





Buena SaludHispanics and the Future of the Southern U.S.

Grantmakers in Health • West Palm Beach, FL • May 10, 2013 Latinos and Health Care: Assets and Opportunities in the South





ABOUT THE ALLIANCE

ACHIEVING THE BEST HEALTH OUTCOMES FOR ALL

National Alliance for Hispanic Health

Vision

Strong healthy communities whose contributions are recognized by a society that fosters the health, well-being, and prosperity of all its members.

Mission

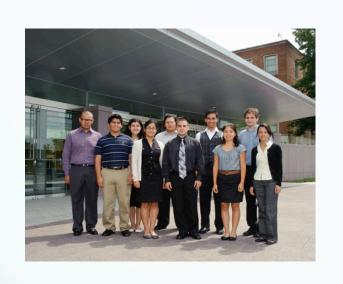
To improve the health of Hispanic communities and work with others to secure health for all.



The Alliance

- Largest and oldest Hispanic network, the nation's experts in Hispanic health.
- Senior, bi-partisan Board of Directors
- Community-based Alliance organization members deliver services to 15 million persons each year; national organization members 100 million.
- Believe in community-based solutions.
- Do not accept funding from alcohol or tobacco companies.

Alliance Assets



People

Community, board, members, and staff.

Operations

Exemplary financial and administrative processes.

Values

- Best health outcomes for all.
- Relationships based on mission.
- Not tobacco or alcohol money.
- Programs and policy driven by science and community voices.
- Non-partisan and non-political.



Alliance Members Are...



INDIVIDUALS

- Consumers
- Health
 Professionals
- Researchers
- Students
- Retirees



ORGANIZATIONS

- Community Based
- National
- For Profit Corporations
- Foundations
- Government
- Hospitals
- Universities

Governance



Best in America Seal
Independent Charities of America

Charities Under 5% Overhead
Combined Federal Campaign
Certification (CFC #11504)

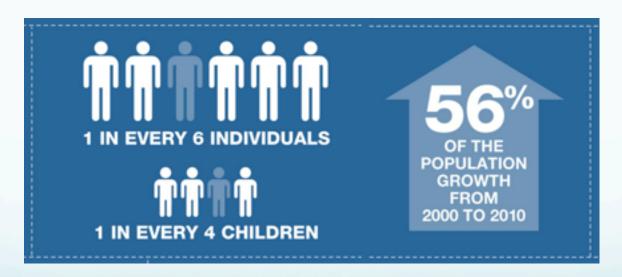
Best 50 Non-Profits to Work For Non-Profit Times



Hispanic Population in the U.S.

57 Million Hispanics

(53.3 mainland U.S. and 3.7 million Commonwealth of Puerto Rico).



Source: U.S. Census Bureau. Projections Show a Slower Growing, Older, More Diverse Nation, December 12, 2012 (Data for 2012 population reported by Census Bureau based on supplemental projections of the population by sex, race, and Hispanic origin for the United States). Annual Estimates of the Resident Population for Municipios of Puerto Rico: April 1, 2000 to July 1, 2009, (PMR-EST2009-01), March 2010. and, U.S. Census Bureau, 2010 Census Redistricting Data (Public Law 94-171) Summary File, Table P1.

States with Largest Hispanic Population Growth, 2000-2010

(%)

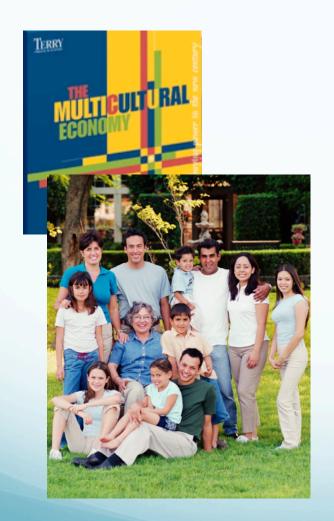
STATE GROWTH, 2000-2010

South Carolina	148
Alabama	145
Tennessee	134
Kentucky	122
Arkansas	114
North Carolina	111
Maryland	106
Mississippi	106
South Dakota	103
Delaware	96
Georgia	96
Virginia	92

11 of 12 States with **largest** Hispanic population growth are Southern States.

