

NFMLP Cumulative Date 2017-2018

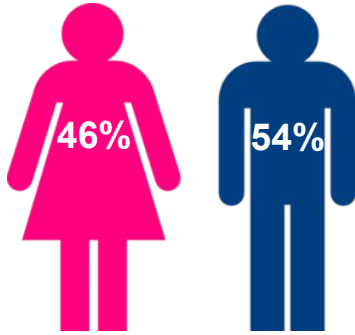
Prepared by: Erika Zernial, M.S.
Northeast Florida Medical Legal Partnership
Jacksonville Area Legal Aid, Inc.
erika.zernial@jaxlegalaid.org

NFMLP Year End Summary: June 2017 - June 2018

- Patient Demographics
- Descriptive Data
- Financial Outcomes
- Feedback and Future Direction
 - HCP Survey
 - Online Referrals
 - Screening Tool
 - Data Feedback

Patient Demographics

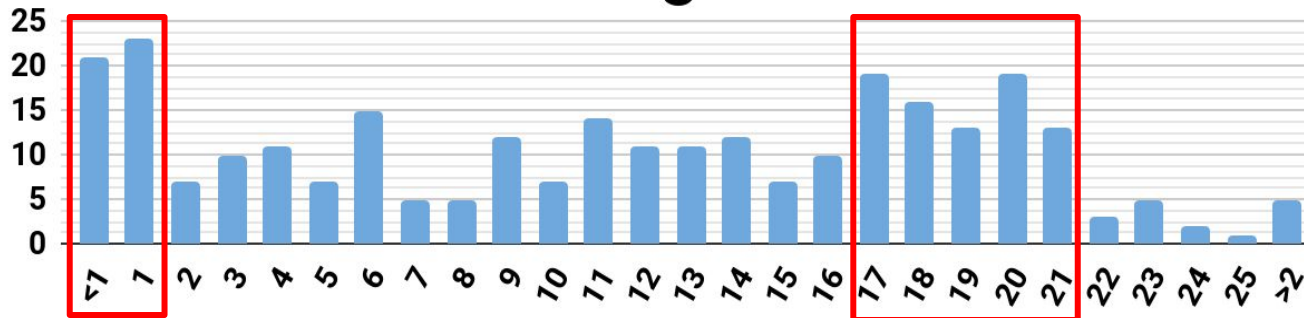
Gender



Type of Insurance

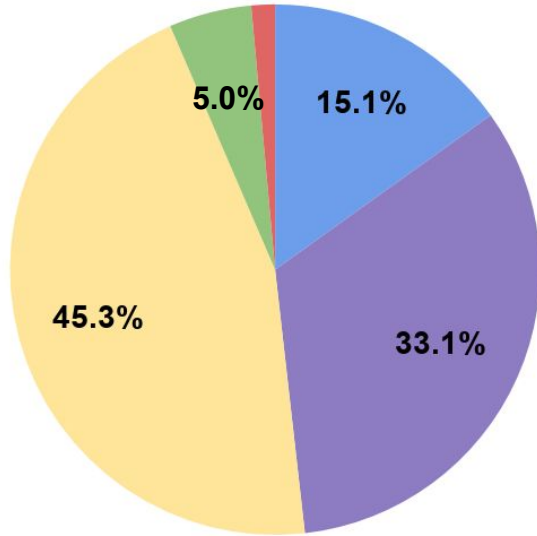
Medicaid	159	82.8%
Private	29	15.1%
SCHIP	3	1.6%
Tricare	1	0.5%

Age



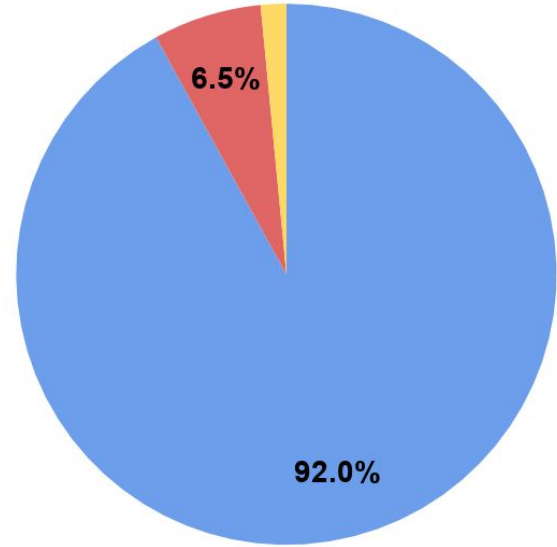
Age (in Years)

