



Annual Report 2023



Take Care Utah (TCU) is a program of Utah Health Policy Project that helps Utahns access health insurance coverage and navigate the health care system. The program houses more than 30 Health Access Assistors (HAA) and 2 Linkage Coordinators who can provide services throughout the state. TCU was established in 2012 and is primarily funded by grants. The team provides:

- Application assistance in multiple languages for Medicaid, CHIP, or Marketplace
- Case management throughout the eligibility process
- Guidance in selecting health plans and finding preventative care
- Insurance literacy education after enrollment to ensure benefits can be accessed
- Ongoing assistance with renewals or reviews to maintain coverage

TCU envisions a future where all Utahns have easy access to quality, affordable health care that meets their needs. To achieve that vision, TCU believes all Utahns must have dependable and consistent health care coverage.



In 2023, Take Care Utah’s Health Access Assisters (HAAs) provided direct enrollment assistance for Medicaid, CHIP and Marketplace coverage to more than 11,000 people and guided a total of 8,928 into coverage – a 41 percent increase over 2022. TCU enrolled 1,750 children in Medicaid, CHIP and Marketplace coverage, more than double the number of children it enrolled in 2022.

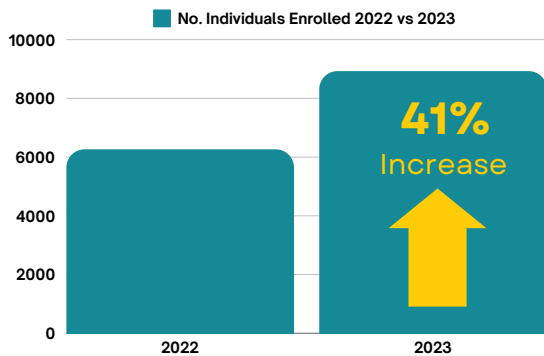


Figure 1. Adults TCU enrolled in Medicaid or Marketplace insurance, by year.

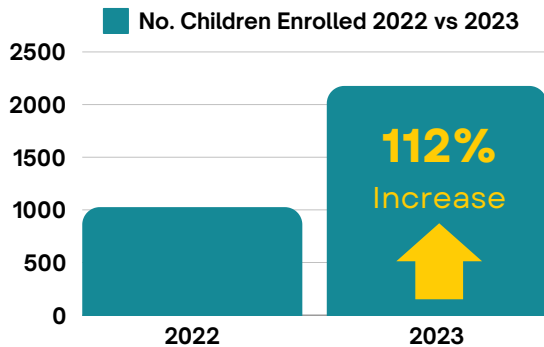


Figure 2. Children TCU enrolled in Medicaid or Marketplace insurance, by year.

HAAs were in-person at 70 enrollment sites in Box Elder, Cache, Davis, Salt Lake, Summit, Tooele, Utah, and Weber counties including food banks, medical clinics, counseling centers, schools, and many other locations. Through phone calls, virtual appointments, presentations and at 1,491 events, TCU talked to more than 124,000 Utahns throughout the state providing accurate information and direct guidance to keep people covered.

Eligible Children and Families Lost Health Insurance Coverage

In 2023, the COVID-19 Public Health Emergency ended and states had to review eligibility for every person on Medicaid for the first time since 2020.

In Utah, families and children lost coverage even though many were still eligible. As of March 2024, 218,685 people were disenrolled, including 201,213 who were disenrolled for procedural reasons resulting in a 32% overall decrease in Medicaid enrollment. An estimated 150,000 Utahns remain newly uninsured.

Source: [KFF Analysis of State Unwinding Dashboards and Monthly Reports Submitted to CMS](#)

TCU was the first call for 30,245 people faced with losing Medicaid because of the end of the COVID-19 Public Health Emergency. TCU’s daily incoming call rate grew by 2.65 times from 76 call per day to 202. TCU extended its weekday hours and opened Saturdays during periods of high demand, when state offices are closed. TCU launched a series of on-line sessions to educate 840 community health workers and front-line medical office staff on resources available to help people navigate coverage loss.



MEETING COMMUNITY BEHAVIORAL HEALTH NEEDS

TCU staff have a particular focus on improving behavioral health outcomes. HAAs offer a hand-up to people experiencing homelessness or substance use disorder, transitioning to the workforce or entering end-of-life care. TCU is an integral player in Utah's re-entry strategy for thousands of people leaving incarceration. Since the inception of Utah's Targeted Adult Medicaid (TAM) program for this population, TCU has enrolled 10,643 individuals, more than 1/3 of total TAM enrollment.

TCU enrolled **2,326 people** in Targeted Adult Medicaid in 2023.

Since TAM began, TCU has enrolled **10,643 people** in the program.

IN PARTNERSHIP WITH

Adult Probation and Parole; Cache County Sheriff's Office; Bonneville Community Correctional Center, Box Elder County Jail, Cache County Jail, Davis Behavioral Health, Davis Community Reentry Fair, Davis County Jail, Fortitude Community Treatment Center, Northern Utah Community Correctional Center, Orange Street Community Correctional Center, Salt Lake County Criminal Justice Services, Salt Lake County Jail, Salt Lake Legal Defender Association, Sevier County Jail, Utah County Jail, Utah County Public Defenders, Utah Department of Corrections, Utah Federal Defenders, Valley Behavioral Health, Weber County Jail, Weber Public Defenders, Weber Reentry Fair

