



·ELE VALLE·

THE SOUTH VALLEY HEALTHY COMMUNITIES COLLABORATIVE

EleValle Recommendations in summary:

### **FINANCIAL ASSISTANCE AND PATIENT PAYMENT POLICIES**

- NO low-income county resident shall be excluded from UNMCare for their medically necessary care.
- Low-income residents shall not be required to purchase health insurance prior to being screened for and enrolled in UNMH financial assistance. Such a requirement causes delays which can be harmful to people's health and cause financial hardships.
- UNMH financial assistance programs shall have simple qualification rules based on county residence and financial need. The programs should be proactively promoted before people receive hospital bills and they should be affordable.
- No uninsured, low-income residents shall be required to pay medically-necessary surgery costs upfront. The Hospital shall reinstate affordable down payment policies and allow patients to pay the balance after they receive medically-necessary care.
- No uninsured, low-income residents shall have hospital or medical bills sent to collection. Payment plans should be reasonable based on a person's income, family size and ability to pay over time. Reasonable payments shall be defined as a percentage of a person's income not to exceed 5%.
- All policies will be in writing and readily available to the public both in electronic and printed formats. Policies will be clearly identified and all written material will be in language understandable to the general public.

### **PATHWAYS NAVIGATION PROGRAM**

- The Pathways to a Healthy Bernalillo County Program shall be fully funded at \$1.2 million per year, and shall be expanded each year to more adequately meet the needs of low-income, uninsured residents of Bernalillo County.
- Pathways should be specifically described in the agreement through a separate exhibit, like it was in previous agreements. The exhibit on Pathways should clearly state the purpose of the program, which is to “expand community-based outreach and navigation support in the health system through community-based programs.”

## **OVERSIGHT AND ACCOUNTABILITY**

- The County Commission's 2015 Health Care Task Force recommended the establishment of an entity for the County to: 1) Administer and monitor mill levy funds; 2) Engage in safety net planning and evaluation; 3) contract with other providers to fill gaps and test innovative models; (4) Create a defined system of health planning and accountability for mill levy funds that measures health outcomes; and (5) Establish a public participation process, including the creation of a community health board.
- The County should include these community-led recommendations in the final agreement with UNMH.
- Bernalillo County should establish and appoint a community health oversight body, comprised of community leaders and public health professionals who understand health indicators and operational metrics. Such a body would be able to ascertain the efficacy of UNMH in meeting community-identified health improvement goals/objectives.
- Bernalillo County should adopt a resolution that outlines what it expects from UNMH as a public hospital in terms of county health improvement goals and indicators and to require UNMH to report progress on its attainment of the county's goals on an annual basis and to report on the evidence-based strategies that it is implementing to achieve those goals and objectives.
- Bernalillo County and UNMH should strengthen the accountability measures contained in Exhibit B ACCOUNTABILITY MEASURES
- Measures shall be broken down by race, ethnicity, primary payor source, income quintile, zip code, and other factors that provide meaningful context in terms of health equity. Data shall be reported over time to show trends.

For more information, please contact Michelle Melendez, Director, EleValle, at 505-688-6324 or my email: [michelle@elevalle.org](mailto:michelle@elevalle.org)