

ADVANCING INTEGRATED HEALTHCARE

Join Us For Best Practices In Team-Based Care Series:



APRIL 21, 2025 | VIRTUAL



12:00 - 01:00 PM

ACCESS STARTS WITH COVERAGE: A PRACTICE GUIDE TO KEEPING PATIENTS INSURED

Helping patients stay insured is one of the most important things a care team can do. This session brings together the key partners working across Rhode Island on insurance access, coverage renewal, and consumer assistance to share what they do and how your team can connect patients to the right support at the right time. Whether a patient is at risk of losing coverage or already stuck, you will leave with a clear understanding of the roles of navigator networks, health plan outreach programs, and consumer assistance organizations, and how to apply the right referral pathway when patients encounter coverage barriers or disruptions.

LEARNING OBJECTIVES

1. Identify proactive workflows to recognize patients at risk of losing coverage before a lapse occurs
2. Describe the roles of key state resources and apply appropriate referral pathways when patients encounter coverage barriers
3. Evaluate common escalation scenarios and determine when to connect patients to RIPIN or the Office of the Health Insurance Commissioner

CME credit available

Panelists

Shelly Sousa & Josh Morales | Navigator Network and Enrollment
• *RIHCA / SANS*

Chris Ottiano | Plan Outreach
• *Neighborhood Health Plan of Rhode Island*

Shamus Durac | Consumer Assistance and Escalation
• *RIPIN*

Kristin Sousa | Renewal and Outreach Efforts
• *Medicaid / EOHHS*

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