

Progression of Patient Activation Core Competencies

Step 1: Address Consumer Identified Needs

<i>Issue</i>	<i>Resources</i>
Does the consumer have any concerns about his or her health, accessing care or health insurance at this time?	(See Below)

Step 2: Clarify and Strengthen Consumer Health Supports

1. Access to Insurance

<i>Issue</i>	<i>Resources</i>
a. Does the consumer have active health insurance at this time?	<ul style="list-style-type: none"> • Confirm status of insurance • If consumer is unaware if insurance is active, contact insurer • If not active, refer to Health Insurance Assistance Reference Guide <ul style="list-style-type: none"> ○ BHNNY PPS ○ AFBH PPS
b. Does the consumer know what benefits are covered under his or her plan?	<ul style="list-style-type: none"> • Medicaid Benefits document • Medicaid in NYS; answers to common Medicaid questions • Medicaid Managed Care Plans document
c. Does the consumer know about the nurse line and when it should be used?	<ul style="list-style-type: none"> • Nurse Line guidance document
d. Does the consumer understand co-pays, deductibles, and anticipating cost for using his or her health insurance?	<ul style="list-style-type: none"> • Guide to Insurance Terms; <i>explanation of co-pays, deductibles, and other insurance terms</i>
e. Prescription Assistance	<ul style="list-style-type: none"> • Prescription Assistance document
f. Financial Assistance for Hospital-Based Care	<ul style="list-style-type: none"> • Hospital Financial Assistance document
g. Resources to assist with the above and other financial barriers to care	<ul style="list-style-type: none"> • Contact Community Health Advocate (518) 462-7040 <ul style="list-style-type: none"> ○ Community Health Advocates Directory

For the hyperlinks to all of the above resources, visit hcdiny.org

For updates or to add additional information, please contact us at coaching@hcdiny.org Last Revised 4/8/19

2. Access to Care

<i>Issue</i>	<i>Resources</i>
a. Has the consumer chosen a PCP yet?	<ul style="list-style-type: none"> • Find a Doctor document
b. Does the consumer need to be connected to a specialist ?	<ul style="list-style-type: none"> • Find a Doctor document • Dental Providers document • Contact Community Health Advocate for assistance (518) 462-7040 <ul style="list-style-type: none"> o Community Health Advocates Directory
c. Has the consumer established himself or herself as a patient with his or her PCP?	<ul style="list-style-type: none"> • Primary Care document
d. Does the consumer know the importance of an annual check-up with his or her PCP? Does the consumer know how to get the most out of his or her PCP visits ?	<ul style="list-style-type: none"> • Primary Care document • Flourish; <i>Coaching for Activation: Communicating with Provider resources</i>
e. Is the consumer aware of Urgent Care locations in his or her community?	<ul style="list-style-type: none"> • Urgent Care Facilities document
f. Does the consumer know available supports to navigate the health care system to find the right care, at the right time, for the right cost?	<ul style="list-style-type: none"> • Nurse Line guidance document • Contact PCP; <i>see section 2.a.</i>

3. Social Supports

<i>Issue</i>	<i>Resources</i>
a. Does the consumer want to learn about social supports services in his or her area?	<p>The Community Supports Directory, includes lists of resources in the Capital Region, such as United Way 211 and NY Connects separated into the following categories:</p> <ul style="list-style-type: none"> o General Directories o Developmental Health o Housing, Food, and Childcare o Mental Health o Senior Services o Transportation

4. Chronic Disease Self-Management

<i>Issue</i>	<i>Resources</i>
a. Is the consumer aware of these (programs, tools, resources and peer supports) that may help him or her better manage his or her condition?	<ul style="list-style-type: none"> • Capital Region Public Health Directory • Flourish; <i>Coaching for Activation resources</i> • Chronic Disease Self-Management Guide <ul style="list-style-type: none"> o Asthma, Diabetes, and Obesity