Michelle Seymour, Manager of Membership and Community Outreach
Alessandra Mariz, VIP/HCC Health Services Coordinator
Pam Taylor, VIP/HCC Pharmacy and Recruitment Coordinator
A Little History

The Voluntary Initiative Program (VIP) at the Medial Society of Delaware first offered a helping hand to Medicaid recipients in the 90’s and then, since 2001, to the residents of Delaware without insurance.

The concept was envisioned by Dr. James Marvel, during his first MSD presidency, to address the Medicaid crisis of the early 90’s, a time when many Delaware physicians were closing their practices to Medicaid patients because of low reimbursements, causing them to be dispersed unequally among fewer physicians statewide.

Dr. Marvel envisioned that MSD could act as the “gatekeeper” to insure the doctors who agreed to see Medicaid patients were not overwhelmed with Medicaid’s low reimbursements.
In the late 90’s, Medicaid moved to managed care and the focus shifted to the growing struggle of the uninsured residents of Delaware.

MSD took actions to restructure the VIP program, launching a new version of the Voluntary Initiative Program on June 11, 2001. VIP was rebuilt as a solution to getting quality affordable health care access to the overwhelming number of low income, uninsured people residing in Delaware.
VIP has become the nexus for assigning primary care physicians/health homes and arranging referrals to specialty physicians enrolled in the Community Healthcare Access Program (CHAP) that was administered by Wheeler Associates representing the Delaware Health Care Commission.

CHAP was a program for low income, uninsured residents of Delaware whose annual income was 200% or below the Federal Poverty Level (FPL). In 2015, CHAP was redesigned into what today is known as the Health Care Connection (HCC).

HCC is administered by the Delaware Division of Public Health with funding support from the Delaware Health Fund. VIP is administered by the Delaware Foundation for Medical Services (DFMS), a supporting foundation of the Medical Society of Delaware.
Programs – Health Care Connection (HCC) and Screening for Life (SFL)

**Mission:**
- simplify the way uninsured Delawareans are screened for financial eligibility for existing public programs and resources;
- link them with appropriate financial resources and a medical health home; and
- ensure a continuum of care.

Medical services are provided in the community through community-based Health Care Centers; and by private doctors who participate in the Medical Society of Delaware’s Voluntary Initiative Program (VIP). VIP is a network of private physicians statewide who accept HCC patients in their practices and serve as their health home or provide medical subspecialty services.

**Mission:** The Screening for Life Program’s mission is to improve the well being of Delawareans by reducing the cancer burden.

SFL fulfills this mission in the area of breast, cervical, colorectal, lung and prostate cancer screening in its target population. SFL partners with other DPH programs including Tobacco Prevention & Control, Diabetes and Heart Disease Prevention & Control and State Service Centers (public health clinics) in service delivery, public and professional education, and program evaluation.

[https://dhss.delaware.gov/dph/dpc/chap.html](https://dhss.delaware.gov/dph/dpc/chap.html)
The VIP is an unprecedented statewide system of volunteer care for uninsured Delawareans and is the first and only such program in Delaware that integrates public, private, community-based and hospital medicine.
Who is Eligible for the program?

In order to be eligible for the program, a patient must:
✓ Be uninsured
✓ Be at or below 200% of the Federal Poverty Level (FPL)
✓ Not qualify for any other public health insurance option
✓ Be exempt or ineligible for the ACA Marketplace

The Division of Public Health (DPH) Health Care Connection program determines participation eligibility.

To inquire about membership or eligibility, please call 2–1–1 or email DHSS_DPH_Healthaccessde@Delaware.gov

VIP
Medical Society of Delaware
VOLUNTARY INITIATIVE PROGRAM
Patients are screened for program eligibility by DPH during the application process.

There is only one application that is used for both the HCC and the SFL programs.

Individuals enrolled in the HCC are registered in a unique DPH-administered system and receive an enrollment identification card, rights and responsibilities and other routine correspondence.

Upon HCC enrollment, the individual is transferred to VIP case management staff for primary care physician assignment (health home).
Referrals are processed for medical specialty care, laboratory, radiology, surgical procedures and other allied health service needs.

**HCC is not insurance** but does link enrollees to discounted medical services that they may need at a cost they can afford.

The program is for adults; citizen children are not eligible for HCC (they may be enrolled into the *Delaware Healthy Children* Program.)

HCC patient incomes are determined, and a code denotes everyone's “Level” on the HCC patient's identification card. FPL limits are updated annually by the federal government in February.
Patient Enrollment

Each patient applies for the program by completing an application that is submitted to and processed by the Health Care Connection.

There is just one application for the Health Care Connection (HCC) and Screening for Life (SFL) – patients may be enrolled in both or possibly just one depending on their need. Factors such as age and insurance coverage may affect their enrollment.

DPH’s HCC Coordinators contact our VIP staff at MSD to advise which patients are enrolled and Alessandra, the HCC/VIP Health Services Coordinator will assign each patient a primary care physician and handle any medical referrals needed for the patient.
The identification card provides the following:

- Proof that a patient has already been income screened (your office does not need to duplicate this step)
- A coded level of income that can provide an income-based discount based on federal poverty level (FPL), if applicable
- Expiration date, which indicates the date the patient will be rescreened for continued HCC eligibility
- Information about the patients Screening for Life (SFL) and enrollment status
How are patients referred to see a VIP Dr?

