



Wisconsin Balance of State Continuum of Care Healthcare Enrollment and Health Insurance Education Policy

Section 1: Purpose

1. The purpose of this Healthcare Enrollment and Health Insurance Education policy is to ensure CoC funded agencies are compliant with the following:
 - Educating and assisting all people experiencing homelessness with access to healthcare enrollment services, including referrals to enrollment specialists or healthcare navigators.
 - Educating and assisting all people experiencing homelessness on the use of health care benefits
 - Ensuring all agencies working with people experiencing homelessness have written policies and procedures in their manual addressing the access to health care and education about health care.
2. This policy reiterates the already existing HUD requirement for CoC funded projects to provide assistance to program participants in accessing and how to use mainstream benefits for which they are eligible.
3. This policy is intended to supplement, but not replace, any applicable state and federal laws requiring assistance with mainstream benefit enrollment or access.

Section 2: Definitions.

1. Healthcare Enrollment – The process through which an applicant is signed up with a healthcare and coverage is made effective
2. Healthcare Education - The development of a basic understanding of healthcare benefits and how and where to access health care services.

Section 3: Procedures

1. COC funded agencies will implement policy and procedures for client enrollment into healthcare and using health insurance. The policy will:
 - Identify and describe the agency's role and function of assessing household healthcare enrollment.
 - Identify and implement strategies for successfully enrolling persons experiencing homelessness into health insurance for each type of healthcare listed below:
 - State or federal benefits, Medicaid, Indian health services
 - Private insurers
 - Non-profit or philanthropic
 - Other
 - Identify and implement methods for providing health information to homeless individuals and families in a clear, concise, culturally competent manner to promote client understanding, motivation, empowerment, and positive health behavior change.
 - Identify and describe the agencies role in assisting clients make appointments, arrange for transportation, and access appropriate healthcare facilities.
2. Violations of the Healthcare Enrollment and Healthcare Education policy may result in a finding, negatively impact the agency's standing with the BOS &/or ability to participate in upcoming CoC Competition for funds.



Section 4: Records of Proceedings

1. COC funded agencies will have record of approved client enrollment into health insurance and using health insurance policy and procedures on file.
2. COC funded agencies will have appropriate documentation of assessment of household healthcare enrollment, methods used for connecting households to Healthcare, and process for client health insurance education.
3. COC funded agencies will incorporate the policy into their policy & procedures manual.