

# RSM TIMES

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FALL

2007

## Right from the Start Medicaid Outreach Project

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### RSM and U.S. Congressman Build Health Awareness



Congressman David Scott has his blood pressure check during the annual event. More than 200 hundred healthcare professionals attended.

Congressman David Scott welcomed more than 1,000 constituents and 200 healthcare professionals and volunteers to the Third Annual 13<sup>th</sup> Congress-

sional District Health Fair held Saturday, August 18, 2007 at Mundy's Mill High School in Clayton County.

"While I've been working in Congress to provide affordable and accessible healthcare to all Georgians, I wanted to do some extra," said Congressman Scott. "That's why I'm hosting my annual health fairs to bring together hospitals, insurance & pharmaceutical companies, government agencies and leading health-care organizations to offer free services for people who might not have access to such care. This year we were able to build on the success of our first two fairs by saving more lives with much-needed preventive screenings and empowerment through awareness. We were also able to increase the number of participating organizations."

*(Continued on page 3)*

### RSM Strengthens To Close Language Barriers



RSM staff members: Donald Jenkins, Clarissa Felix, and Kimya Byrd show their certificates.

With more than 50 percent of Medicaid applicants originating from Latin speaking countries, RSM Administration in conjunction with the Latin America Association (LAA), developed a course to help Medicaid

Eligibility Specialists (MES) aid Latino clients.

"Even with a high volume of Spanish speaking clients, we must maintain an effective application service to any individual that qualifies for Medicaid," added RSM Director Ken Duke, "The course will help

Specialists speak and understand enough Spanish to help clients complete the application process."

More than thirty Specialists enrolled in the ten week course.

*(Continued on page 3)*

## *Letter From The Director*



Dear RSM staff:

I want to commend everyone on a job well done during the 2006 – 2007 fiscal year. I continue to believe the more we help Georgia's residents obtain proper healthcare, the more we strengthen families and improve communities. Your efforts and hard work prove that we care about Georgia's future.

The PeachCare Plus review was a difficult task. Confused customers made numerous calls to the local and the state offices refuting everything from identity theft to workers fraud. We all maintained our professionalism and calmly explained to customers that they had not been receiving PeachCare for the past seven years, but received Medicaid.

Although we denied more than 90 percent of the PeachCare Plus reviews, we received a surprising small number of hearing requests. I want to thank and compliment all of you for the timely completion of this task. I personally hope we never have to do anything like that again.

Two years ago we faced a budget crisis. Last year we faced budget uncertainty. Managers and Supervisor were given a fair share of the total budget and were told to manage.

After the initial fear subsided, they planned and monitored their team and area budgets. Thanks to everyone's cooperation, we were able to surplus enough funds to purchase drastically needed equipment. Continued efforts should afford us the same opportunity at the end of this fiscal year.

As most of you know, our funds come from a grant from the Department of Community Health (DCH). I am pleased to announce that we received a substantial increase in our budget for the first time in over seven years. The additional funding will be used maintain full staffing as required by the DCH contract. Supervisors will be free to make more site visits and further assist their staff. We cannot afford the major expense of an Annual Development Conference but we are planning area wide conferences. I look forward to meeting more RSM staff members.

A considerable portion of the surplus funds from last year are from maintaining vacant positions at the state office level. The Metro Manager, Public Relations Specialist and Office Manager positions were all vacant for multiple months. Our three remaining Managers covered the Metro Team and the remaining state office staff pitched in and covered the other duties. Most of the tasks were completed, and we survived.

