

# WCHHS Partnerships

WakeMed Campuses, NeighborHealth,  
Rex, and Duke Raleigh

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**WCHHS collaborates with several hospitals and medical facilities to determine Medicaid Eligibility for patients, as well as providing Medicaid information to the hospital business office personnel. This includes Wake Med, Rex, NeighborHealth, Duke Raleigh, and Southlight**

The hospitals and medical facilities through contracts \*compensate Wake County for the county share of salaries, including merit and salary increases

Wake County provides all equipment for both onsite and remote (laptops, monitors, keyboards, mice, docking station, etc.)

The roles of the contracted Wake County employees operate differently compared to the employees housed at Swinburne, Departure, Somerset and Regional Centers

\* Duke Raleigh is the exception to compensation due to Medicaid requirements explained on slide 9

# Wake Med Hospital



Wake Med is a full-service hospital providing a wide range of services across multiple locations. Outlined below is how WCHHS collaborates with Wake Med.

- Face to Face duty every day for Medicaid clients, including the Andrews Center (OBGYN and Pediatrics) outpatient clinics (WPP-WakeMed Physician Practices) and some Emergency Rooms
- Assisting all walk-in clients with resources related to Medicaid and/or other DSS programs
- Working with Financial Counselors to ensure patients apply for Medicaid Assistance, processing the applications, and tracking applications that can be billed
- Collaborating with Registered Nurses/Social Workers/Financial Counselors for clients that need to apply or need placement for Long Term Care/Special Assistance/Private Living Assistance
- Providing clients with WakeMed Charity Care applications if they are not eligible for Medicaid or do not wish to apply for Medicaid
- Taking Medicaid applications in person, over the phone, fax, email, or bedside and submitting them in the NC Fast system for processing by our dedicated team

# WAKEMED KEY TAKEAWAYS

WakeMed/WCHHS initially started with six contracted employees and has grown to 34 (1 Program Manager, 4 Supervisors, 2 Lead Workers, 4 Economic Benefits Technicians, 23 Eligibility Case Workers)

WakeMed and WCHHS have been collaborating for over 17 years

WakeMed provides office space for WCHHS staff

WCHHS provides efficient, personalized Medicaid services to WakeMed patients.

# NeighborHealth

- Faith-based health center located on Blue Ridge Road in Raleigh, NC
- Serves uninsured clients as well as those insured privately or with Medicaid and Medicare
- Offers a Sliding Fee Discount Program based on household income and family size. Patients with and without insurance may apply
- Offers Adult Health, Children's Health and Women's Health Services, including prenatal care
- Additional services include behavioral health and counseling, dermatology and nutritional counseling



# NEIGHBORHEALTH KEY TAKEAWAYS

**Full access to one eligibility case worker who is onsite three days per week**

**Duties include taking and processing applications, referrals to appropriate programs, verification of benefits**

**Provides basic Medicaid information and resource information to health center staff**

# UNC Rex Hospital



- **UNC Rex Hospital is a general hospital located in Raleigh, NC**
- **Founded in 1894, it is the capital city's oldest hospital**
- **665 Beds**
- **5-Star rating from the Centers for Medicare and Medicaid Services**

# UNC REX KEY TAKEAWAYS

**One eligibility case worker to receive all Medicaid applications originating at the hospital**

**Duties include obtaining verifications, processing applications, appropriate referrals**

**Position pivoted from onsite to virtual during COVID-PHE and has remained virtual per UNC Rex request**



# Duke Raleigh Hospital

- Located on Wake Forest Road in Raleigh, NC
- 204 Beds
- Offers a comprehensive array of services, including, cancer care, cardiovascular care, and neuroscience
- On the Disproportionate Share Hospital list
- Disproportionate Share Hospitals serve a significantly disproportionate number of low-income patients and receive payments from the Centers for Medicaid and Medicare Services to cover the costs of providing care to uninsured patients



# DUKE RALEIGH KEY TAKEAWAYS

**Per Medicaid policy, Wake County required to provide one case worker due to the hospital's disproportionate share status (\*this position is not compensated due to policy requirement)**

**Duties include intake functions, obtaining and processing applications, appropriate referrals**

**During the pandemic, staff pivoted to receiving applications via email and Duke Raleigh remains satisfied with the arrangement**

# SouthLight Healthcare

- Located on Garner Road in Raleigh, NC
- SouthLight Healthcare provides access to high-quality mental health and substance use treatment
- Services include, adult outpatient services, opioid treatment services, court services.



## **SOUTHLIGHT TAKEAWAYS**

**Full access to one Medicaid eligibility case worker who is onsite two days per week**

**Duties include intake functions, obtaining and processing applications, appropriate referrals**

**Provides basic Medicaid information and resource information to health center staff**

# Regional Center Sites

- Southern Regional Center
- Eastern Regional Center
- Departure Drive Regional Center
- Western Regional Center
- North Regional Center

**Thank you!**  
**Questions?**



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