IMPACTING LIVES STATEWIDE

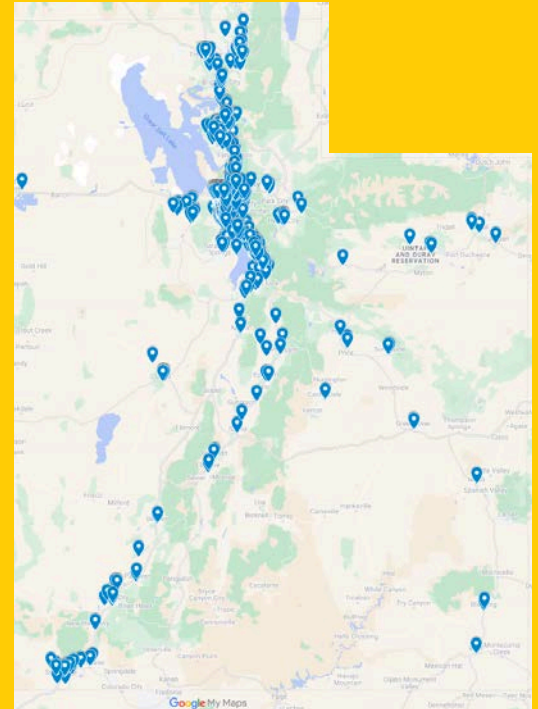


Figure 3. Location of clients enrolled with TCU assistance.

*Each pin represents 5 people.

A VOICE FOR PATIENTS

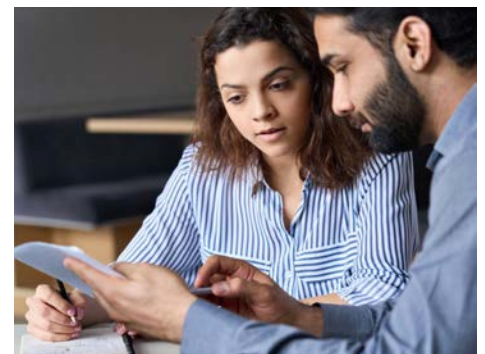
TCU is a voice for consumers and patients with state leaders and health plans. TCU provided real-time, actionable suggestions to state leaders to improve the public's experience during the Medicaid Unwinding, like providing immediate access to case review dates to all providers who can share it with patients.

RACIAL AND ETHNIC MINORITY OUTREACH AND ENROLLMENT

TCU HAAs are members of the communities they serve and use those connections to broaden TCU's reach. One-quarter of people TCU helped spoke a primary language other than English. Take Care Utah is pioneering health insurance literacy and enrollment in Utah's Hispanic community. TCU's Latinx/Hispanic Health & Heritage Festival attracts more than 10,000 attendees. Forty-percent of people TCU enrolls are Latinx/Hispanic.

LARGE AND GROWING NEED FOR TCU

The need for TCU has never been greater and is growing rapidly. With 150,000 newly uninsured, people are looking to organizations like TCU that have years of trust and connections within the community. In the first quarter of 2024 TCU has already doubled the number of people it is serving compared to the first quarter of 2023. TCU sees a long-term need for health insurance education and enrollment assistance that will require its services to be embedded in the healthcare delivery system statewide.



TCU CLIENT: "PLEASE DON'T EVER LEAVE ME."

Sarah is a single mother of two who had never applied for Medicaid. When her adult daughter became permanently disabled from a car accident, Sarah quit her job to become a full-time caregiver. As a result, her family lost insurance coverage. Her first Medicaid application was denied because her old employer didn't provide needed information. Sarah contacted Take Care Utah for help. A Health Access Assister brought the needed forms to her previous employers in-person and waited while the paperwork was completed. Sarah was enrolled in Expansion Medicaid and her daughter in Aged, Blind and Disabled Medicaid. TCU sat with Sarah after she was approved to explain her benefits and how to maintain them. She now proactively gathers all the information needed to make the most of her benefits. For this client, TCU's application assistance has proved to be life-changing, allowing her to

overcome barriers to healthcare access and get the medical treatment her family needs. At the end of the process Sarah thanked TCU's HAA saying "Please don't ever leave me."

HEALTH RELATED SOCIAL NEEDS SUPPORT FOR ADULTS WITH DISABILITIES

TCU, in partnership with Utah DHHS, employs two full-time Linkage Coordinators to help individuals with intellectual and developmental disabilities, traumatic brain injuries, and mobility limitations identify unmet health needs and "link" them with necessary resources.

Linkages are made based on a participant's needs and wants, often going beyond healthcare related services to help clients establish connections with housing, employment and other social service agencies. We measure success at the individual level, when participants in the program see fewer unmet health care needs, improved health and wellness behaviors, and reduced chronic conditions and risk factors.

Visit takecareutah.org/linkage-coordinator-project

Submit a referral using this link or QR code: bit.ly/linkagereferral3

IMPROVING HEALTHCARE LITERACY

In partnership with the University of Utah's Huntsman Cancer Institute, TCU is developing a health insurance education program for and with Utah's Latinx/Hispanic community enrolled in Medicaid. The study will evaluate how increased health insurance and cost-related literacy improve the efficacy of Medicaid coverage among newly insured Latinx/Hispanic individuals.

**TO LEARN MORE OR
MAKE AN APPOINTMENT**

GO TO WWW.TAKECAREUTAH.ORG/BOOKINGS

OR SCAN THE QR CODE



SUPPORT FROM THE FOLLOWING ORGANIZATIONS MAKES

TAKE CARE UTAH'S WORK POSSIBLE

Cambia Health Foundation

CDC Foundation

Centers for Medicare & Medicaid Services

Intermountain Healthcare

Molina Healthcare of Utah

University of Utah Health Plans

**Utah Department of Health and Human
Services**



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