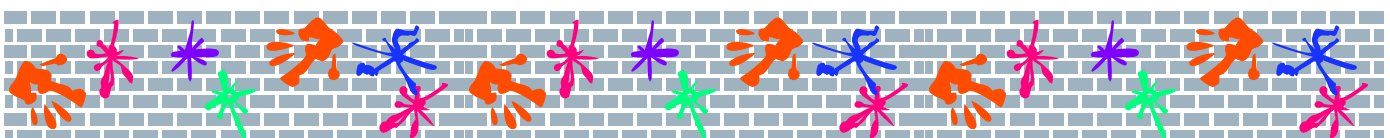
I am pleased to announce that all of these positions have now been filled. Judy Adan has been selected as the Metro Manager. Eugene Vas was promoted from Statistical Analyst II to Office Manager. Lamaya King was promoted from ECS to Statistical Analyst II. Zena Lewis has been selected as the Public Relations Specialist. I hope you will all join me in welcoming them to RSM and their new positions.

Zena will be responsible for publishing the RSM newsletter on a regular basis. We will try to keep you informed on RSM's accomplishment and individual staff achievements. Please share items of interest with him.

In closing, I want to remind everyone that we play an intricate part in the lives of families all over the state. Always remember that every time you fill out one form after another, you are not just processing an application, you are enabling a child, an expecting mother or a woman with cancer to receive medical treatment. It is because of your hard work that they can remain healthy and happy.

Warm Regards,

Kenneth Duke, Director RSM



## In The News



Instructor Holly Patrick assist RSM staff in reading applications in Spanish

The LAA assigned Spanish instructor Holly Patrick to teach RSM specialists and supervisors. Patrick has extensive experience teaching Spanish, in addition, she has traveled more than five years to Latin countries teaching English. She believes that specialists can learn enough Spanish to help clients complete their application.

"They're (Specialists) learning real basic Spanish. They are learning how to introduce themselves. How to talk about themselves. Describe themselves

and other people," added Patrick. "The basic questions are the most important.. How old are you? What is your name? Where are you from? What is your address? We learned some specific vocabulary related to filling out Medicaid forms."

With only twenty hours in the course, Patrick assesses every specialist verbally. Within the short time allotted specialists feel they have learned enough to help them communicate with Spanish speaking clients.

"We feel confident enough to help clients fill out applications appropriately," said Gwinnett County MES Clarissa Felix. "We never expected to complete the course and speak fluent Spanish. We just want to bridge the communication gap to help provide Latin families with health care."

## WANTED CONTRIBUTING WRITERS AND STORY IDEAS.

**IF YOU WOULD LIKE TO  
SUBMIT AN ARTICLE OR  
PITCH A STORY FOR THE**

**RSM TIMES**

**PLEASE CONTACT**

**ZENA LEWIS AT**

**zolewis@dhr.state.ga.us**



## RSM and Congressman continued

### ANNUAL 13<sup>th</sup> CONGRESSIONAL DISTRICT HEALTH FAIR

Residents benefit from having all health services and their resources under one roof for the day.

The Right From the Start Medicaid (RSM) Clayton County Team was among the many local organizations providing patrons with healthcare information.

The team has supported and participated in the event since its inception three years ago and agrees its an opportunity to network with other agencies in planning future outreach events.

"Its great to see the officials from our local government involved in the health and welfare of the community," said Donald Jenkins, RSM Clayton Team Supervisor. "We (RSM) have been involved since the beginning and we look forward to continuing the produc-

tive commerce between health services and state government."

Congressman Scott kicked off the health fair by hosting a question and answer panel discussion addressing the importance of preventative care to preempt the onset of such chronic conditions as diabetes, cancer, heart disease, strokes, and obesity.

Scott was joined on the panel by Dr. Michael Smith of Atlanta Medical Center's Oncology Department and Dr. Steve Wertheim of Resurgens Orthopedics.