Source: Pew Hispanic Center. – Tabulations of U.S. Census Bureau Redistricting_Files_94-171 for states. Pew Hispanic Center (March 24, 2011) Census 2010: 50 Million Latinos - Hispanics Account for More than Half of Nation's Growth in Past Decade at <a href="http://www.pewhispanic.org/2011/03/24/hispanics-account-for-more-than-half-of-nations-growth-in-past-account-growth-in-past-account-growth-in-past-account-growth-in-past-account-growth-in-past-account-growth-in-past-account-growth-in-past-account-gr

Hispanic Buying Power...Fastest Growing



- Hispanic buying power has grown from \$212 billion in 1990 to \$1 trillion in 2010.
- In 2015 Hispanic buying power is projected to top \$1.5 trillion.
- The almost 500% increase in Hispanic buying power since 1990 makes it the fastest growing in the U.S.

Source: Selig Center. Terry College of Business at the University of Georgia. The Multicultural Economy, 2010

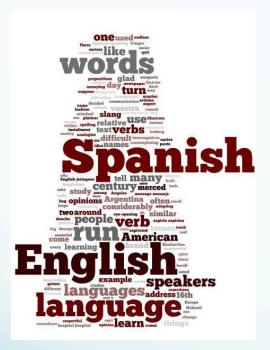
Labor Force Growth

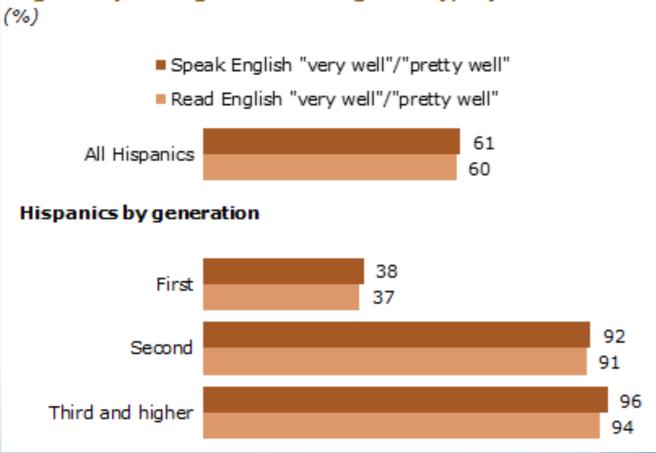
"From 2010 to 2020 Hispanics are expected to add 7.7 million workers to the labor force while the number of non-Hispanic whites in the labor force is projected to decrease by 1.6 million."



Source: U.S. Bureau of Labor Statistics. 2010-2020 BLS Projections.

Language and Communication





English Speaking and Reading Ability, by Generation

Source: Pew Hispanic Center, 2011 National Survey of Latinos...

The Latino Identity Project

Association of Hispanic Advertising Agencies, 2006



"...neither language nor acculturation, on its own, is a marker of Latino identity. The study found that interconnected values related to family, collectivism, spirituality, gender roles and perceptions of time and space are...predictors of Latino attitudes and behavior..."



LONGER LIVES, NOT HEALTHIER LIVES

2+ YEARS MORE LIFE EXPECTANCY • CHRONIC ILLNESS DEFINES

Life Expectancy

	All	Males	Females
Hispanic	81.3	78.8	83.8
Non-Hispanic white	79 N	76.4	81.8
Non-Hispanic	70.0	70.1	01.0
black	75.1	71.4	77.7

Source: Murphy, Sherry, Xu, Jiaquan, and Kochanek, Kenneth. <u>Deaths: Preliminary Date for 2010</u>. National Vital Health Statistics Reports, Volume 60, Number 4, January 2012.

Diabetes: a major health problem

Age-adjusted rates of diagnosed diabetes for people 20 years or older national survey data 2007-2009

Population Groups	Rates of Diagnosed Diabetes
Non-Hispanic whites	7.1%
Non-Hispanic blacks	12.6%
Hispanics	11.8%
Cubans	7.6%
Mexican Americans	13.3%
Puerto Ricans	13.8%

Source: Centers for Disease Control and Prevention. National Diabetes Fact Sheet: National estimates and general information on diabetes and prediabetes in the United States, 2011. Atlanta, GA: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention, 2011.

Diabetic Lower-Extremity Amputations





- Over last 15 years, the U.S. rate of diabetic-foot amputations has soared to nearly 100,000 annually
- More than 60% of non-traumatic amputations in the U.S. are performed on patients with diabetes.
- Amputation rate is 10 times higher in people with diabetes.
- Comprehensive foot care programs and referral to specialists, can reduce amputation rates by 45% to 85%.

Source: Centers for Disease Control and Prevention. National Diabetes Fact Sheet: National estimates and general information on diabetes and prediabetes in the United States, 2011. Atlanta, GA: U.S. Department of Health and Human Services, CDC 2011.

