

# How An Outreach Worker Can Help

Many families require assistance from someone in their own community in order to apply for FAMIS or FAMIS Plus for their children. This may be especially true for families with language or literacy concerns or where there is no family history with health insurance. Here are some ways you can help:



## Assist the family with completing the application

- Help the family call the FAMIS toll free number to apply or assist the family with completing the *Application for Children's Health Insurance*
- Photocopy verifications and supply any additional forms that may be needed
- Provide a large envelope addressed to the local DSS or the FAMIS Central Processing Unit (CPU) and, if possible, affix postage
- Let the family know that they can expect more correspondence from DSS or the FAMIS CPU and offer to help interpret it if necessary

## Be a go-between for the family and DSS or the FAMIS CPU

- Partner with your local DSS – get to know the eligibility workers and the best way to submit applications
- Have the parent fill in *Step 7* on the *Application* so you can discuss their case with DSS or the FAMIS CPU
- If the family's application gets denied and they want to appeal the negative decision, help them prepare

## Help educate the family about using health insurance

- Once enrolled, the family must choose a doctor and/or an HMO. Make sure they understand that they can choose another physician and/or HMO from the one listed on their initial enrollment letter
- Encourage parents to make use of EPSDT, well-child checkups, and other preventive services included in the benefits. Remind them there are no copayments in FAMIS Plus or for preventive services in FAMIS
- If necessary, advise the family on how to work effectively with their child's doctor to achieve the best health care for their child

## Remind the family about their responsibilities:

- Tell them that DSS and DMAS mail is not forwarded and they need to inform DSS (for FAMIS Plus) or the FAMIS CPU (for FAMIS) if they have a change of address
- Remind FAMIS Plus families that they must inform DSS of any change in circumstances that could affect their child's eligibility within 10 days; remind FAMIS families to report to the CPU if their child moves out of state or if their income goes above 200% of poverty
- Let them know that they will be required to recertify their child's eligibility after 12 months and tell them to expect forms in the mail

For additional information on this topic, contact:

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