



Saratoga Community Health Center Caring For Our Neighbors Who Are Underinsured

Even with recent changes in health insurance laws, too many in our community simply can't afford routine healthcare. Often, their low-cost insurance covers catastrophic events, but high co-payments and deductibles place primary care and other services out of reach.

To help fill these gaps in access to primary care, dental, and behavioral health services, on September 10, 2013—with extraordinary support from our donors—Saratoga Hospital opened the Saratoga Community Health Center (CHC). Less than a year later, we have made remarkable inroads in reaching the underinsured and helping them take steps to improve their health and well-being.

- As of mid-June, the CHC provided primary care for 1,466 patients during 3,980 visits and behavioral health services during another 582 visits.
- Many patients have not seen a healthcare provider in five years or more and, therefore, suffer from diabetes, heart disease, and other chronic conditions. CHC clinical staff work closely with these patients on health management programs that can have a long-term, positive impact on quality of life.
- CHC began offering dental care in late January and scheduled 864 appointments during the first five months, primarily for patients who have not been to a dentist in years.
- All services are provided regardless of ability to pay. Roughly 25% of CHC patients identify themselves as “self-pay” clients, and over 30% are enrolled in Medicaid or other low-cost insurance programs.
- Health insurance navigators and Saratoga Hospital Financial Assistance staff are on-site at CHC every week to help those without insurance apply for low-cost coverage and enroll in the Hospital's financial assistance program. As a result, 186 previously uninsured patients now have coverage.
- Saratoga Hospital has provided about \$73,000 in financial assistance to CHC patients, ensuring their access to primary and specialty care.
- CHC works closely with the Hospital's Urgent Care centers and Alfred Z. Solomon Emergency Center to identify and connect with self-pay patients who do not have a primary care provider. To date, 13.1% of those contacted have become CHC patients.
- Strong partnerships with community service organizations—including Saratoga County Public Health, Shelters of Saratoga, CAPTAIN Youth and Family Services, and Catholic Charities—help link CHC patients to essential resources.