

HealtheArizona

Sponsor: El Rio Health Center

Location: Tucson, Arizona

Partners: Children's Action Alliance, Carondelet Community Trust Foundation, Tucson Volunteer Center, Sunnyside School District, Arizona Association of Community Health Centers, Arizona's Health Care Cost Containment System, Arizona Department of Economic Security, Community Health Centers Collaborative Ventures, Inc., St. Luke's Health Initiatives, Deloitte Consulting

An Internet-based, paperless application process for public health insurance, HealtheArizona helps identify Arizona children and adults who lack health insurance and enroll them in public programs such as Medicaid and SCHIP. This online application stems from efforts from a large consortium of state and local government agencies, organizations and corporations. Through its enrollment and outreach programs, HealtheArizona trains health care workers to collect information as well as host a variety of activities throughout the year to identify Arizona residents who are eligible for public health insurance.

As part of the program, volunteers and staff at El Rio Health Center in Tucson assist patients with the online application, which determines their eligibility and helps find the right public health insurance program to fit their needs. Since HealtheArizona's inception, El Rio Health Center has nearly doubled the applications it submitted for public health insurance and significantly reduced the number of applications returned for errors and missing information. About 1,250 patient applications are processed each month, with an approval rate of 70 percent and a response time of two days – down from an average of four months prior to the introduction of HealtheArizona.

Based on its success with HealtheArizona, El Rio Health Center received a medal of achievement, part of the 2003 Computerworld Honors Collection, sponsored by Computerworld Magazine.

In addition to outreach activities, like HealtheArizona at El Rio, the community-wide coalition participates in a C.A.R.E. Fair sponsored by the Pima County Health Department at the start of each school year, providing physicals, immunizations, and dental and optical screenings for more than 4,500 families during the two-day fair. And El Rio hosts even more activities — a school-based health clinic provides medical care to about 10 children a day, while hospital staff and volunteers assist with other activities, such as enrollment assistance at community fiestas, health fairs and immunization clinics.

For more information on HealtheArizona, contact:

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