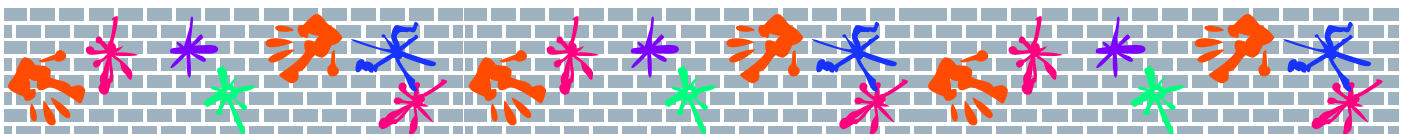
"Representing Georgians is more than just casting votes in Washington. I believe strongly that the most important part of being a Member of Congress is helping people," Scott added. "Throughout my years in public service, from the Georgia legislature to the U.S. Congress, I have made it one of my main objectives to ensure and promote the health and well-being of my fellow Georgians. I will continue to work with my colleagues in Washington to ensure healthcare continues to be at the forefront of our

discussions. We have much work to do, but I believe with dedicated efforts, we will achieve success."

More than 95 area non-profit organizations, hospitals, government agencies, and members of the health care industry were on hand to provide a wide variety of free health screenings, fitness demonstrations, preventative health care consultations and important information on health issues.

Attendees of the Health Fair participated in a blood drive and were able to enroll on site in a number of health assistance programs.

Participants included Kaiser Permanente, Southern Regional Health System, Emory Health Center, Grady Health System, Alzheimer's Services Center, Sickle Cell Foundation of Georgia, the American Heart Associations, Healthy Mothers/Healthy Babies, Clayton County Sheriff's Office, Metro Atlanta Fire Chief, AFLAC, Clayton County Police Department, HUMANA Medicare, Peach State Health Plan, American Red Cross, Partnership for Prescription Assistance, Team Vision, Georgia Breast Cancer, FDA, and AID Atlanta.



# ANNOUNCEMENTS

## RSM Hires New Metro Manager



Judith joins RSM with more than four years of managerial experience.

There are more than 45,000 active Medicaid cases in the State of Georgia. A high percentage of the cases originate and are activated in the Atlanta Metro Area.

To ensure that the Metro Team continues to effectively and consistently meet quarterly objectives, RSM Director Ken Duke announced the hiring of Judith Adan.

Judith is a graduate of the University of Georgia where she obtained her Bachelor of Arts in Sociology. Before arriving, Judith spent ten years with Gwinnett County's Division of Family and Children Services and brings more than 20 years of experience working with the State of Georgia in Human Services.

"We had a number of qualified people apply, but Judith's experience and tenure with the State of Georgia's social services stood out from the rest of the pool of applicants," said RSM Director, Ken Duke. "We made the right choice and Judith will make a fine addition to the RSM Administration."

Before Judith's appointment, managers Mandy Corlee, Wesley Merritt, and Robin Walden served as acting Metro Managers for over a year. The team divided the managerial duties when supervising the metro counties.

"Our managers worked as a team to keep the metro offices on task," added Duke. "Even though it was a long process, we wanted to make sure that we hired the right person for the job."

One of Judith's goals is to ensure that policy is being applied correctly for all applicants and the application process is convenient for applicants. In addition, one of her main areas of focus will be customer service.

"One of my major objectives is to raise the bar regarding customer service," Adan said. "I want to ensure that customers will be treated with respect and dignity." "The employees under my supervision will maintain a level of professionalism in which the applicants are entitled to."

Judith's job responsibilities include: conducting individual and group supervisory meetings, facilitating supervisors use of team approach, leading metro supervisors in building good relationships with other agencies, and forming collaborations with local service agencies to provide comprehensive community services related to the DFCS program.

"My individual objectives and goals go hand-in-hand with my job description," said Adan. "I'm looking forward to working with everyone to ensure that Georgia's families are given the opportunity to apply for low income or free health services."

Judith serves as the supervisor for the offices in the entire Atlanta Metropolitan Area. She is headquartered at 2 Peachtree Street. Judith began her duties on September 4th.

## RSM Appoints New PR Specialist By: Maya King

The Right from the Start Medicaid (RSM) Outreach Project has prided itself with the highest level of public dissemination of health insurance information to the citizens of Georgia.