Geographic Differences in HIV Infection Among Hispanics

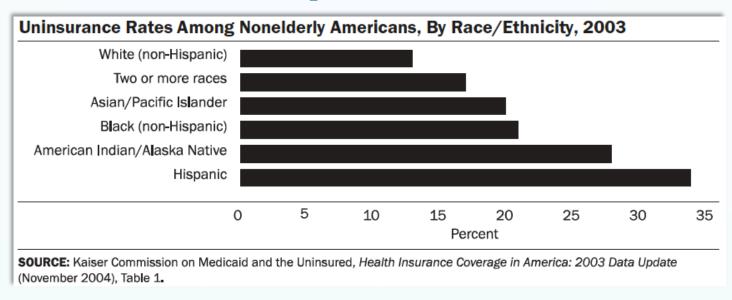
TABLE 1. Estimated number* and percentage of new diagnoses of HIV infection among Hispanics or Latinos[†] aged ≥13 years, by U.S. Census region§ and selected characteristics — 46 states and Puerto Rico, 2010

Characteristic	Northea	ist	Midw	est	South		West		Subtota	ıl	Puerto	Rico	Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Sex														
Male	1,943	76.7	501	84.2	2,858	84.0	2,785	90.2	8,087	84.1	837	75.3	8,924	83.2
Female	591	23.3	95	16.0	546	16.0	302	9.8	1,534	15.9	274	24.7	1,807	16.8

- Among the 46 states, a higher percentage of Hispanics with new HIV diagnoses resided in the South (35.4%), followed by the West (32.1%)
- The South had the highest percentage of HIV diagnoses in rural residents (6.0%)
- Hispanic migrants in the South region tend to be young, unaccompanied males.

Source: CDC – MMWR Geographic Differences in HIV Infection Among Hispanics or Latinos — 46 States and Puerto Rico, 2010 – Weekly -October 12, 2012 / 61(40);805-810 at http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6140a2.htm

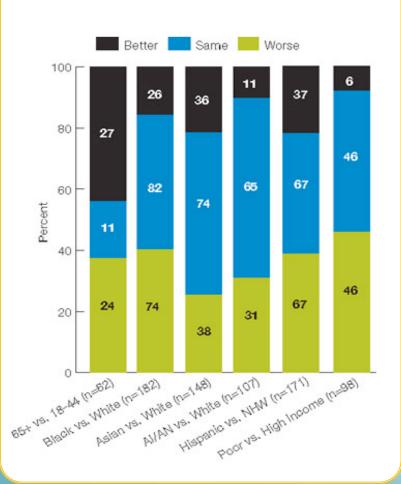
Role of Insurance in Disparities



- Studies provide evidence that uninsured Hispanics fare worse than uninsured whites in obtaining access to care.
- Hispanics have lower rates of health insurance than whites largely because they are less likely to have employersponsored coverage.

Disparities Worsening for Hispanics

Number and proportion of all quality measures for which members of selected groups experienced better, same, or worse quality of care compared with reference group



Disparities in quality of care

Hispanics received worse care than non-Hispanic whites for 39% of measures.

Disparities in access

Hispanics had worse access to care than non-Hispanic whites for 63% of measures.

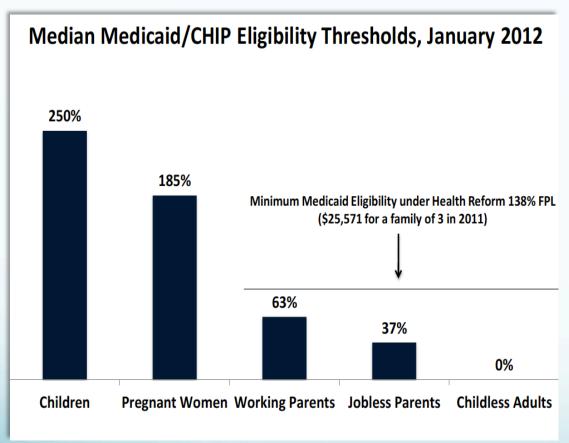
National Healthcare Disparities Report, 2011 - Highlights From the 2011 National Healthcare Quality and Disparities Reports at at http://www.ahrq.gov/research/findings/nhqrdr/nhdr11/key.html



