



**Health Consumer Center**  
of Los Angeles

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*Helping people get the health care they need.*

**Community Resources, Policy and Budget Issues**

**LAC Health Educators, February 5, 2008**

A project of Neighborhood Legal Services



Funded by The California Endowment

2/14/2008

## *Who* HCC helps:

HCC helps *limited-income* residents of Los Angeles County having problems with health care.

## *How* HCC helps:

- ⊗ Advocacy Services
- ⊗ Community Education and Outreach
- ⊗ Policy Work

# What kinds of problems do health consumers face?

- Lack of health care due to:
  - high cost of insurance
  - unaware of availability
  - fear of public charge
- Barriers to health care access:
  - lack of knowledge re: how to use available health care systems
  - linguistic
  - geographic
  - transportation

# What kinds of problems do health consumers face? (cont.)

- Denial of necessary services, medications and treatments
- Poor quality services
- Medical debt

# HCC Provides...

## Advocacy Services

- Advises and assists clients, including telephone calls and letters on behalf of the clients
- Represents clients at fair hearings and at grievance procedures within managed care
- Assists with certain types of litigation (but not with malpractice claims).

Health consumers can...

## Access HCC's advocacy services

### **HCC Telephone Hotline:**

1-800-896-3203

Mondays, Tuesdays, Thursdays, and Fridays

9:00 AM – 11:45 AM

FREE TO **ALL** LOS ANGELES COUNTY  
RESIDENTS WITH AN INCOME UP TO 200% FPL

# Who's on the HCC Hotline?

- Bilingual telephone counselors extensively trained on health care law.
- Supervising attorney is constantly available to the counselors and reviews every case.
- A full health care law library is available to HCC counselors and staff.

## Language Capabilities

Armenian, English, Khmer (Cambodian), Korean, Spanish, Vietnamese, and (via the Language Line) dozens of other languages as well.

# HCC Provides...

## Community Outreach and Education

- Provides education and trainings for clients and agencies on HCC, health care programs, and health care law.
- Engages in county-wide outreach campaign to reach the widest variety of geographically, culturally, and linguistically distinct communities.

**HCC COE**

1-818-834-7532

Mondays through Fridays

9:00 AM - 5:00 PM

# HCC Provides...

## Policy Work

- State-wide, county-wide policy work to meet local needs.
- Informed by information learned through individual assistance

HCC Provides...

# Technical Assistance to Agencies and Community-Based Organizations

## **HCC Technical Assistance**

1-818-834-7572

Mondays through Fridays

9:00 AM - 5:00 PM

# HCC Background Information

- Funded by the California Endowment
- Administered by the Health Consumer Alliance, a project of the National Health Law Program in LA
- One of nine county health consumer centers: LA, San Diego, Sacramento, Orange, San Mateo, Fresno, San Francisco, Kern and Imperial Valley
- Each health consumer center is administered by a Legal Services program

# HCC Partners

- ⊗ Asian Pacific American Legal Center (APALC)
- ⊗ Legal Aid Foundation of Los Angeles (LAFLA)
- ⊗ Maternal and Child Health Access (MCHA)
- ⊗ Mental Health Advocacy Services (MHAS)
- ⊗ National Health Law Program (NHeLP)
- ⊗ Western Center on Law and Poverty (WCLP)

# Community Coalitions and Resources

- Maternal and Child Health Access  
[www.mchaccess.org](http://www.mchaccess.org)
- LA Health Action  
[www.lahealthaction.org](http://www.lahealthaction.org)
- Community Health Councils  
[www.chc-inc.org](http://www.chc-inc.org)
- California Partnership  
[www.california-partnership.org](http://www.california-partnership.org)

# Community Coalitions and Resources- Examples

- Antelope Valley Partners for Health  
[www.avph.org](http://www.avph.org)
- ValleyCare Community Consortium  
[www.valleyccc.org](http://www.valleyccc.org)
- LA Best Babies Collaboratives  
[www.labestbabies.org](http://www.labestbabies.org)

# Community Coalitions and Resources-Examples

- Esperanza Community Health Promoters  
[www.esperanzacommunityhousing.org](http://www.esperanzacommunityhousing.org)
- SPA Area Health Officers, planning  
councils  
<http://admin.lapublichealth.org/spa>
- Children's Planning Councils  
[www.childrensplanningcouncil.org](http://www.childrensplanningcouncil.org)

# State Budget Information

- The Governor is proposing to cut over \$9 billion dollars in the state budget for this budget year and next. Substantial cuts are proposed for most health and social services.

# State Budget Information

- Proposed cuts include Medi-Cal provider rates, elimination of “optional” Medi-Cal services like mental health, dental and speech therapy and requiring quarterly reports
- CHDP, Black Infant Health, Domestic Violence, CalWorks, IHSS, Mental Health, and Regional Centers are also all slated for potential cuts...

# State Budget Resources --with thanks to Maternal and Child Health Access [www.mchaccess.org](http://www.mchaccess.org)

- Governor's budget: <http://www.ebudget.ca.gov/>
- Governor's budget highlights:  
<http://gov.ca.gov/issue/specifics/2008-09-budget-health-and-human-services>
- Senate Budget Committee – “Quick Summary”  
63 pages, health and social services pages 20-35:  
[http://www.senate.ca.gov/ftp/SEN/COMMITTEE/STANDING/BFR/\\_home/](http://www.senate.ca.gov/ftp/SEN/COMMITTEE/STANDING/BFR/_home/)
- Assembly Budget Committee -  
<http://www.assembly.ca.gov/acs/newcomframeset.asp?committee=4> Click “Budget Committee” on left and then “2008 Reports”

# State Budget Info, cont.

- LA Health Action

[www.lahealthaction.org](http://www.lahealthaction.org) will house many of the summaries and analyses.

- The Legislative Analyst

[www.lao.ca.gov](http://www.lao.ca.gov)

- California Budget Project

[www.cbp.org](http://www.cbp.org)

- Health Access <http://www.health-access.org/2008/01/health-care-hangs-in-balance.htm>

# State Budget Info, cont.

- Latino Coalition for a Healthy California  
[www.lchc.org](http://www.lchc.org)
- California Immigrant Policy Center  
[www.caimmigrant.org/CIPCUpdt100108.pdf](http://www.caimmigrant.org/CIPCUpdt100108.pdf)
- California Partnership  
[www.california-partnership.org](http://www.california-partnership.org)

# Some Current Policy Issues

- Health Reform
- Medical Debt and Hospital Collection practices
- Medi-Cal Documentation Requirements for Citizens

# Opportunities to Engage

- your examples/experiences
- local collaboratives and projects- Medical-Legal-Community Partnerships, diabetes, asthma and other prevention efforts, projects to provide comprehensive services, including advocacy, working with children, pregnant women, adults with chronic conditions, individuals and families who are homeless...

# HCC Resources and Materials

- For more information about HCC services, current policy initiatives involving health access, or health education materials in various language, please visit: [www.healthconsumer.org](http://www.healthconsumer.org)
- Raquel Quezada HCC Outreach Coordinator  
818-834-7532
- Beth Osthimer NLS Policy Director  
818-834-7553