With its array of outreach opportunities, marketing events, and public information, it was imperative for the RSM Outreach Project to delegate someone to provide direction and implementation in the area of Public Relations, Media Communications, and Information.

As a result, The RSM Outreach Project found a gem in its newest member, Zena Lewis, who is now the Public Relations and Information Specialist II. He has vast experience in the public relations field, which includes serving in the positions of Assistant Director of Sports Information and Media Relations and Communications Project Leader.

"Zena comes to us with a vast amount of public relations experience," said RSM Director, Ken Duke. "He will make a great addition to our staff."

Lewis' collegiate experience surpasses the bar with tenures at Clark Atlanta University, Florida A & M University, and the Women's Basketball Coaches Association of Atlanta.

He has enthusiastically begun performing his responsibilities by updating the RSM website, establishing new community collaborations, and securing new outreach venues. Lewis has incorporated personal objectives with the goals of integrating RSM's operational procedures with technological advances in modern media.

Zena Lewis began his duties on July 2nd.



1-800-809-7276

[www.dfcs.dhr.georgia.gov/rsm](http://www.dfcs.dhr.georgia.gov/rsm)



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## RSM Mission Statement

The mission of the Right from the Start Medicaid Outreach Project is to enable pregnant women and children to receive comprehensive health services through Right from the Start Medicaid and related programs.

Published by Right from the Start Medicaid Outreach Project

Ken Duke, Director

Zena Lewis, Public Relations and Information Specialist

Gwennell Strong, Program Administrator and RSM Times Editor

LaMaya King, Statistical Analyst and Contributing Writer



## MES DIARIES by: Clarissa Felix



**Breaking the Cycles  
of Homelessness, Poverty,  
And Domestic Violence  
Rainbow Village Inc.  
July 12, 2007**

I answered questions and distributed applications to those interested. They also served dinner, and I couldn't help but to take a few bites of the scrumptious entree.

On July 12, 2007, Ms. Lynette Ward invited me to a class for homeless women in order to conduct RSM Medicaid outreach. This was a small outreach with a class of five women. They are the true heroines of the story.

Rainbow Village offers many services such as Transitional, Rent – Free Housing, Life Skills Training for adults with financial management, parenting education, nutrition, and home ownership guidance along with after school programs.

Personal case management helps families set goals to develop a self sufficient lifestyle and so much more. I arranged my table, and the women were very interested in Medicaid and PeachCare.

The event was from 7:00 PM to 8:15 PM. After the outreach was over, they asked me for my contact information. They thanked me for coming and for the information given. I felt empowered for meeting with a good group of women like them. Their words and concerns inspire me.

If you want to know more information about the organization, please visit:  
[rainbowvillage.org](http://rainbowvillage.org).

**Lilburn Business Association  
Annual Easter Egg Hunt  
RSM Outreach Fun in the Sun  
March 31, 2007**

On March 31, 2007, Ms. Margaret Fraser invited the RSM Gwinnett Staff to "Fun in the Sun". It was their Annual Easter Egg Hunt at the Lilburn

Business Association. The outreach time was from 10:00AM to 1:00 PM. This was one of the largest events; there were more than 200 families. The RSM Gwinnett Staff included me, Govianna Mori and Norma Cruz.

We set up a table on the grass around the vendor circle. Govianna and Norma assisted more than 15 Latino families with applications and Medicaid information. To complement the event's theme, the Easter Bunny gave away prizes and treats to patrons. We were fortunate to have our picture taken with the Easter Bunny.

The Easter Bunny played and took pictures with the kids. People in the community came to the outreach to learn more about Medicaid. We passed out more than 100 flyers. The Lilburn Business Association said this was one of the best outreach events ever.