AN OPPORTUNITY FOR ACCESS

8+ MILLION HISPANICS COULD GAIN INSURANCE • BARRIERS EXIST

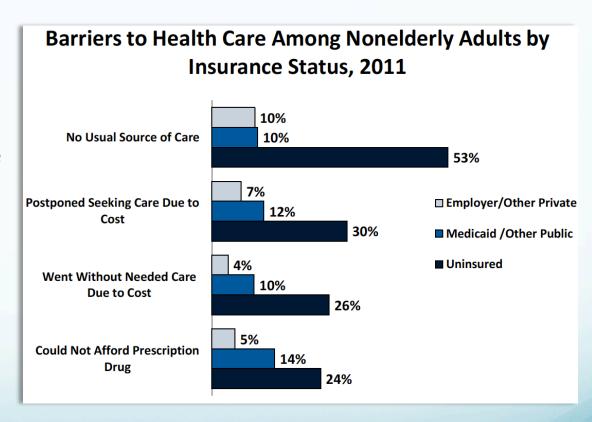
Facts About the Uninsured



- Most of the nation's 47.9 million uninsured have low- or moderateincomes
- More than three-quarters of the uninsured are in a working family
- Medicaid and CHIP provide a key source of coverage for many lowincome families who lack access to other affordable coverage

Facts About the Uninsured

- About one-quarter of uninsured adults go without needed care due to cost compared to only four percent of those with private insurance
- Medical bills are a burden for the uninsured and frequently leave them with debt



Hispanics and the ACA

Current Impact



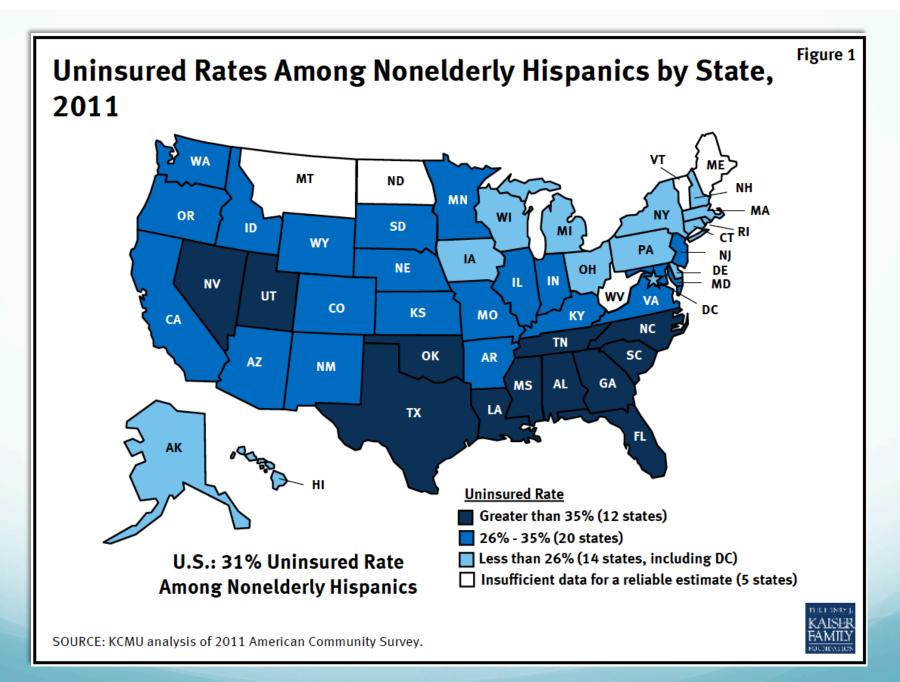
- **Ban on discrimination based on pre- existing conditions:** Illegal for insurance companies to deny coverage to children with pre existing condition.
- No lifetime dollar limits on claims: No lifetime dollar limits on claims for 11.8 million Hispanics with chronic disease.
- Free preventive services: Expanded preventive services without additional cost-sharing for **6.1 million Hispanics** who have private insurance.

Hispanics and the ACA

Current Impact



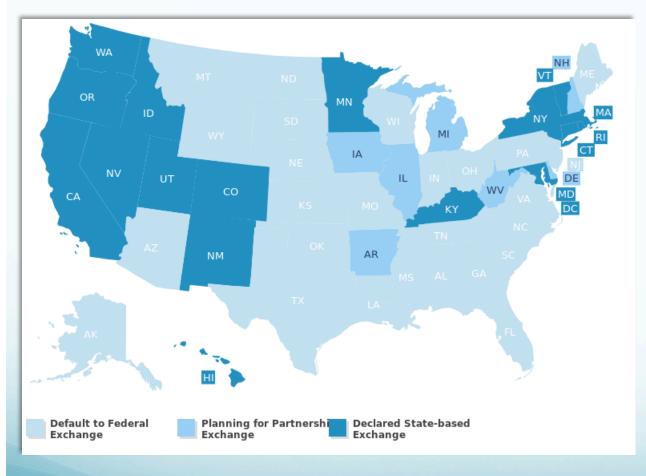
- Preventive services under Medicare:
 Preventive services with no cost-sharing for 3.9 million Hispanic seniors and people with disabilities.
- Access for young adults: Under provision allowing young adults up to age 26 to remain on their parents' plans, 913,000 Hispanics have gained coverage.



