



RECORDED

WEBINAR

Outreach and Eligibility Management Solutions: **Proactive Protection for Patient Coverage**



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Meeting the Moment

Evolving Medicaid eligibility and enrollment requirements are increasing demands on patients and care coordinators due to H.R. 1.

- Work requirements and six-month renewals increase coverage risks.
- Health centers face growing enrollment and retention workloads.
- Technology can help keep eligible patients covered.

**CNECT will help you
save on the
solution you
need to keep your
patients covered.**

Our Competitive Bid Process

CNECT frequently adds new discounted contracts to our portfolio to meet member needs.

Step 1

CNECT conducts a competitive national RFP.

Step 2

Collaborating with SMEs, proposals are evaluated based on functionality, implementation, experience, pricing, and overall member value.

Step 3

CNECT awards one or multiple suppliers as necessary to meet the need.

Pointcare

A fully managed, outsourced coverage solution.

Best for short-staffed clinics needing to create capacity via outsourcing.

- Uses multi-source data reconciliation to cross-reference available patient, clinic, health plan, and state agency data.
- Detects lapses, re-engages patients, submits enrollments, and keeps coverage on track - automatically.
- Empowers patients to apply or renew coverage from their phone, in their native language, creating capacity for busy enrollment teams.



Targeted solutions to proactively support care coordination.

Best for clinics with strong enrollment teams looking to improve efficiency through automation.

- Provides eligibility checks and monthly sweeps to keep coverage up to date.
- Flags renewal and coverage gaps so staff can support within the reinstatement window.
- Supports with patient identification, tracking, AI-assisted documentation, and prioritized follow-up.



Targeted solutions to proactively support care coordination.

Best for clinics seeking AI-powered voice and text tools to empower patients.

- Uses telephonic and digital AI agents to guide patients through the Medicaid enrollment process.
- Simplifies the process by allowing patients to verbalize answers.
- Offers 24/7 human assistance.

Finding the Best Solution

Pointcare

Best for short-staffed clinics needing to create capacity via outsourcing.



Best for clinics with strong enrollment teams looking to improve efficiency through automation.



Best for clinics seeking AI-powered voice and text tools to empower patients.

Next Steps

Consider:

- Whether your health center needs additional capacity or simply tools to make an existing enrollment team more efficient
- Where patients are most likely to experience barriers
- The patient experience and what your patients need

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