# OFFICE NOTES

## BIRTHDAYS

### September

Barbara Thomas 9<sup>th</sup>

### October

Don Love 1<sup>st</sup>

Donna Miller 5<sup>th</sup>

Don Jenkins 6<sup>th</sup>

### November

Robin Walden 10<sup>th</sup>

Mandy Smith 17<sup>th</sup>

Lorraine Ilugbo 27<sup>th</sup>

### December

Nancy Golden 1<sup>st</sup>

Jamie Anderson 3<sup>rd</sup>

Julie Martin 10<sup>th</sup>

Britt Meeks 12<sup>th</sup>

Brant Kennedy 12<sup>th</sup>

Ken Duke 13<sup>th</sup>

Irene Weaver 15<sup>th</sup>

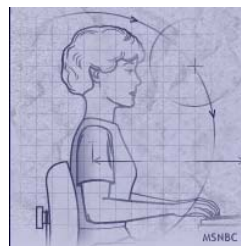
Maya King 18<sup>th</sup>



What are some tips for snacks to keep at work?

Store in your desk or locker	Store in the lunchroom fridge	On the Road
Crackers	Bagels / Bread	Baby carrots
Dried fruit /	Bran muffins	Celery sticks
Canned fruit	Yoghurt	Bagel bits
Juice box	Cottage cheese	Rice cakes
Rice cakes	Fresh fruit	Apples
Cereal	Raw vegetables	Crackers
Granola bars	Cheese	Pretzels
Instant soups /	Milk	
pastas	Salad greens	
Peanut butter		
Canned fish		

## Health & Fitness: Ten Ways to Exercise at Your Desk



1. **Eye exercise.** To exercise the muscles that move your eyes, roll your eyeballs in wide circles-first in a clockwise direction three times and then counterclockwise three times. Repeat this sequence as desired. Similar to all desk exercises, perform this exercise periodically throughout your work day (i.e., once every 30-60 minutes).

2. **Wrist exercise.** To exercise your wrist, extend your arms in front of you and raise and lower your hands several times (i.e., flap your hands and wrists up and down). Then rotate your hands 10 times-alternating palms up and palms down. Repeat this sequence five times.

3. **Hand and finger exercise.** To exercise your hands and fingers, make a fist and hold it tight for approximately two seconds. Then, place your palms down and spread and hold your fingers wide apart for five seconds. Repeat the sequence five times.

4. **Shoulder exercise #1:** To exercise your shoulders, lift and roll your shoulders forward five times and then backward five times. Use a wide circular motion and try to keep your head straight and motionless while moving your shoulders. Repeat this sequence as desired.

5. **Shoulder exercise #2:** Another way to exercise your shoulders is to shrug your shoulders up toward your ears. Hold the position for approximately two seconds and then recover to the starting position. Repeat the sequence five times.

6. **Upper back and shoulder exercise.** To exercise your upper back as well as your shoulders, reach your arms up overhead, alternating right and left arm in a climbing motion. Repeat the sequence 10 times on each side.

7. **Lower-back exercise.** To exercise the muscles in your lower back while in a seated position, bend down between your knees toward the floor, reaching as far as you can (palms flat). Hold briefly, then return to the upright position. Make sure your chair is steady first before doing this exercise. Repeat the sequence five times.

8. **Hamstring exercise.** To stretch your hamstrings while in a seated position, lock your hands together around your knees and pull your knees to your chest and hold for approximately five seconds. then release your hands and return to the starting position. Repeat the sequence five times.

9. **Neck exercise #1:** To exercise the muscles that rotate, flex and extend your neck, slowly turn your head far to the left and hold for three seconds. Then, turn far to the right and hold for three seconds. Next, drop your chin gently to your chest before returning your head slowly to the upright (starting) position. Repeat the sequence five times.

10. **Neck exercise #2:** To exercise the muscles that laterally, slowly lower your left ear to your left shoulder; then return slowly to the upright position. Continue the exercise by touching your right ear to your right shoulder and then returning to the starting (upright) position. Repeat the sequence five times.

Courtesy of ACSM's Health & Fitness Journal