Kaiser commission on Medicaid and the uninsured - Impact of the Medicaid Expansion for Low-Income Hispanics Across States April 2013 at http://kaiserfamilyfoundation.files.wordpress.com/2013/04/8435_h.pdf

Status of State Exchange Decision

Information as of May 2, 2013



- 18 Declared Statebased Exchange
- 7 Planning for Partnership Exchange
- 26 Default to Federal Exchange
- 28 Support the Medicaid Expansion
- 20 Oppose the Medicaid Expansion
- 3 are Weighing Options on Medicaid Expansion

The Henry J. Kaiser Family Foundation (2013) State Decisions for Creating Health Insurance Exchanges and Expanding Medicaid, as of May 2,2013 at http://kff.org/health-reform/state-indicator/state-decisions-for-creating-health-insurance-exchanges-and-expanding-medicaid/

Southern States Creating Exchanges





The Henry J. Kaiser Family Foundation (2013) State Decisions for Creating Health Insurance Exchanges and Expanding Medicaid, as of May 2,2013 at http://kff.org/health-reform/state-indicator/state-decisions-for-creating-health-insurance-exchanges-and-expanding-medicaid/

Southern States Partnering/ Default to Federal Exchanges



Southern States Decision for Creating Health Insurance Exchanges, Information as of May 2, 2013

Alabama	Default to Federal Exchange
Arkansas	Planning for Partnership Exchange
Delaware	Planning for Partnership Exchange
Florida	Default to Federal Exchange
Georgia	Default to Federal Exchange
Louisiana	Default to Federal Exchange
Mississippi	Default to Federal Exchange
North Carolina	Default to Federal Exchange
Oklahoma	Default to Federal Exchange
South Carolina	Default to Federal Exchange
Tennessee	Default to Federal Exchange
Texas	Default to Federal Exchange
Virginia	Default to Federal Exchange
West Virginia	Planning for Partnership Exchange

The Henry J. Kaiser Family Foundation (2013) State Decisions for Creating Health Insurance Exchanges and Expanding Medicaid, as of May 2,2013 at http://kff.org/health-reform/state-indicator/state-decisions-for-creating-health-insurance-exchanges-and-expanding-medicaid/

Southern States Decision on Expanding Medicaid

Southern States Decision on Expanding Medicaid, as of May 2, 2013					
Arkansas	Supports				
Delaware	Supports				
Florida	Supports				
Maryland	Supports				
West Virginia	Supports				

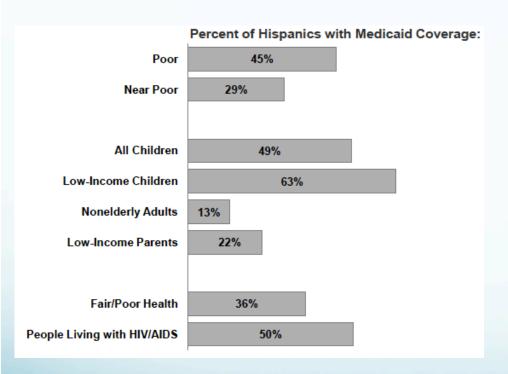
Southern States D	ecision on Expanding Medicaid, as of May 2, 2013
Kentucky	Weighing Options

Southern States Decision on Expanding Medicaid, as of May 2, 2013				
Alabama	Opposes			
Georgia	Opposes			
Louisiana	Opposes			
Mississippi	Opposes			
North Carolina	Opposes			
Oklahoma	Opposes			
South Carolina	Opposes			
Tennessee	Opposes			
Texas	Opposes			
Virginia	Opposes			

For most states that do not implement the ACA Medicaid expansion, there will be large gaps in coverage for low-income individuals because individuals with incomes at gap between state Medicaid qualification level and ACA expansion to 138% poverty will not be covered.

