



Advocates for Family Health

A Project by Mid-Missouri Legal Services
(MMLS)

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Brief History of MMLS' Project

1. Began in July 2008
2. Originated with one Advocate/Director and one Advocate
3. Goal is to continue growing the program through expanded outreach and greater expertise



Advocates for Family Health Staff

1. Steven Kuntz (Advocate/Director)
2. Vicki Strobe (Advocate)



Service Area

**1. Comprises eleven counties
in the central Missouri area**

(Audrain, Boone, Callaway, Chariton, Cole,
Cooper, Howard, Miller, Moniteau, Osage &
Randolph)

**2. Does not comprise all counties
in MHN's central region**

Scope of Work

1. Provide information to members and organizations in MMLS' service area regarding eligibility, services and member responsibilities
2. Problem-solve solutions regarding requests for services to members
3. Most problems are resolved in cooperation with FSD, health plan or MHN
 - a. Of the 37 cases handled so far this year, only one case went to a state fair hearing



Significant Recent Events

1. Assisted 32 members/applicants since January 2011; up from 21 (approx.) at this time last year
2. Continued tri-annual meetings with the three plans in the central region: HCUSA, MO Care and Molina
3. Increased inter-project meetings

Types of Cases

1. Eligibility/Gen. Info. – 18
2. Access to services – 4
 - a. Dental – 2
 - b. Specialty Services – 1
 - c. Complaint regarding provider – 1
3. Recipient Responsibility – 9
4. Opt-out – 1
5. MA for disabled child - 1



Case Examples

1. Recipient responsibility – developing an approach to billing problems – ID info., billing info., determine reason for why the bill was not paid
2. Orthodontia – approval of cases based on automatic qualifier



Concerns for the Region

1. Logistical – as the number of members served increases, time for outreach decreases
2. Need to foster a spirit of greater cooperation between the Projects and Plans/MHN



Renewed Effort to Expand Outreach, Expertise, and Cooperation