Ethnicity



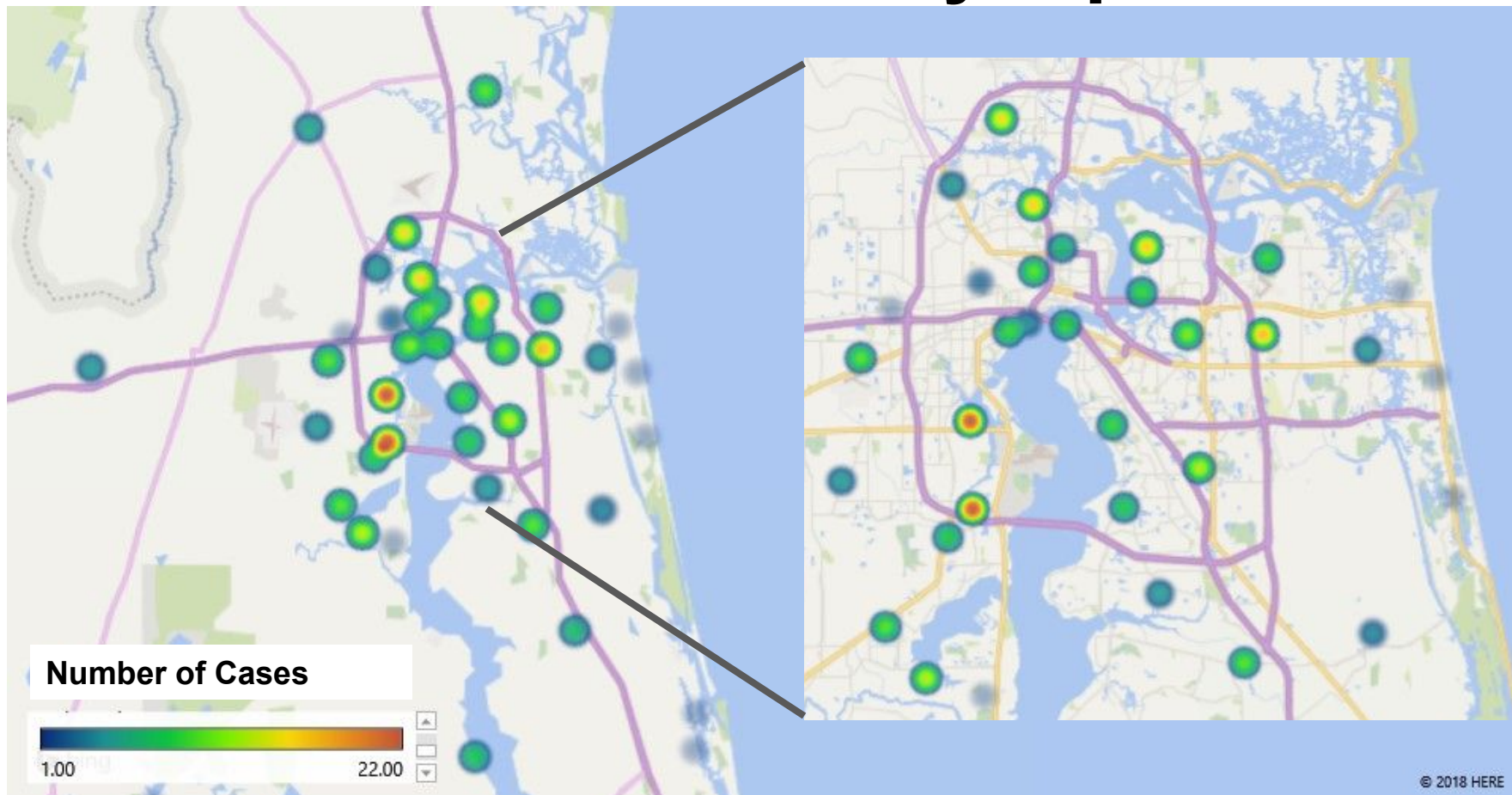
- White- Hispanic
- Black/ African American
- White- Non-Hispanic
- Asian
- Unknown