The Henry J. Kaiser Family Foundation (2013) State Decisions for Creating Health Insurance Exchanges and Expanding Medicaid, as of May 2,2013 at http://kff.org/health-reform/state-indicator/state-decisions-for-creating-health-insurance-exchanges-and-expanding-medicaid/

Impact of Medicaid Expansion for Low-Income Hispanics



- Current Coverage: In 2009, Medicaid covered 27% of Hispanics (13 million people, including 9 million children).
- Impact on Quality: In 2008 and 2009, more than half of uninsured Hispanic did not have a usual source of health care in the past year (57%), as compared to 9% of Hispanics with Medicaid.
- Expansion Potential: ACA expands Medicaid eligibility to 138% FPL (including men and childless adults); approximately 2.9 million Hispanics.

Source: Kaiser Family Foundation, Medicaid and the Uninsured - Medicaid's Role for Hispanic Americans Fact Sheet, May 2011 and The Urban Institute. Opting in to the Medicaid Expansion Under the ACA, August 2012.

No Medicaid Expansion

Disproportionate Impact in the South

Hispanics as a Share Of Total Uninsured At or Below 138% FPL in Southern States, 2011							
Location	Total, All Races/ Ethnicities	Number Hispanic	Percent Hispanic				
United States	25,388,898	8,870,614	35%				
Alabama	428,771	55,334	13%				
Arkansas	288,127	41,280	14%				
Delaware	35,228	10,654	30%				
Florida	2,150,076	818,878	38%				
Georgia	1,137,358	246,857	22%				
Kentucky	384,505	28,729	7%				
Louisiana	443,862	42,124	9%				
Maryland	292,021	73,100	25%				
Mississippi	313,219	17,728	6%				
North Carolina	887,675	228,939	26%				
Oklahoma	388,015	76,595	20%				
South Carolina	468,705	61,672	13%				
Tennessee	557,640	80,841	14%				
Texas	3,126,043	1,970,983	63%				
Virginia	525,449	98,191	19%				
West Virginia	166,696						
TOTAL	11,593,390	3,851,905	33%				

- In almost all Southern States
 Hispanics represent at least
 one in ten of State's uninsured.
- In 6 Southern States, Hispanics represent **one in four** of the State's uninsured population.
- More than half (58%) of uninsured Hispanics had incomes below 138% FPL.
- 3 of 5 States are in the South where more than two-thirds of uninsured Hispanics have incomes below 138% FPL (AL, AR, IA, KY, and MO).

Kaiser commission on Medicaid and the uninsured - Impact of the Medicaid Expansion for Low-Income Hispanics Across States April 2013 at http://kaiserfamilyfoundation.files.wordpress.com/2013/04/8435_h.pdf

No Medicaid Expansion... Now What?





- Subsidies Denied: ACA provides for income-based sliding scale subsidies (up to 400% FPL). Subsidies available to people only with incomes above 138% FPL.
- **Options Limited:** Poor uninsured adults will not gain coverage and face barriers to needed care; penalty remains a question.



- Community Health Centers Face Greater
 Demand: Impact will stretch capacity of
 community health centers that care for all
 uninsured in community.
- Undocumented Banned from Purchase:
 The ACA bans undocumented from
 purchasing insurance with own funds; 4 in
 10 currently have private insurance.

APHA - Supreme Court Decision - Implications of the Court's ruling on the Medicaid expansion at http://www.apha.org/advocacy/Health+Reform/court cases/#SCFAQ Kaiser commission on Medicaid and the uninsured - Impact of the Medicaid Expansion for Low-Income Hispanics Across States April 2013 at http://kaiserfamilyfoundation.files.wordpress.com/2013/04/8435 h.pdf

Number of immigrants excluded



- 1.0 1.3 million Hispanic youth "dreamers" eligible for work permits under the Deferred Action on Childhood Arrivals (DACA) program are currently excluded from Medicaid, CHIP, and ACA.
- 9 million Hispanic undocumented immigrants excluded from insurance provisions of the ACA and permanent legal immigrants (1.3 million) have to wait five for Medicaid and the ACA.
- 4 million citizen children of undocumented parents lag both in health insurance enrollment and in access to health care despite their eligibility for CHIP.

