

# Navigating Charitable Care & Eligibility Issues



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KANSAS CITY

**MEDICAL SOCIETY  
FOUNDATION**

CHARITABLE CARE, EDUCATION, PREVENTION & WELLNESS

# Hello....

Graduated from Avila University with my Bachelor's of Science in Nursing

First job out of school was in the Cardiac ICU for a large teaching hospital

Found Duchesne Clinic....found my place in our community

Also found serious gaps in healthcare access, equity and resources

Duchesne Clinic is primary care based safety net clinic with volunteer specialists

Strong culture of quality care inside our walls....but then what?

# Specialty Care Dilemma

Our volunteer specialists have done all they can in house

Our patients need higher level care

Work smarter, not harder

- Reaching out to colleagues
- Community resources
- Does anyone owe me a favor?
- Am I the only one losing sleep over this?

Short lived victory....

Additional care is found!



But...

The time that took  
put me way behind  
on everything else

“Hey, I have this  
one patient....”

There’s never just  
ONE patient

# Who put me in charge??



Equity



Fairness



Prioritize



Triage



Medical necessity



Eligibility



Access to other  
resources



Bottom line - who gets  
access to the limited  
amount of specialty care  
and how is that decided?

# Specialty Practices

You're on the other end of the dilemma, but in the same boat

Calls from PCP offices looking for resources

Self referrals

Policy for self pay / uninsured patients

Does your practice have a charity care program in place?

Is it clear? Detailed? Updated? Easy to track?

# Welcome to Metro Care & WyJo Care

- The Kansas City Medical Society Foundation is the charitable arm of the Kansas City Medical Society
- A 501(c)(3) nonprofit organization, we are dedicated to improving access to medical care along with advancing the overall wellness of people across greater Kansas City. To address the needs the underserved, we operate the WyJo Care and Metro Care charitable care programs that deliver over \$8 million worth of donated specialty care to uninsured patients each year
- Metro Care serves Jackson, Clay and Platte counties in Missouri
- WyJo Care serves Wyandotte and Johnson counties in Kansas

# Welcome to Metro Care & WyJo Care

- We have established relationships with specialty care practices and providers who have agreed to donate care
- Metro Care and WyJo Care are NOT insurance. This is free, donated care from the specialists
- Each specialty office is different in the amount of care they pledge. They drive what that looks like e.g. Five appointments / month, two surgeries / quarter, however, we manage their pledges
- We partner with over 27 safety net clinic and Primary Care Practices to connect their eligible patients with donated specialty care



# Metro Care & WyJo Care Program Eligibility

- Must be a resident for at least three months in Jackson, Clay or Platte counties (Metro Care) or Wyandotte or Johnson counties (WyJo Care)
- Family income is less than 200% of the Federal Poverty Level
- Have no health insurance
- Not eligible for any government programs such as Medicare, Medicaid, VA benefits or worker's compensation
- If living in the city of Kansas City and/or within Jackson county, not eligible for assistance through the University Health / Truman financial discount program

# How it really works:

- The PCP places an order / referral for the patient to see a specialist
- The PCP office determines if the specialty is available through Metro Care / WyJo Care and screens the patient for Metro Care / WyJo Care eligibility
- The referral is sent from the PCP directly to our referral specialists
- Our referral specialists coordinate the requested care with the donating practices to get the patient scheduled
- Participating specialty practices can also send a referral to Metro Care / WyJo Care if a patient needs additional specialty care - for example, a cardiologist can send a referral for a pulmonologist
- Metro Care / WyJo Care referral specialists manage the specialty care pledges / amount of donated care along with the amount of requested care

# It's a win, win, win

The **patients** get access to the specialty care they need but can't afford

The **Primary Care** office has assistance navigating the patient to the specialist via an established network of providers committed to delivering donated care to the uninsured

The **specialist** office has an avenue to provide charitable care to patients through a partnership that eases the administrative burden by determining eligibility and managing / tracking the charitable care commitments



# Next steps:



If you are a Provider interested in donating care, a Primary Care office excited by the possibility of this partnership or someone who would like additional information about our program(s) and/or organization, contact:

Amber Eastabrooks -  
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Additional information at  
<https://kcmedicine.org/foundation>