

Medicare Assistance

- Senior Health Insurance Counseling (personalized health insurance counseling): <https://www.insurance.nd.gov/shic-medicare>
- National Council on Aging Center for Benefits Access (enroll low-income Medicare beneficiaries into benefits): <https://www.ncoa.org/professionals/benefits/center-for-benefits-access>

Drug Formularies for Coverage Issues

- ND Medicaid Preferred Drug list and PA forms: <http://www.hidesigns.com/ndmedicaid>
- Formularies for Sanford Health Plan Medicare Advantage plans: https://www.optumrx.com/oe_alignby SanfordHealthPlan/landing
- NDPERS Sanford Health Plan formulary: <https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/ngf-pharmacy-handbook.pdf>
- Formularies for all Medicare Part D and Medicare Advantage plans: <https://q1medicare.com/>

Membership/Subsription Rx Programs

- Costco Member Prescription Program: <https://www.costco.com/cmpp>
- Walgreens Prescription Savings Club: <https://www.walgreens.com/psc/prescription-savings-club>
- Amazon RxPass: <https://pharmacy.amazon.com/rxpass>

Charitable Medication Distribution

- ND Prescription Drug Repository Program: <https://www.nodakpharmacy.com/PDRP-index.asp>
- Dispensary of Hope: www.dispensaryofhope.org

Reducing Out of Pocket Costs for a Single Drug

- North Dakota Rx Card (discount card): www.northdakotarxcard.com
- GoodRx (discount card): <https://www.goodrx.com/>
- Mark Cuban Cost Plus Drugs: <https://costplusdrugs.com/>
- RxOutreach (non-profit pharmacy): <https://rxoutreach.org/>

Patient Assistance Programs

- Programs run by, or in association with, pharmaceutical companies to provide free or low-cost medications to people with low-income who do not qualify for any other insurance or assistance programs, such as Medicaid, Medicare, or AIDS Drug Assistance Programs
 - ND Prescription Connection: <https://www.insurance.nd.gov/consumers/prescription-connection>
- Additional Search Tools:
 - NeedyMeds: <https://www.needymeds.org/>
 - RxAssist: <https://www.rxassist.org/>

Patient Foundation Programs

- Established by nonprofit organizations to provide financial assistance and support services to individuals with specific medical conditions or needs
- Notable foundations:
 - Health Well Foundation (non-profit organization providing financial assistance for medication and healthcare costs): <https://www.healthwellfoundation.org/>
 - Assistance with insulin or other diabetes medications: <https://insulinhelp.org>
 - ND AIDS Drug Assistance Program: <https://www.ndhealth.gov/hiv/RyanWhite/>
- Additional Search Tools:
 - Patient Advocate Foundation: <https://www.patientadvocate.org/explore-our-resources/national-financial-resource-directory/>
 - PAN Foundation (disease-specific assistance programs): <https://www.panfoundation.org/>

Translated Health Information

- Printed material in multiple languages:
 - <https://medlineplus.gov/languages/languages.html>
 - <https://apps.vdh.virginia.gov/omhhe/clas/translated-healthpatient-education-information/>
- Health Science Information Consortium of Toronto (Multilingual videos, health resources, nutrition resources, American Sign Language, Foreign language dictionaries and glossaries):
 - <https://guides.hsict.library.utoronto.ca/c.php?g=663672&p=4965397>

Culturally Sensitive Patient Health Information

- Rebecca Leon's website: <https://rebeccaleon-healthyheart.blogspot.com/>

Algorithm to Screen for Social Determinants of Health

Figure 1: Strategic Approaches to Inquire About Social Needs

Leading

- "What happened next?"
- "Could you tell me more?"

Open-ended

- How long have you been without food?"
- "What is the reason for your call?"
- "Where are you located?"
- "Who would you like us to call?"
- "Which service do you prefer?"

Closed-ended

- "Is this what you requested?"
- "Are you able to find transportation to your appointment?"
- "Do you have an interpreter?"
- "Did anyone help you make that appointment?"
- "Can I be of assistance?"
- "Could you find a phone to make that call?"
- "Would you like assistance with this?"

Reflective

- "It sounds like you could use some help figuring this out..."
- "I'm hearing you say that you are unsure how to proceed..."

1 TREAT

2 ASK

3 REFER

4 ADVOCATE



Primary Questions to Ask:

- What is your housing situation?
- Are you worried about your housing?
- Have you worried about running out of food in the last 12 months?
- Has a lack of transportation kept you from going to medical appointments?
- How often do you feel lonely or isolated?
- Do you want help finding or keeping work?

Patient Screening Questionnaire:

- Available in English and Spanish:
<https://orpc.org/wp-content/uploads/2023/08/Patient-Suppoer-Pre-screener-English-AND-Spanish.pdf>

Hunger Relief Programs	
<ul style="list-style-type: none"> • FirstLink: https://myfirstlink.org/ • SNAP or WIC: https://www.hhs.nd.gov/food-programs • Feed America: https://www.feedingamerica.org/our-work/hunger-relief-programs • Great Plains Food Bank: https://www.greatplainsfoodbank.org/get-help/partner-food-pantries/ 	

Transportation Assistance	
<ul style="list-style-type: none"> • ND's Statewide Transit program: https://www.dot.nd.gov/travel-and-safety/traveling-north-dakota/statewide-transit 	<ul style="list-style-type: none"> • Approximately 32 bus programs provide public transportation for anyone who needs a ride in rural North Dakota
<ul style="list-style-type: none"> • VA Vans: https://www.veterans.nd.gov/benefits-and-services/transportation 	<ul style="list-style-type: none"> • Free van rides for veterans to medical appointments

Case Management or Social Services	
<ul style="list-style-type: none"> • Altru Clinics: https://www.altru.org/patients-visitors/support-services-social-work 	<ul style="list-style-type: none"> • Multiple Altru clinics in Grand Forks, ND, have case managers to assist with accessing and coordinating appropriate referrals and resources
<ul style="list-style-type: none"> • Sanford Health Plan Case Management Programs: https://www.sanfordhealthplan.com/learn/individual-and-family/explore-our-care-management-programs <ul style="list-style-type: none"> ○ Call 1-888-315-0884 (TTY: 711), or email: shpcasemanagement@sanfordhealth.org 	<ul style="list-style-type: none"> • Multiple Case Management Programs available to all members at no charge
<ul style="list-style-type: none"> • ND Department of Health and Human Services: https://www.hhs.nd.gov/health 	<ul style="list-style-type: none"> • State and local agencies for community resources
<ul style="list-style-type: none"> • ND Aging & Disability Resource Link (ADRL): https://carechoice.nd.assistguide.net/ <ul style="list-style-type: none"> ○ Call 1-855-462-5465, or email: CareChoice@nd.gov 	<ul style="list-style-type: none"> • In-home and community services and supports for older adults and adults with physical disabilities
<ul style="list-style-type: none"> • Aunt Bertha: www.auntbertha.com 	<ul style="list-style-type: none"> • Free online social services search engine to find community services and program based on zip code
<ul style="list-style-type: none"> • FirstLink 211 Helpline Center: https://myfirstlink.org/ 	<ul style="list-style-type: none"> • Call 2-1-1 to find local social services • Available in portions of all 50 states and Puerto Rico
<ul style="list-style-type: none"> • USA.gov: 1-844-USA-GOV1 (1-844-872-4681) 	<ul style="list-style-type: none"> • Toll-free telephone line and online guide to government benefits and services