



504HealthNet.org

2014 Annual Report

Our mission at 504HealthNet is to provide support to an integrated and coordinated network of healthcare providers in the Greater New Orleans region.

Accomplishments in 2014

The Greater New Orleans Community Health Connection (GNOCHC) Saved

The GNOCHC program was in danger of ending in 2014 if the Legislature did not appropriate additional funding. Losing GNOCHC would mean that 54,000 people at or below the Federal Poverty Level in the Greater New Orleans Area would be left without insurance, and our community would face a substantial decrease in access to primary and behavioral health care services. Through collaborative work by multiple stakeholders and key legislators, this crucial program has been extended into 2015.

Additionally, 504HealthNet members worked with the Louisiana Department of Health and Hospitals to organize two successful public meetings, advocate against cuts in the primary care rate, and ensure the appropriate paperwork was submitted to the Federal government to continue the program. Without the determined work of member organization and staff, the loss of this program would have had devastating effects on our community.

This advocacy work also helped support the health centers who are providing care to the most vulnerable populations in New Orleans. 504HealthNet's efforts helped maintain existing services, care, and staffing levels. Without GNOCHC New Orleans would lose over 300 jobs and approximately \$46 million in total economic impact to the area.

None of this work would be possible without the support of our member organizations through dues and in-kind donations, as well as funding from the Greater New Orleans Foundation, and the Gulf Region Health Outreach Program Primary Care Capacity Project.

Health Insurance Marketplace Enrollment

504HealthNet members and staff assisted in enrollment for the health insurance marketplace. In the 1st session of open enrollment the Greater New Orleans Region surpassed the goal set by the U.S. Department of Health and Human Services for the region. In 2014, more than 30,000 people enrolled in coverage.

There are now more than 100 Certified Application Counselors in the Greater New Orleans Area assisting residents with enrollment.

New Orleans Enrollment Decreases the Uninsured Rate

According to the New York Times, the four parish area saw a decrease in the uninsured rate.

Jefferson Parish:
21% to 15%

Orleans Parish:
24% to 16%

Plaquemines Parish:
18% to 12%

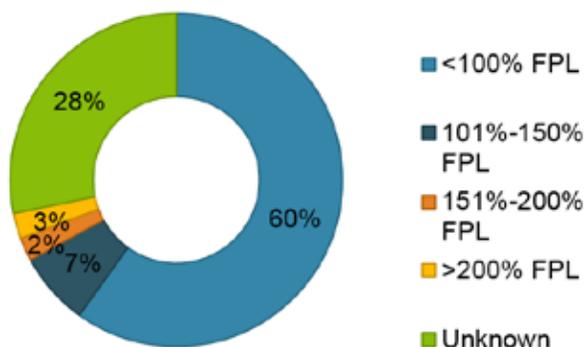
St. Bernard Parish:
24% to 15%

Key Organization Wide Activities for 2014

- Created an organization-wide resource guide, updated maps, websites, and marketing materials to promote the clinics and improve patient's access.
- Strengthened relationships with community partners including Interim LSU Hospital.
- Conducted health insurance marketplace outreach, enrollment, coordination and promotion which helped us surpass our goal for enrollment.
- Welcomed 2 new members to the 504HealthNet family: Baptist Community Health Services and Odyssey House Louisiana.
- Hired 2 full time staff
- Secured grant funding for 2.5 years through the Greater New Orleans Foundation, and the Gulf Region Health Outreach Program Primary Care Capacity Project.
- Conducted strategic planning and developed a work plan to guide activities.
- Began building relationships with payers and strengthening contracts.

Who 504HealthNet Serves

Income as Percent of Poverty



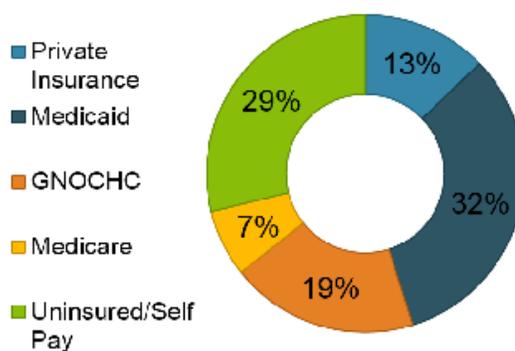
In 2013, 504HealthNet served **132,797** unique patients, with **445,136** visits across **54** sites. These patients ranged in age from infants to senior citizens. The majority of patients who visited 504HealthNet clinics were between the ages of 19 and 59. 504HealthNet members operate across southeastern Louisiana primarily in the four parish area of Jefferson, Orleans, Plaquemines and St. Bernard parishes. Nearly 57,000 patients served were from Orleans Parish, and nearly 37,000 were from Jefferson Parish.

