



# SPECIALTY ACCESS FOR UNINSURED PROGRAM

**S**ecuring access to specialty care for low-income, uninsured individuals is a complex and intractable issue. There are many barriers to accessing specialty care in a timely and coordinated manner, even for those with an established medical home. Primary care providers serving the uninsured often refer patients to an emergency department to access needed services or rely on personal relationships with individual specialists who will provide free care.

In 2012 the Partnership launched the Specialty Access for Uninsured Program (SAUP) to replace this fragmented and costly care delivery “system” with a managed and more cost-effective model of care. The program is being implemented across the four adult health systems in Milwaukee County and nine safety net clinics that serve as medical homes for the uninsured.

The SAUP model establishes care management partnerships between safety net clinics and health systems. Building on a patient-centered medical home model, each participating safety net clinic is matched with one or more hospital/health system to coordinate access to specialty care services. This model serves to improve care delivery and transition care coordination.

While the Affordable Care Act holds promise for expanding insurance coverage and improving access to care for low income people, it is anticipated that as much as 10 percent of the population will remain uninsured. The lessons learned from SAUP will help inform important changes in the health care delivery system, including the implementation of accountable care for defined populations.

## PURPOSE

Provide specialty care for low-income, uninsured individuals that is:

- Clinically appropriate
- Timely
- Managed
- Distributed among health systems

### **A Managed Access Model – Accountable Care In Action**

*In the SAUP model, safety net clinics identify eligible patients. The clinics provide primary care, medication access, benefit counseling, enrollment assistance and navigation support. The hospital/health systems each secure a network of specialists and provide inpatient and outpatient specialty services.*

*All usual and customary specialty consultation, testing and treatment are “covered” under SAUP, with no out-of-pocket cost to patients. Patients are referred for a single episode of care, and return to the primary care provider for ongoing care management.*



### Preliminary Findings and Outcomes

In a 2012 pilot, **more than 600 individuals were enrolled in SAUP, with a show rate of 87%**. Highest numbers of referrals were for Gastroenterology, Surgery, Ophthalmology and Orthopedics. Ongoing reporting will include safety net clinic and health system data on referrals, utilization and cost, with program evaluation supported by the Medical College of Wisconsin's Healthiest Wisconsin Partnership Program.

### Safety-net clinic/health system partnerships report:

- Improved screening for patient insurance eligibility
- Streamlined application processes between the safety-net clinic and health system for patient financial assistance
- Improved patient education and referral management
- Increased understanding of the specialty care needs of the uninsured and current patterns of accessing care
- Identification of specialty services that could be more effectively/efficiently delivered in the primary care setting
- Heightened awareness of the complexity of, and resource requirements for, effective transition care management among safety-net primary care providers, specialists and hospital/health systems

## GOALS

- Improve specialty care delivery and care management processes
- Improve efficiency and effectiveness of care
- Improve health outcomes
- Decrease total cost of care

## TARGET POPULATION

Approximately 26,000 Milwaukee County residents who:

- Are established patients with a SAUP safety net clinic
- Have income  $\leq$  200 percent of the Federal Poverty Level
- Are unable to secure public or private insurance

## SAFETY NET CLINIC/ HEALTH SYSTEM PARTNERSHIPS

### Aurora Health Care

Aurora Walker's Point Community Clinic  
Bread of Healing Clinic  
Sixteenth Street Community Health Center\*

### Columbia St. Mary's

St. Ben's Clinic  
Sixteenth Street Community Health Center\*

### Froedtert & the Medical College of Wisconsin

AIDS Resource Center of Wisconsin  
Outreach Community Health Center  
Progressive Community Health Centers

### Wheaton Franciscan Healthcare

Milwaukee Health Services, Inc.  
Angel of Hope Health Care Clinic\*  
Sixteenth Street Community Health Center\*

*\*Pending*