Certification Assistance** | We pay for employment certification in fields such as early childhood education, foundations of reading, business education, technology education, English language arts, health and marketing for members 18+ *
- **Free Laptop** | for members transitioning from incarceration**
- **Internet Essentials Package** | \$100 allowance to cover cost of internet services, installation/set-up fees, and/or to purchase equipment to obtain (or strengthen) an internet connection**

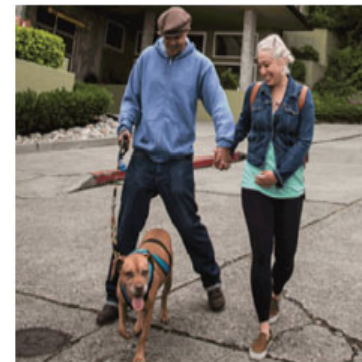
***For members transitioning out of incarceration within the last 12 months and seeking employment or furthering education*

**One per member, per lifetime. Member must be seeking employment or furthering education.*



Emotional & Behavioral Health

- **Light Box** | A plug-in light that helps extend the feeling of daylight during winter months for members ages 19 and older with seasonal affective disorder (SAD) or depression
- **Emotional Well-Being Resource** | All members 13 and older have access to this web and mobile online community designed to help members cope with emotional health issues such as depression, anxiety, stress, chronic pain, insomnia and/or managing alcohol or drug use



Health Kit Support

- **First aid and dental hygiene kit** Get these kits free when you fill out a personal disaster plan online
- **Flu Pandemic Kit** May include essential and preventative items such as facemask, hand sanitizer & wipes
- **Wound Care Kit** Includes instructions and supplies to properly care for minor wounds for members experiencing homelessness
- **Life transition kit** Includes an emergency blanket, First-aid supplies, and Oral/Dental Supplies*

*This kit is for members who are either: experiencing homelessness or moving out of an institution and into the community or enrolled in a local employment program



More Tools & Resources

- **Ex Program by Truth Initiative™ Smoking Cessation** Members 18 and older can access this digital quit-tobacco program and can access free nicotine patches, gum or lozenges, as well as custom quit plans, expert support and more
- **Vital Decisions program** Members with a terminal illness get phone counseling sessions with their own counselor and coaching to help them take an active role in end-of-life decision making
- **Community Resource Link** A tool to help find jobs, housing, food and other support services. Visit www.myamergroup.com/WA
- **Membership to National Disability Advocacy Organizations** Choice of:
 - American Association of People with Disabilities (AAPD)
 - Autistic Self Advocacy Network (ASAN)
 - National Council on Independent Living (NCIL)
 - The Association for the Severely Handicapped (TASH)
- **24-hour Nurse HelpLine** Speak to a nurse 24/7. Call 1-866-864-2544 (TTY 711)
- **Amerigroup mobile app** Access to digital member ID card, find a doctor and more



Community Relations & Marketing Team Regional Map



KEY:

- Chala: Great Rivers
- Mason-Thurston & Salish
- Nataly: Pierce
- Jasmin: King (South)
- Carmen: King (North) & North Sound
- Open: North Central
- Shanda: Spokane
- Jazmin: Greater Columbia
- LeeAnn: Southwest/ Kittitas
- Robert: WA Tribal Liaison



Get to Know Me!



LEEANN O'NEIL

Pronouns: She/Her

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M: (360) 485-7060

Southwest Region: Clark, Skamania, Klickitat & Kittitas Counties





WA MARKETING & COMMUNITY RELATIONS TEAM

Do you need our brochures, flyers, or have partnership ideas? Our team is here to help you!

DAVID ESCAME

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**Director of Medicaid Plan
Marketing & Community
Outreach**

CHALA GRAY

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**Great Rivers, Thurston Mason & Salish
Region: Clallam, Jefferson, Kitsap, Mason,
Thurston, Grays Harbor, Lewis, Cowlitz,
Wahkiakum & Pacific Counties**

JASMIN GONZALEZ

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M: (509) 378-4188

**South King Region: West Seattle, Renton,
Tukwila, and cities to the south of I-405 &
HWY 169**

ROBERT HOWARD

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WA State Tribal Liaison

NATALY RENTERIA-GOMEZ

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Pierce Region: Pierce County

CARMEN MARQUEZ-MENDEZ

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**North Sound & North King Region:
Snohomish, Skagit, Whatcom, & North King
County – South Park & cities north**



WA MARKETING & COMMUNITY RELATIONS TEAM

Do you need our brochures, flyers, or have partnership ideas? Our team is here to help you!

HIRING

Pronouns: She/Her/Hers

M: (206) 430-0443

**North Central Region: Grant, Chelan,
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JAZMIN ZEPEDA

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**Greater Columbia Region: Benton-
Franklin, Yakima, Walla Walla, Columbia,
Garfield & Asotin Counties**

SHANDA BLUNT

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**Spokane Region: Lincoln, Adams,
Stevens, Pend Oreille, Ferry, Spokane
& Whitman Counties**

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**Southwest Region: Clark, Skamania,
Klickitat & Kittitas Counties**

| | |
|--------------|--|
| |  |
| Dona Allison | Activity: Fall Word Scramble- Wyatt Allison winner |
| Dona Allison | Next meeting: Virtual November 20th |

| | |
|---------------------------|---|
| FYSPT is a ... | <p>Space for youth and families to share their experiences with the Crisis System of Care and for System Partners to hear from the community.</p> <p>The Southwest Washington Family Youth System Partner Round Table (FYSPT) is a community-based group of youth, families, professionals, systems, and community members from Clark, Skamania, and Klickitat counties who are passionate about making needed changes in the System of Care (SOC) that serves those with behavioral health needs. The SW WA FYSPT strengthens sustainable resources by providing community-based approaches to address the individual behavioral health needs of children, youth and families and ensures that family and youth are key collaborators and in positions of leadership. The SW WA FYSPT leverages the experience and expertise of all participants dedicated to building effective behavioral health services and will report up to the Statewide FYSPT on challenges and successes of the region.</p> |
|---------------------------|---|

| | |
|--------------------------|---|
| Comfort Agreement | <u>Listen</u> when others are talking and save any input until they are finished. Share the floor “Step Up, Step Back!” |
| | Explain “lingo” i.e. acronyms and abbreviations. |
| | Practice respectful honesty and FYSPRT is a safe space void of any judgement. |
| | Keep an open mind. |
| | Wait until after the meeting to use your cell phone (unless in an emergency situation.) |
| | Remember that what is said at FYSPRT, stays at FYSPRT. |
| | Attend to support positive change. |

| | |
|----------------------------------|--|
| SW FYSPRT members will... | Expand and sustain effective leadership roles for families, youth, and system partners |
| | Improve/expand outreach by utilizing local resources |
| | Ensure that youth and families are represented and have a voice at the FYSPRT |
| | Create culturally diverse membership |
| | Help address stigma around behavioral health for the community |
| | Review Wraparound with Intensive Services (WiSe) Data Reports quarterly |

If you have something you would like to add, please share with the group and it will be added to the list.

*This is a living document and will be updated to reflect the guidelines