Approximately 60 percent of patients are female, and 40 percent male. Eighteen of the 504HealthNet Clinics are certified as Patient Centered Medical Homes. Many

of these clinics provide primary care and behavioral healthcare services as well as services to special populations including LGBT, homeless, and HIV positive individuals. Thirty five of the clinic locations provide services in Spanish and other languages.

Along with primary care services, a major component of 504HealthNet services includes behavioral care and mental health services. Providers heavily focus on psychiatry and individual counseling which respectively are offered by 27 and 28 facilities. Virtually all unique health centers offer Medicaid and GNOCHC enrollment assistance, along with other social service support like SNAP enrollment, assistance enrolling in the health insurance marketplace, and other types of assistance.

Insurance



504HealthNet in the Future

504HealthNet has a focus on improving care for the un- and underinsured populations in the Great New Orleans Area through our member organizations. In the next five years 504HealthNet will continue to grow in the following areas:

- **Organizational Development and Operations:** Build and maintain sufficient infrastructure, board, and staff to grow 504HealthNet into a robust, sustainable organization with clear goals and plans for the future.
- **Programs for Members:** Develop and implement initiatives that will enhance sustainability, effectiveness, and efficiency of member organizations, and increase member organizations' capacity and capabilities.
- **Outreach and Collaboration:** Work with hospitals, community stakeholders, and potential funders to expand members' ability to provide coordinated, comprehensive community health care throughout the greater New Orleans region.

About 504HealthNet

504HealthNet is a network of health care providers in Jefferson, Orleans, Plaquemines, and St. Bernard Parishes. Members independently operate more than 50 service locations, ranging from primary care and behavioral health service sites to medical mobile units. All of the clinics listed here accept public and private health insurance, or payments can be made on an income and family-size-based sliding fee scale.

504HealthNet has had a pivotal role in integrating primary care and mental health, promoting team-based care in the medical home, and shifting the focus to the social determinants of health. However, rates of obesity, cardiovascular disease, diabetes, and asthma far exceed the national average, and many of our residents remain uninsured. The majority of uninsured patients report no regular source of care other than an emergency department. As such, 504HealthNet is dedicated to promoting primary care access for the un- and underinsured, advocating for health reform, and reducing reliance on hospital emergency departments.

Formed in 2008, 504HealthNet represents the majority of the safety net working collaboratively to better meet the primary care and behavioral health needs of low-income, uninsured, and underinsured residents.

504HealthNet Members

Access Health Louisiana
Baptist Community Health Services Inc.
City of New Orleans Health Department
Common Ground Health Clinic
Covenant House New Orleans
Daughters of Charity Health Centers
EXCELth, Inc.
Healthcare for The Homeless
Interim LSU Hospital
Jefferson Community Health Care Centers, Inc.
JeffCare, a program of Jefferson Parish Human
Services Authority
LSU Health Care Network
Mary Queen of Vietnam Community
Development Corp.
Mercy Family Center
Metropolitan Human Services District
NO/AIDS Task Force and CrescentCare
NO Musicians Assistance Foundation
Odyssey House Inc.
PACE Greater New Orleans
St. Anna's Medical Mission
St. Thomas Community Health Center
Tulane Community Health Centers

504HealthNet's Mission

Our Mission at 504HealthNet is to provide support to an integrated and coordinated network of health care providers in the Greater New Orleans region of Orleans, Jefferson, St. Bernard, and Plaquemines Parishes that are working together to achieve these goals:

1. Increase access to comprehensive primary care and behavioral health services to all people irrespective of the ability to pay.
2. Improve the quality and benefits of care.
3. Increase sustainability, effectiveness, and efficiency among the member organizations.
4. Develop linkages for a full continuum of health services.
5. Provide advocacy for the needs of community based primary care and behavioral health providers serving underserved populations.
6. Advance an effective medical home model system of care.

Contact Information

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