Issues Facing Disabled or III Individuals in Maryland Overview for Slide Presentation

This presentation is to start discussion in the process of developing solutions. It has been presented from a cancer patient point of view but applies to all who may be disabled or ill. It is important to understand the whole picture of resources before we can start to address any processes in one system. Presentation on each slide has been done in a box format with short bullet points for easy discussion. The first box shows the present system as best we know from all sources, systems and foundations. The second box presents the holes that cancer family's experience. The last box presents some possible suggested changes.

There are eleven slides to this presentation. Slides two and three represent the situation and existing help available now. They illustrate what happens when someone is unable to work or loses their job while undergoing treatment for an illness. Slides four through eight represent issues addressed in the bill. Slides nine, ten and eleven represent related issues tied into what families need and to complete the picture of the issue. This is just a starting point and does not include every resource, full process detail or solution. There are many real life stories to illustrate every area presented and can be given upon request. For ease of use resources and processes offered by social service departments will have SS next to the line unless it is spelled out.

Cancer Support Foundation, Inc. has worked for nine years helping cancer families in Maryland deal with every day needs while they are under cancer treatment. We work with treatment centers, other foundations, and the various social services departments in the state to provide the basic needs for patients. As a member of the of the Maryland Cancer Collaborative I have been part of the survivorship committee producing a resource guide that will in the future be available statewide. With this experience, knowledge, and professional background I have prepared this document.

Cindy Carter - Executive Director Cancer Support Foundation, Inc.

Loss of Job – Cancer Patient Treatment 12-Months or Less



Existing Help



Food Stamps/Meals/Food



Medical Assistance

Not Working

- Phone Interview SS
- •Online application SS
- Mail-In
- •Go Into Office Multiple Visits - SS
- •Renewal Every 6-Months - SS
- Notification to Renew SS
- •Wait Time for Approval 4-Months Plus - SS
- No Dental
- •Managed Care Option -SS
- •Waiver SS

Present System

- Phone Interview (Voice Mail, Calls Not Returned)-SS
- •Online (Some Patients No Computer) SS
- •Mail-In Lost Docs, Not Processed, No Receipt - SS
- •Go Into Office Multiple Visits, Long hours physically unable SS
- Late or No Notification for renewal SS
- •Treatment 6-12 months
- •4-Months Plus for Approval SS
- Renewal every 6 months SS
- Managed Care Option SS
- •Waiver- 2yr waiting list for home care - SS
- •People die waiting for approval SS
- •People needing hospice unable to get while waiting SS
- •No Dental- unable to start treatment

•Designated team of case managers in EVERY district for chronic health applications - SS

- •Designated Phone Line for Interviews - SS
- •Mail-In With Receipt Returned to Patient - SS
- Priority Wait Time 20 min limit - SS
- •Renewal According to Treatment Plan Timeline - SS
- •Effective and timely renewal notifications SS
- Emergency Process to Start Treatment Immediately - SS
- Emergency Dental Care to start treatment
- •Managed Care Option Available for Those not Seniors or on Disability Yet -SS

Suggested Changes

Temporary Cash Assistance



Not Working

- •Phone Interview (Voice Mail, Calls Not Returned) - SS
- •Online (Some Patients No Computer) - SS
- •Mail-In Lost Docs, Not Processed, No Receipt - SS
- •Go Into Office Multiple Visits, Long hours physically unable - SS
- •Treatment 6-12 month
- •Cancer Foundations limited
- •Social Services not effective
- •Treatment center foundations limited
- •Family and Friends –limited
- Drug Interview require letter from doctor to waive extra visit -SS
 Work Program – require letter from doctor to waive extra visit - SS

- Designated team of case managers in EVERY district for chronic health applications -SS
- •Designated Phone Line for Interviews - SS
- •Mail-In With Receipt Returned to Patient - SS
- •Priority Wait Time 20 min limit - SS
- •Effective and timely renewal notifications SS
- •Temporary Disability not available yet in Maryland
- •Drug interview not required- SS
- •Work program not required- SS
- •Length of time tied to diagnosis time - SS

Suggested Changes

Energy Assistance



Eviction Prevention



Transportation



Child Vouchers



Homelessness



cancer treatment