The Hastings Center – Undocumented Patientes by Nancy Berlinger and Michael K. Gusmano, The Hastings Center – March 2013 at http://www.undocumentedpatients.org/wp-content/uploads/2013/03/Undocumented-Patients-Executive-Summary.pdf
State Health Access Data Assistance Center (March 2013) - State Estimates of the Low-income Uninsured Not Eligible for the ACA Medicaid Expansion at http://www.shadac.org/files/shadac/publications/SHADAC_Brief_35.pdf

Number of immigrants excluded

Nonelderly Adults (19-64) by Predicted Legal Status (in thousands) Southern States

	All Income Levels		Low-Income (0	-138% FPG)	Low-Income Uninsured		
Location	Total Number of Nonelderly Adults	% Unauth./ Recent Legal Immigrants	Total Number of Low-Income Nonelderly Adults	% Unauth./ Recent Legal Immigrants	Total Number of Low-Income Uninsured Nonelderly Adults	% Unauth./ Recent Legal Immigrants	
United States	185,912	6%	50,618	10%	20,594	17%	
Arkansas	1,700	2%	522	4%	249	6%	
Delaware	532	5%	130	9%	35	22%	
Florida	10,854	7%	3,262	10%	1,619	16%	
Georgia	5,958	7%	1,788	12%	894	20%	
Kentucky	2,628	2%	813	3%	343	5%	
Louisiana	2,696	2%	820	2%	361	4%	
Maryland	3,529	6%	731	10%	266	19%	
Mississippi	1,722	1%	605	2%	252	3%	
North Carolina	5,711	6%	1,627	11%	721	20%	
Oklahoma	2,167	3%	629	6%	305	9%	
South Carolina	2,743	3%	839	4%	366	8%	
Tennessee	3,833	2%	1,155	4%	459	8%	
Texas	14,712	11%	4,529	18%	2,514	26%	
Virginia	4,872	4%	1,053	7%	405	12%	

State Health Access Data Assistance Center (March 2013) - State Estimates of the Low-income Uninsured Not Eligible for the ACA Medicaid Expansion at http://www.shadac.org/files/shadac/publications/SHADAC Brief 35.pdf

Overall, 41% of non-citizen, non-legal permanent resident Hispanics state that their usual provider is a community clinic or health center.

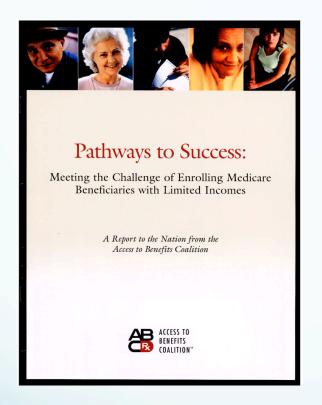
Health Insurance and Access to Health Care (%)								
	Hispanics Who Are Not Citizens and Not Legal Permanent Residents	Hispanics Who Are Citizens or Legal Permanent Residents	U.S. Population					
Have No Health Insurance Coverage	60	28	17					
Have Usual Health Care Provider (not including emergency room)	57	76	83					
Provider is a clinic or health center	41	30						
Provider is a doctor, HMO or hospital outpatient department	15	44						
Don't Have Usual Health Care Provider	37	17	15					
Consider the Emergency Room Their Usual Health Care Provider	6	7						

Pew Research Hispanic Center - Hispanics, Health Insurance and Health Care Access—Septemebr 25, 2009 at http://www.pewhispanic.org/2009/09/25/hispanics-health-insurance-and-health-care-access/

Speaking with One Voice?

- The Law: President signs order saying undocumented youth can be granted lawful work authorization.
- The Final Regulation: Department of Health and Human Services issues regulation saying youth granted lawful work authorization denied coverage under ACA.
- **The Law:** ACA provides tax credit to help low income buy insurance when costs more than 10% of income.
- The Final Regulation: IRS rules tax credit based on cost of individual and not family health insurance.





"The most effective projects used a one-toone 'person-centered' approach -- one that provides personalized assistance from a trusted source, and takes a 'holistic' approach to the individual being enrolled."

The Bridgespan Group. Pathways to Success: Meeting the Challenge of Enrolling Medicare Beneficiaries with Limited Incomes. A Report to the Nation, Access to Benefits Coalition 2005.

From Awareness to Action

Public Awareness

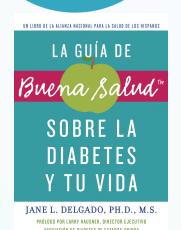
Ongoing Individual Engagement HEALTH FOR ALL

Consumer Navigation

Community Provider

Public Awareness

Timely and Trusted Information





- One in three Hispanics not current consumers and not familiar health insurance marketplace.
- Before enrollment need education on what insurance is and how to be a good consumer.
- Need for trusted sources of information in environment dominated by political and commercial messages.



Connection to Local Services and Personalized Support



 Focus to connect individual to services locally and equip with information to make informed choices about a health plan.



- Resources not in place as early, unified, nor at level as Part D.
- Southern states at disadvantage as navigator funding is a fraction of states that set up exchanges.