Primary Language

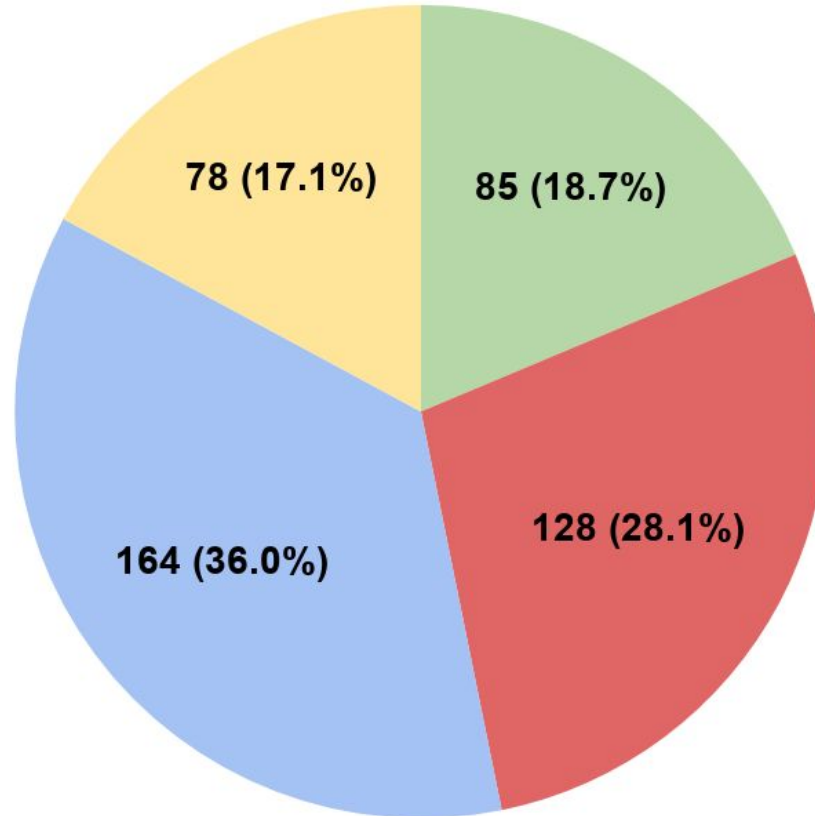


- English
- Spanish
- Other

Referred Patients by Zip Code



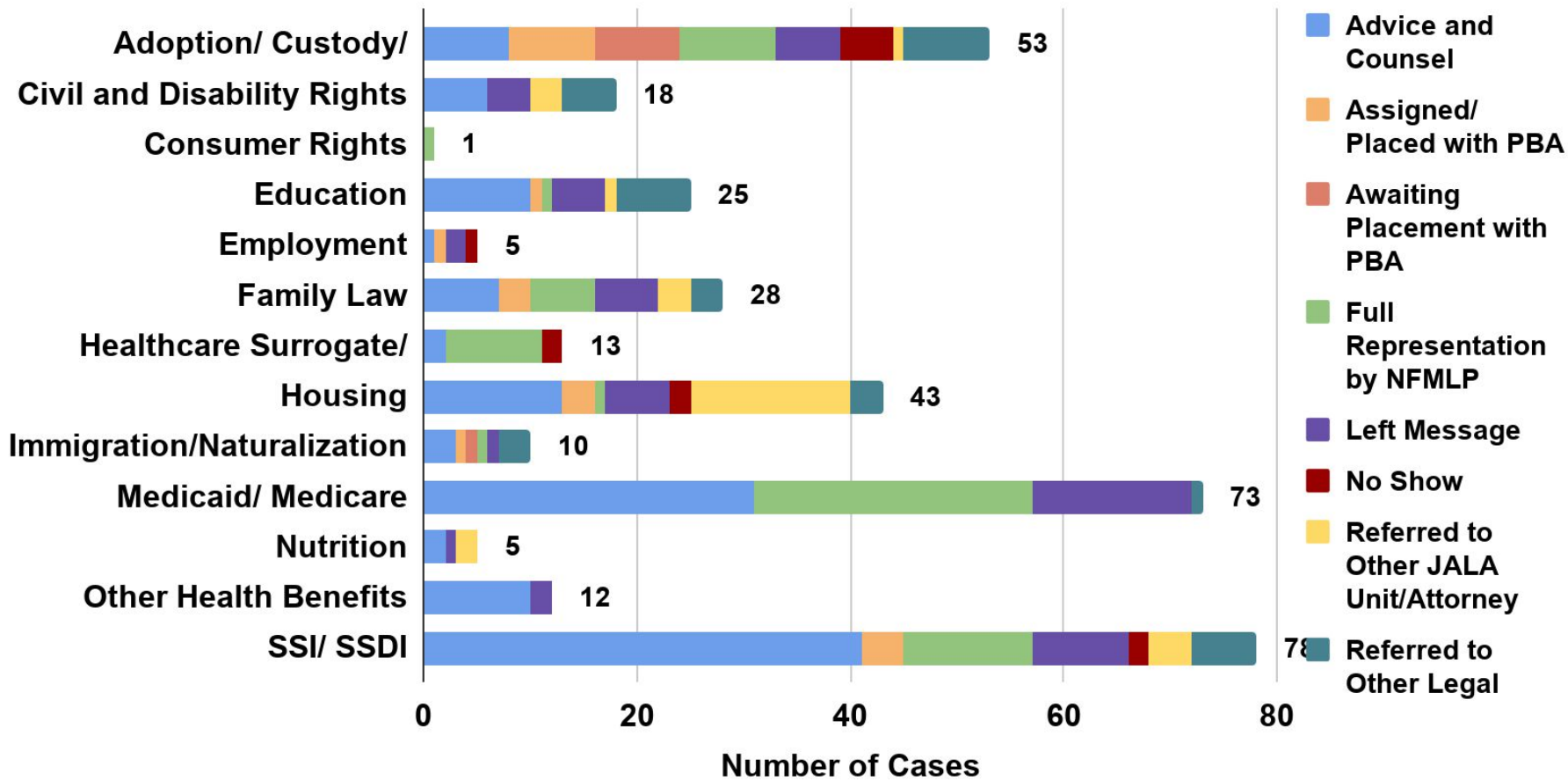
Total Referrals by Partner



● Nemours ● Wolfson ● UF Health ● PedsCare