Patients can be referred several different ways:

- by a DPH Enrollment Specialist
- by a VIP Health Coordinator
- by a FQHC Health Promotion Advocate (HPA)
- can come from state agencies or communities
What is required of me as a VIP physician?

While participating in VIP, physicians designate how many HCC patients they are willing to serve and how often they will serve those patients – also you can change this amount at any time.

Each physician also stipulates what they will charge for office visits.

At VIP, we track the patients assigned to these physicians so we can honor limits that may have been placed by the physicians.
VIP Staff provides centralized pharmacy assistance for all HCC enrollees.

Pam Taylor has been with VIP for over 15 years and has an established protocol for the collection of information and paperwork that is required by various pharmaceutical programs.

Patients may be eligible for no cost or low-cost medication.

Providing Pam with a patient’s medication list is vital to ensuring she provides patients with this information.
Health Services Coordinator

The connection between patients and physician care

- Radiology
- Dental Clinics
- Laboratory
- Eye Clinics
- Physical Therapy
- Acute Care Treatments

PATIENT

Pharmacy Coordinator

The connection between your patients and medications, needed supplies, & community health resources

- Helping to improve patient compliance
- Providing specialized follow up as needed – medication assistance, connection to needed resources such as the Diabetes Program
VIP staff found that patients were now able to see a physician but needed assistance accessing medications. A VIP Pharmacy Coordinator was added to the staff in 2007 to research patients’ medications for discounted pricing or free programs. The estimated savings to VIP patients since 2007 is over $6,000,000!

Today, VIP’s Diabetes Assistance Program offers a FREE bilingual speaking glucose meter to all enrolled diabetics along with supplies that are designed to greatly benefit patients who suffer from retinopathy and peripheral neuropathy.

The prescription assistance program has also established resources for durable medical equipment such as CPAP’s, BIPAP’s, walkers, canes and wheelchairs at a much needed cost reduction to the patients.
Today, even with the Affordable Care Act (ACA), there are people in Delaware who are not able to pay for adequate insurance or simply not eligible for it.

VIP/HCC PROVIDES A RELIABLE SAFETY NET to them by providing over 700 primary care and specialty physicians statewide.

BUT MORE PHYSICIANS ARE NEEDED IN VIP!

- Cardiology
- ENT
- Orthopaedics
- Gastroenterology
- Pulmonology
- Dermatology
- OB/GYN
How can you help your patients access assistance through VIP?

1 – When you discharge an HCC patient with a referral:

• Make sure they know to call the Health Coordinator, Alessandra Mariz (302) 224–5190
• Send a referral form by fax (302) 366–1354
  (alternate fax # if any issues with above number: (302) 455–7745)
• Include the patient’s notes from the last relevant office visit

2 – When you discharge an HCC patient with a prescription, or other needs (such as equipment, etc):

• Make sure they know to call the Pharmacy Coordinator, Pam Taylor (302) 366–1143
• Send a list of the patient’s current medications to Pam

3 – At the time of enrollment, every HCC patient is provided with the HCC Patient Services Flyer that has contact information for VIP staff
**This HCC Patient Services Flyer is 2 sided – English & Spanish**

Let us know when you need more sent to your office!
**Tell me about the benefits of VIP!**

<table>
<thead>
<tr>
<th>For the VIP participants:</th>
<th>For your HCC enrolled patients:</th>
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<tbody>
<tr>
<td>Dedicated VIP staff – you can call or email us any time with questions, concerns or ideas</td>
<td>Access to an array of health care services</td>
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<td>No time spent by your office on financial screenings</td>
<td>Access to a personalized primary “health home” assignment</td>
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<td>No need to calculate the discounted charge</td>
<td>Access to discounted specialty services</td>
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<td>VIP staff manages follow-up care including specialty referrals, diagnostic testing, and</td>
<td>Access to discounted diagnostic resources (labs, x-rays, medical equipment, etc.)</td>
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<td>medication assistance</td>
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<tr>
<td>Increased patient compliance due to access to all areas of health care</td>
<td>Access to discounted medication and personal assistance to obtain no cost medication</td>
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<tr>
<td>VIP staff provides specialized follow up as needed – medication assistance, connection to</td>
<td>Access to one-on-one direction to resources and use of services to receive the optimum discount</td>
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<td>needed resources such as the Diabetes Program</td>
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<td></td>
<td>Dedicated VIP staff – patients can call or email us any time for assistance</td>
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I am ready to join VIP, what is next?

There is a simple online registration form to complete (survey monkey) that is used for physicians, allied health professionals and other ancillary service providers to enroll. You can access this directly from MSD’s website.
Contact us

Michelle Seymour, MSD Manager of Membership and Community Outreach
(302) 224–4905
Michelle.Seymour@medscodel.org

Alessandra Mariz, VIP/HCC Health Services Coordinator
(302) 224–5190/ fax: (302) 366–1354
Alessandra.Mariz@medsocdel.org

Pam Taylor, VIP/HCC Pharmacy and Recruitment Coordinator
(302) 366–1143 / fax: (302) 366–1354
Pam.Taylor@medsocdel.org

www.medicalsocietyofdelaware.org – click “What We Do” on the black banner and click “Initiatives/Voluntary Initiative Program (VIP)”

https://dhss.delaware.gov/dhss/dph/dpc/chap.html