

Cooperative Agreement for Portal Agencies

_____ (name of agency) agrees to collaborate with HealthLink Miami Valley (HLMV) to improve access to health care services for residents of Montgomery County according to the following specifications:

- 1) The above named agency agrees to act as a portal agency, as defined herein.
- 2) Each portal agency will designate at least one individual to serve on the HealthLink Miami Valley Advisory Council which will meet August 20, 2002, October 15, 2002 and subsequently as scheduled. Meetings will be held between 3:30 and 5:00 PM at the Kettering Center 140 E. Monument Ave. Dayton, Ohio 45402.
- 3) Portal agency staff will be trained by HealthLink staff in use of the Portal Agency Questionnaire, attached as Appendix A. Training will be provided at no cost and will be offered as many times as needed. The Outreach Supervisor will provide ongoing consultation on the referral process for HLMV, Kimberly Conner, 775-1121.
- 4) Portal agencies agree to incorporate questions about health care needs, utilization and health insurance either by using the Portal Agency Questionnaire or by including these questions in their own intake procedures if those systems or procedures undergo any redesign or revision. (See Portal Agency Questionnaire, Appendix A)
- 5) HLMV Community Health Advocates will work with portal agency referred clients to assist with applications for existing programs for health care, health care insurance/Medicaid and other services as needed. Portal agency staff who refer clients to the Community Health Advocates may contact Kimberly Conner, the Outreach Supervisor to obtain information on services which were provided by Community Health Advocates.
- 6) Portal agency staff agrees to use the attached referral process, Appendix B.
- 7) Portal agencies may request further training from HealthLink in health related issues, resources or programs. Portal agencies will participate in HealthLink supported training to continue the practice of assessing health care needs and referring for health care services as an ongoing practice at the portal agency.
- 8) Portal agencies agree to participate in an MIS audit in preparation for enrollment into the HealthLink Miami Valley integrated MIS.

Authorized signature

Date

Title

HealthLink Miami Valley *A Community Access Program*

Portal Agency Referral Process

- Training for portal agency workers
- Explain introductory statement for portal questionnaire
- Upon consent have client/customer answer questions
- Portal agency s workers fill out the questionnaire for the client/customer
- Make sure to **PRINT** name, address, phone number or alternate number clearly and a best time to call
- Have client/customer sign the questionnaire for advocates to do follow-up
- Forward complete referrals to the address or fax number on the bottom of the questionnaire
- Referrals are to be forwarded on a weekly to bi-weekly basis; each agency client/customer intake flow varies. A routine schedule would be arranged between the portal agency and the advocate outreach supervisor.