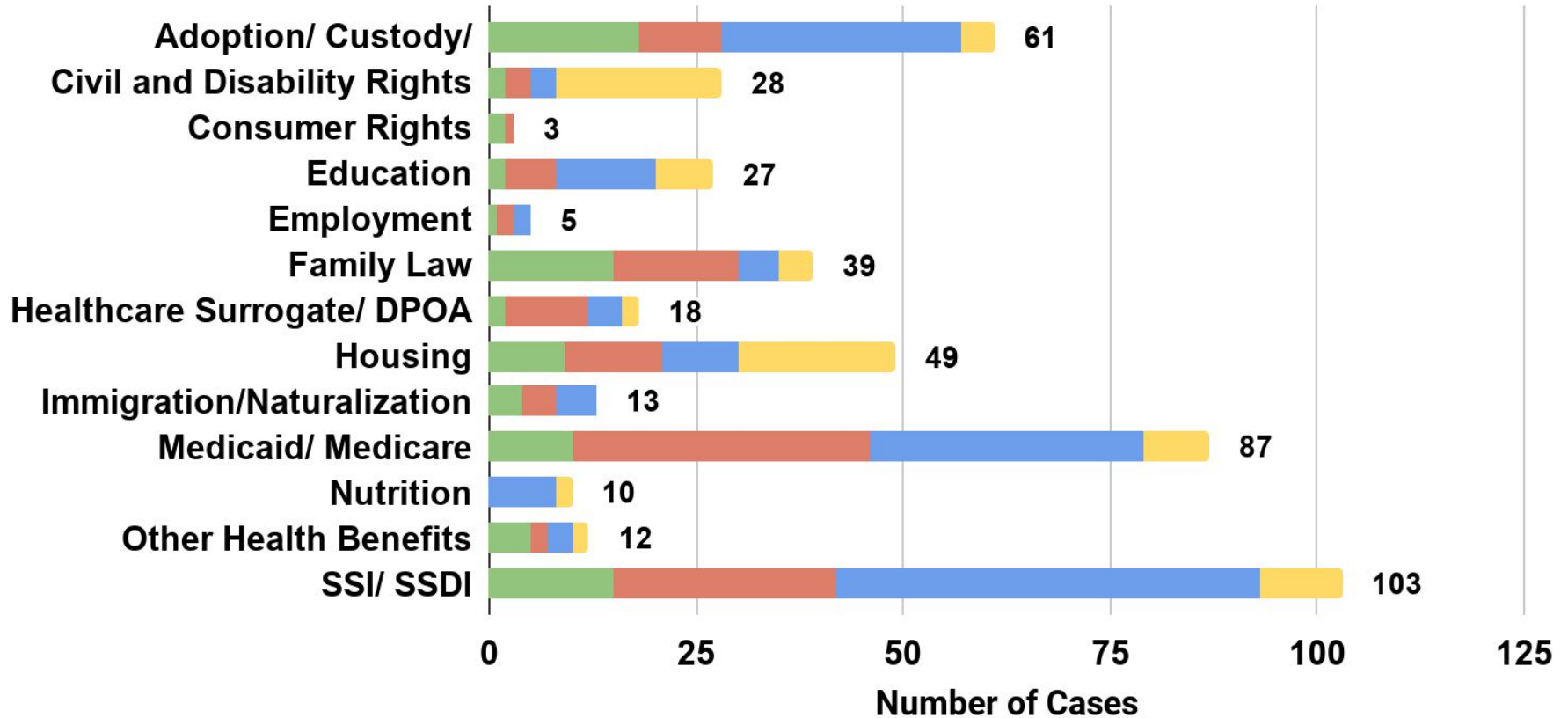
Descriptive Data

Legal Issue by Outcome

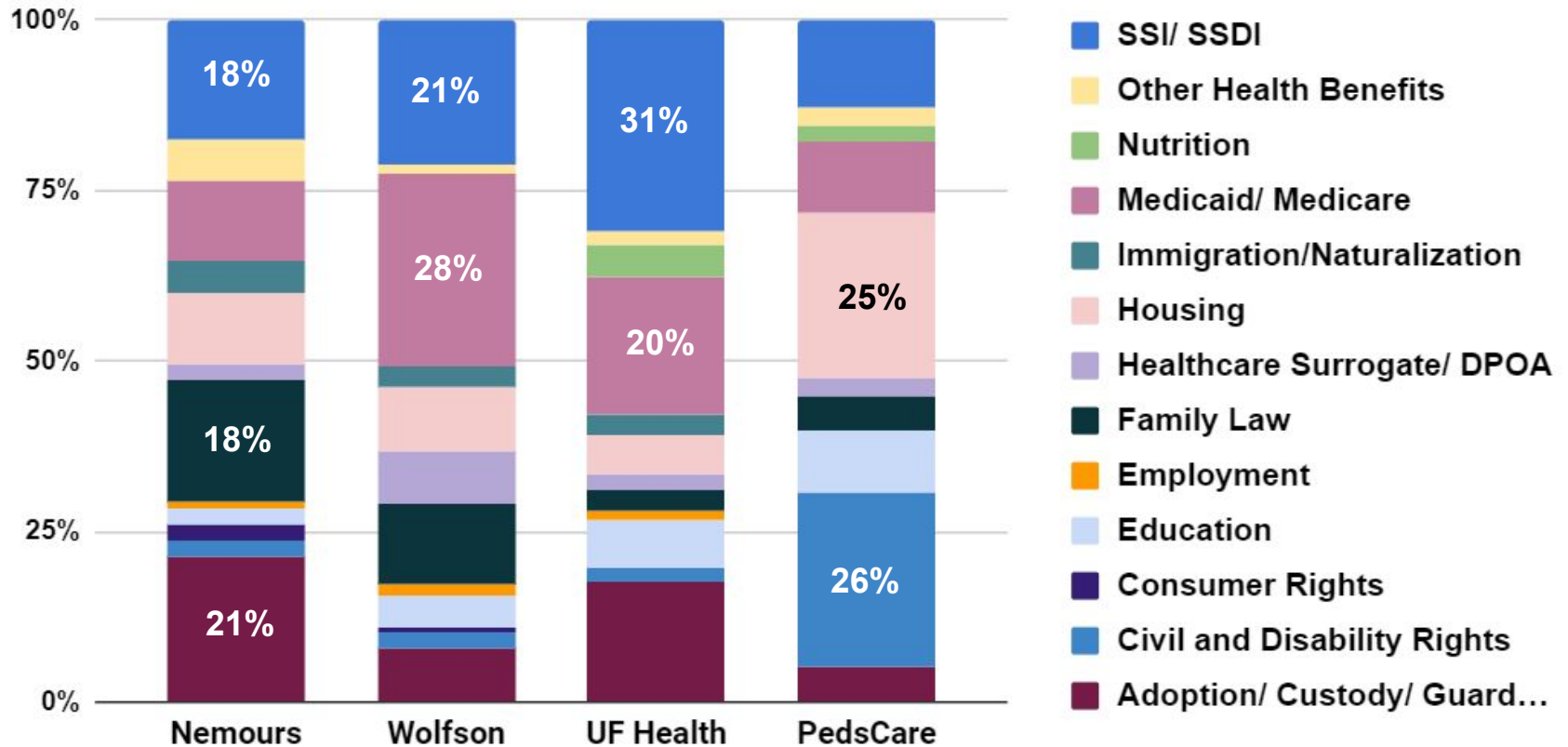


Legal Issue by Referral Partner

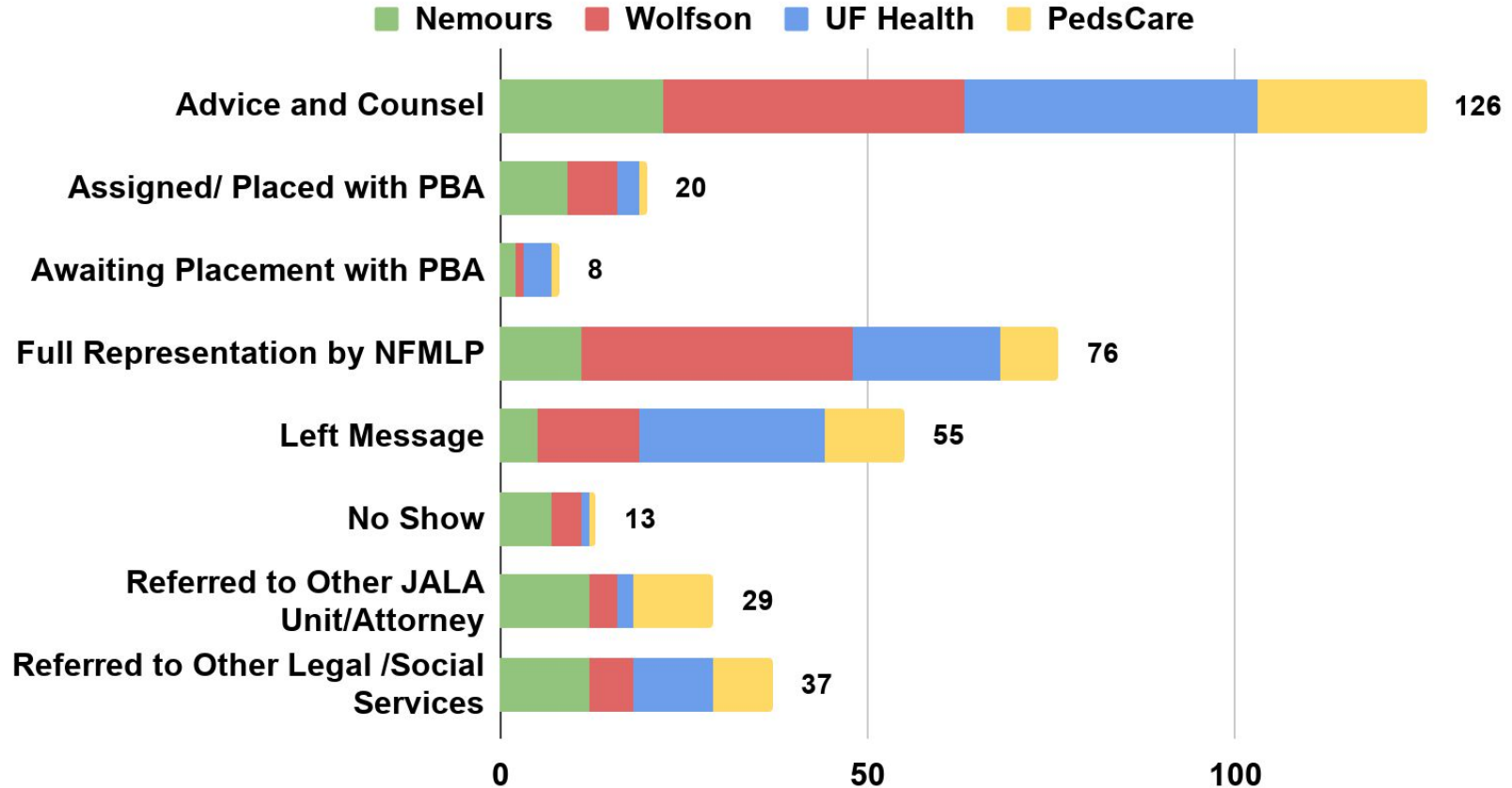
Nemours Wolfson UF Health PedsCare



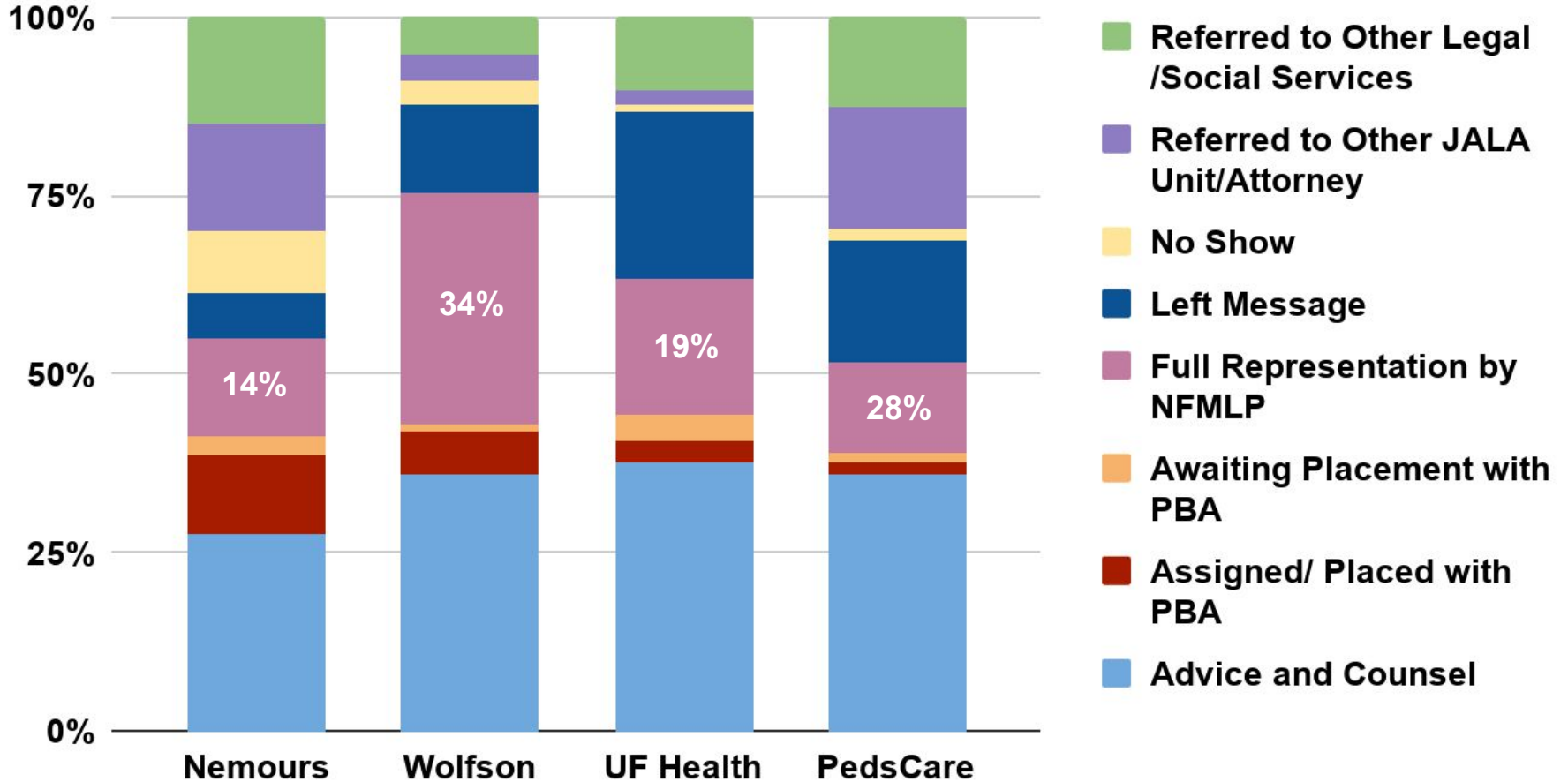