Fostering community-based services and infrastructure

- Capacity building assistance and navigator funding critical to support organizations trusted by Hispanic community.
- Navigator funding per uninsured person averages \$1.60 in Southern States not setting up an Exchange compared to \$50 average in other States with a State Exchange.

Navigators: How much Funding?

On April 25, 2013 Maryland Health Benefit Exchange announced the launch of its Connector Program with the award of an anticipated \$24 million in grant funds (8.5 million in state funds and 16 million in Federal Grants). Average per uninsured person is \$49.9

Southern States Funding Apportioned to the FFE/State Partnership Exchange Vs. to Declared State-based Exchange								
Southern States	Uninsured Total	Hispanic Uninsured % of Total	Hispanic Uninsured Total	Hispanic % of total state population	Total Funding Apportioned to the Federal Exchange Service Area	Declared State-based Exchange Total Funding		
Alabama	642,738	5%	32,405	3.9%	\$1,071,682			
Arkansas	478,033	8%	38,463	6.4%	\$797,059			
Delaware	71,957	12%	8,627	8.2%	\$600,000			
Florida	3,509,167	30%	1,063,299	22.5%	\$5,851,072			
Georgia	1,698,881	10%	172,811	8.8%	\$2,832,665			
Kentucky	622,054	3%	18,272	3.1%		N/A		
Louisiana	794,805	6%	47,049	4.2%	\$1,325,233			
Maryland	480,528	12%	56,628	8.2%		24,000,000		
Mississippi	511,758	3%	15,676	2.7%	\$853,293			
North Carolina	1,346,603	10%	138,385	8.4%	\$2,245,281			
Oklahoma	646,527	11%	68,717	8.9%	\$1,078,001			
South Carolina	726,847	6%	43,248	5.1%	\$1,211,922			
Tennessee	889,014	7%	62,214	4.6%	\$1,482,318			
Texas	4,888,642	50%	2,464,576	37.6%	\$8,151,185			
Virginia	844,753	10%	80,275	7.9%	\$1,408,514			
West Virginia	285,931	1%	2,850	1.2%	\$600,000			
TOTAL	18,438,238	23%	4,313,495		\$29,508,225	24,000,000		

The Henry J. Kaiser Family Foundation (2013) State Decisions for Creating Health Insurance Exchanges and Expanding Medicaid, as of May 2,2013 at http://kff.org/health-reform/state-indicator/state-decisions-for-creating-health-insurance-exchanges-and-expanding-medicaid/



Approach to Ongoing Engagement

- Ongoing enrollment in Medicaid after private market ACA open enrollment period ends means year-round need for navigators.
- Bilingual navigators needed to file appeals of coverage decisions; critical in untested system.
- Multiple platforms (text, mobile video, web)
 needed to reflect current information models.



Opportunities for Action

- Close gap in navigator funding in South. Support of community-based organizations in Southern States critical to community enrollment and closing coverage disparity.
- Foster civic engagement. Engagement of individuals and community groups in policy issues is vital to ensuring better outcomes, including the inclusion of youth with lawful work status and ability of all to purchase on Exchanges.
- Support community health centers. Gap in coverage will continue to be met by health centers with budgets that will not keep pace with demand.



RESOURCES AVAILABLE

TOLL FREE NAVIGATION LINE • MOBILE PLATFORMS • TRAINING



Resources Supporting Engagement

Buena Salud Club

Free membership club providing year-round health information to Hispanic consumers

Buena Salud Club

1-866-783-2645

Línea telefónica nacional para la salud de la familia hispana National Hispanic Family Health Helpline

www.buenasaludclub.org

Web: hispanichealth.org

Text: SALUD to 805722

Twitter: @health4americas

Facebook: healthyamericas





Resources Supporting Engagement





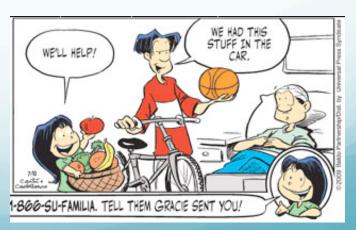
- Offers free reliable and confidential health information in Spanish and English
- Helps navigate callers through the health system.
- Free information and nationwide resources and
- Using zip code, provides local referral services using a database with over 9,000+ providers



Mobile Engagement Platforms

- Video: 1 minute videos optimized for mobile platforms available on YouTube, BuenaSaludClub.org, and partner and member websites.
- Social Media: Buena Salud health tips promoted through campaigns on Twitter, Facebook, Pinterest.
- Ebooks: Free downloads of key Alliance materials on website and broad audience reach through iTunes and Amazon bookstores.







hispanichealth.org

1-866-783-2645