Legal Issue by Referral Partner



Outcome by Referral Partner

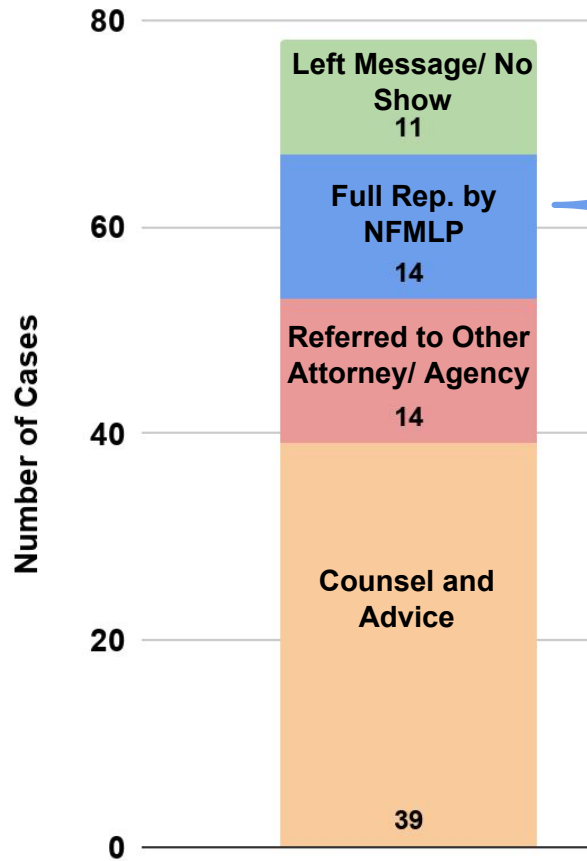


Outcome by Referral Partner



Financial Outcomes

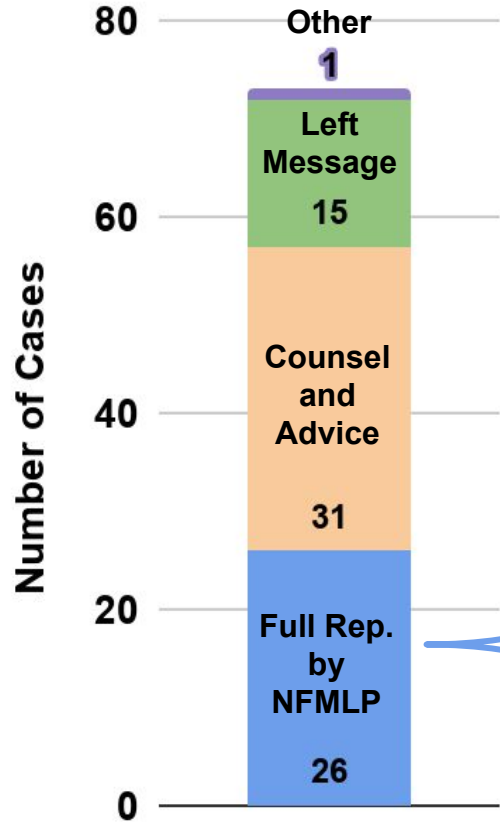
Total Closed SSI/SSDI Cases



Outcome of Closed SSI/ SSDI Cases Represented by NFMLP

	Cases	LSR/LSA	MA
Corrected SSI Overpayment or Underpayment	6	\$3,500.00	\$500.00
Obtained, Preserved or Increased SSI/ SSDI Benefit or Right	5	\$6339.50	\$2,995.00
Total Adjustments		\$9,839.50	\$3,495.00

Total Closed Medicaid Cases



Outcome of Closed Medicaid Cases Represented by NFMLP

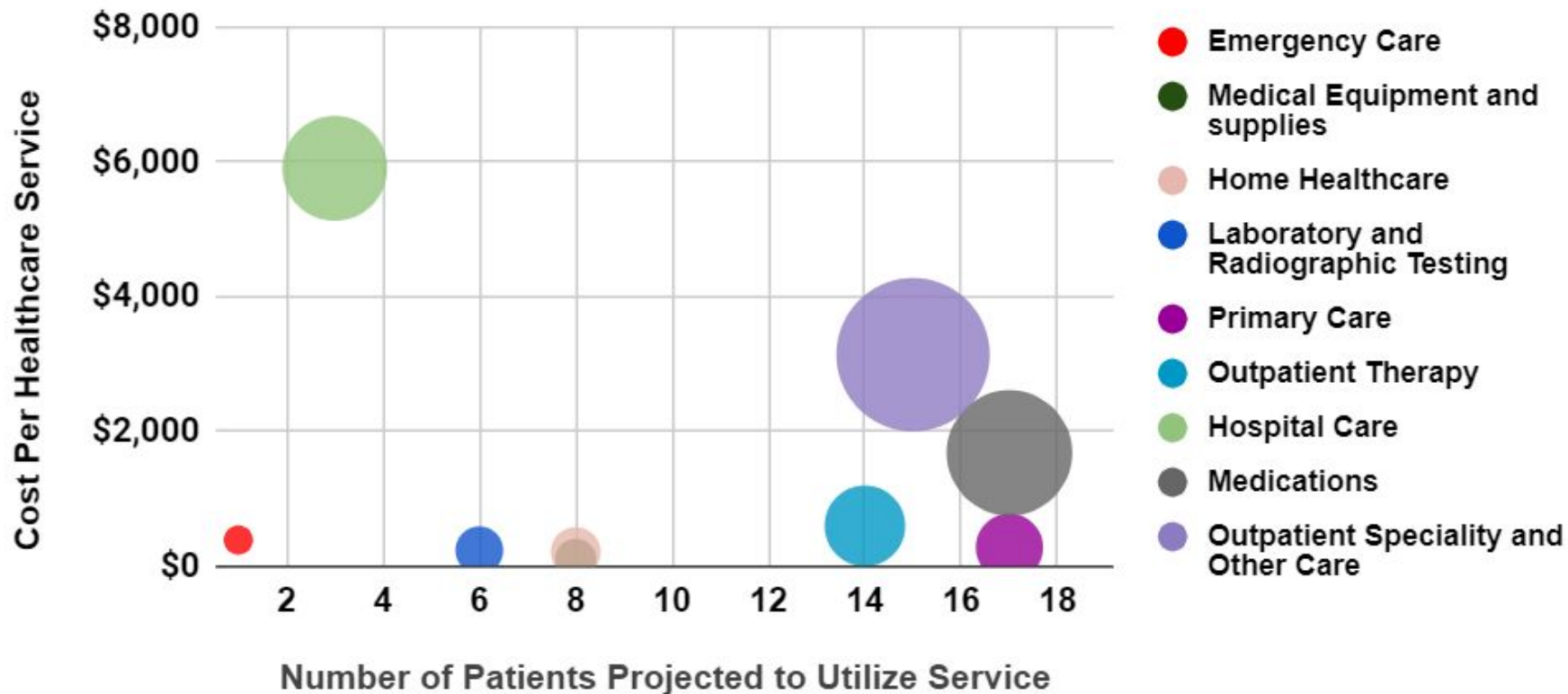
	Cases	LSA
Obtained, Preserved or Increased Medicaid Benefits or Waiver	11	\$27,884.79
Resolved Issue of Medicaid Underpayment of Benefits	5	\$86,354.96
Obtained, Preserved or Increased Individual Access to Health Care	1	\$8,562.92
Obtained Other Financial Assistance With Medical Expenses	1	
Arranged Health Care by Provider Desired by Medicaid Client	1	
Total Adjustments		\$122,802.67

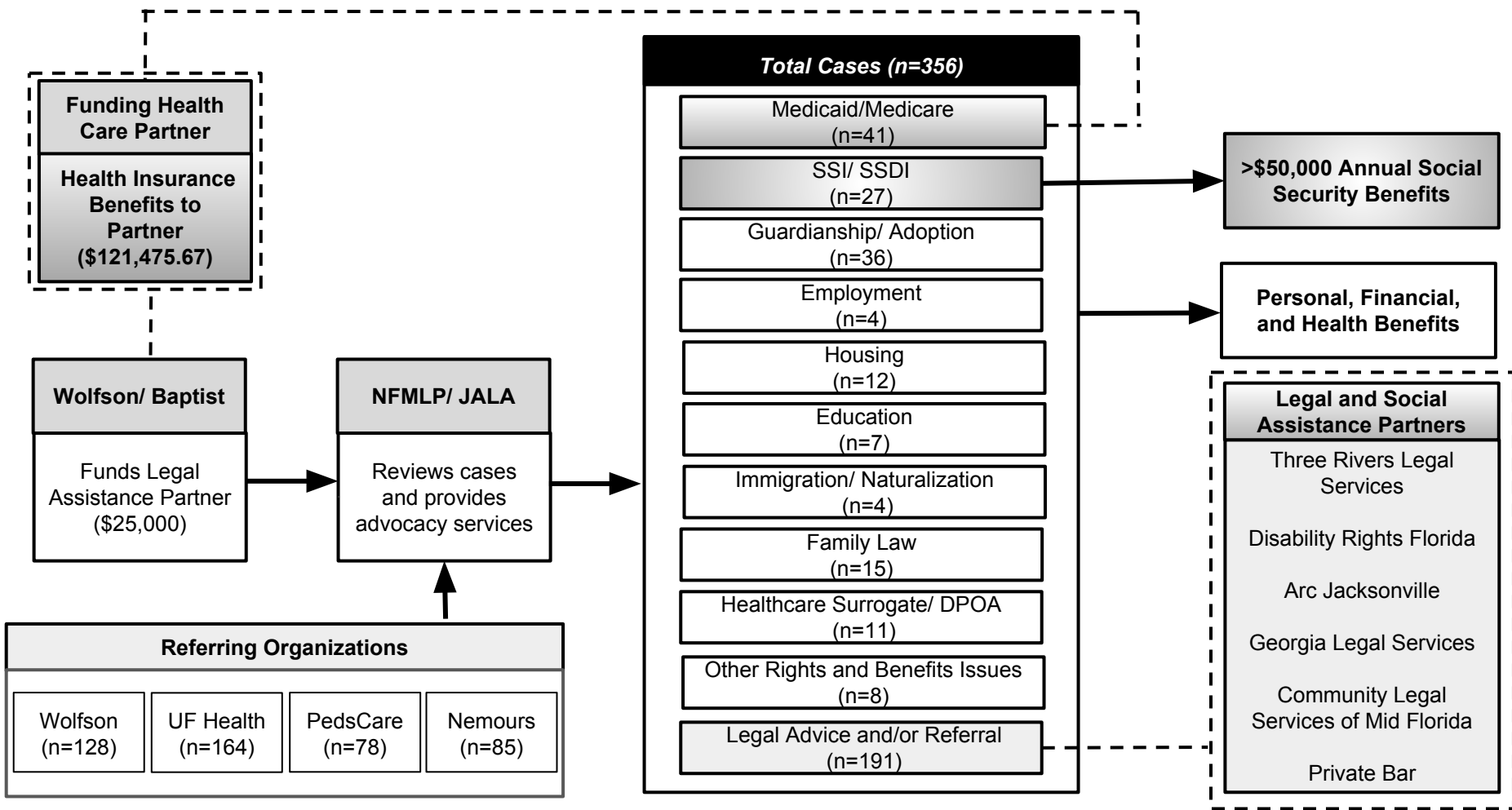


Prospective Cost Per Year of Healthcare Service Utilization by Medically Complex Children on Medicaid

Healthcare Service	Number of CMC using this service	Healthcare spending for CMC with Medicaid (annually) *	Totals
Emergency Care	1	\$383	\$383
Medical Equipment and supplies	8	\$98	\$784
Home Healthcare	8	\$204	\$1,632
Laboratory and Radiographic Testing	6	\$230	\$1,380
Primary Care	17	\$275	\$4,675
Outpatient Therapy	14	\$593	\$8,302
Hospital Care	3	\$5,903	\$17,709
Medications	17	\$1,677	\$28,509
Outpatient Speciality and Other Care	15	\$3,136	\$47,040
Total Prospective Revenue			\$110,414

Prospective Cost Per Year of Healthcare Service Utilization by Medically Complex Children on Medicaid





Feedback and Future Direction

Health Care Provider Feedback Survey: Highlights

100%

Of respondents think that the NFMLP's assistance positively impacts their patients' health

n=11

100%

Of respondents think that the NFMLP attorney is very accessible to healthcare providers and patients

n=11

91%

Of respondents feel that the NFMLP usually resolved their patients' civil legal aid needs

n=11

82%

Of respondents feel that the NFMLP helps them treat patients

n=11

Health Care Provider Feedback Survey: Referrals



- How do we get the online referral tool to be used by all referral partners?
 - LegalServer Online Intake
 - Security
 - Ease of use

Health Care Provider Feedback Survey

Screening for Legal Aid Assistance

	Yes	No
Do NFMLP trainings on legal topics increase your ability to screen patients for NFMLP assistance?	9	2
If you do screen for NFMLP assistance, do you use a screening tool?	1	10
If you do not screen for NFMLP assistance, would access to a screening tool increase the likelihood that you would?	8	2

Considerations for Upcoming Year

- Referral process
 - LegalServer online intake
 - Screening tool: content and implementation
 - Survey providers for tool content
 - Meet with hospitalist and others to determine content & implementation strategies
- Difficult to measure value
 - Calculate avg. length of stay (medical condition)
 - Does NFMLP intervention shorten length of stay
- Cannot estimate Medicaid payments for accurate ROI
 - Access to records: patient cost and utilization

Feedback for Data Analysis

- Data you would like to see more of?
 - Trends
 - Correlations
 - Statistics
 - Breakdowns or groupings of data
- Big picture questions we are missing?
- Most pressing questions and concerns?
- Any hypothesis or pet projects?