

Now, More Than Ever

Access to Care

FILLING THE GAP FOR THE UNINSURED



Our mission is to facilitate access to primary health care services for residents of suburban Cook County and northwest Chicago who lack such access because of financial barriers.

Access to Care (ATC) welcomes all residents of our service area regardless of race, religion, country of origin, gender identity, orientation, physical and mental ability.

ACCESS TO CARE IS A NOT-FOR-PROFIT
PRIMARY HEALTH CARE PROGRAM
FOR LOW-INCOME, UNINSURED AND UNDERINSURED
RESIDENTS OF SUBURBAN COOK COUNTY AND
NORTHWEST CHICAGO.

Dear Friends of Access to Care,

As we write this, we are in the midst of the new coronavirus, COVID-19 pandemic. This pandemic is deadly for the most vulnerable among us, the elderly and individuals with compromised immunity. It is also disproportionately fatal for those in communities that have historically been underserved in health care. This current, nearly unprecedented global health crisis demonstrates the existing health care disparities in our communities and perfectly illustrates the continuing need for Access to Care. Without Access to Care, our members would not receive care that is affordable and easily accessible.

In 2019, we continued to fill the gap for those who are uninsured and underinsured in our suburban Cook County and northwest Chicago communities. This would not have been possible without the support of our doctors, hospitals, lab and radiology providers and supporting funders, especially through the generosity of Cook County Health—our key support and partner in providing services to Access to Care members.

As the pandemic unfolds, every aspect of our society is being impacted. The economic future of the country, the state and Cook County will likely continue in an uncertain manner for some time. Access to Care will be even more critical for the health of those most vulnerable in our communities. And, the program will face financial challenges as the competition for potentially diminishing resources will intensify.

We are grateful for the continued, generous support of our donors, doctors, labs, hospital radiology services and various intake sites that comprise Access to Care. With their support, Access to Care will continue to close the gap in health care coverage in Suburban Cook County and northwest Chicago.

With much appreciation,



Maurice Lemon, MD, MPH
Chair, Board of Directors



Kathryn Franklin
President & CEO

2019 Highlights

The Program

Access to Care



Access to Care Resource Fair

- Served 5,383 members
- Expanded services to include breast ultrasounds, free diabetic testing strips, free flu and pneumonia vaccinations, and access to all major pharmacies (not limited to Walgreens as in the past)
- Monitored prescription adherence and opioid risk management
- Responded to over 5,000 phone calls as a trusted organization in the community and, in addition to health related information, provided sources for housing, jobs, food pantries, etc. (thus allowing us to address some of the social determinants of health)
- Held the Access to Care Resource Fair with over 40 participating vendors and community groups, provided health screenings, flu shots, housing and job resources and had Halloween activities for families
- Conducted over 300 separate outreach activities, making valuable connections with nearly 8,000 individuals
- Welcomed and was honored by the presence of the U.S. Senator for Illinois, Dick Durbin, at our annual luncheon



Senator Durbin and Kathi Franklin

Access to Care contracts with over 500 physicians and hospitals to offer deeply discounted care to our members.

Member Benefits:
Unlimited visits with a primary care physician in their own community for \$5

Unlimited laboratory and x-ray services for \$5

Affordable prescription plan: \$15 for generic, \$30 for preferred brand, or \$40 for non-preferred brand name prescriptions

Behavioral health support, including 8 sessions for \$5 each. Additional sessions available on a sliding fee scale

Breast ultrasounds for \$5

Free diabetic testing strips

Free vaccinations for flu and pneumonia

We serve efficiently & effectively

"I had several years without medical insurance. I applied for Access to Care and was approved. I made an appointment with the doctor, they gave me lab tests, and I found out my triglycerides were 1325. After several months on a diet, exercising and with medicine, the doctor informed me that my triglycerides are 167. Thanks to Access to Care for saving my life!"
H.C., Hoffman Estates

"I am a mother of three children with a low income. Access to Care helped me so much when I got sick, I appreciate everything they did for me and for my family. They are doing great work keeping us healthy. May God bless Access to Care and everyone working with them."
H.Y., Orland Park

Access to Care saves lives

Access to Care works efficiently and effectively to provide primary health care services to over 5,300 underserved individuals.

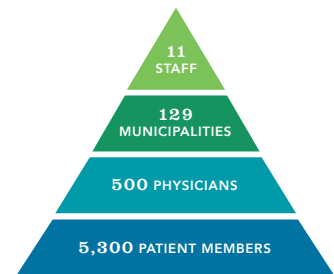
- Access to Care's cost for each member was \$605 per person in 2019. For that we are able to deliver unlimited access to primary care services in members' own communities.
- 88% of Access to Care resources support program services.
- Our public-private partnerships use existing infrastructure to provide much-needed services. Public funds provided by Cook County Health are leveraged with donated services of nearly \$5,000,000.

Access to Care enables individuals to remain productive and contributing members of society. Untreated chronic illness impacts quality of life including the ability to work.

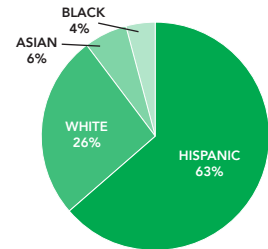
Most of our members suffer from chronic illnesses that must be managed. Nearly 25% of our members are diabetic.

Who we serve:

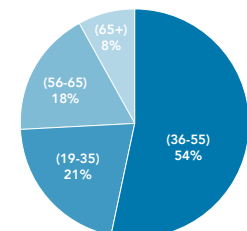
- Over 72% of members are employed.
- 85% are at or below 200% of poverty level.
- Over 80% had no health care coverage prior to joining the program.
- For those with insurance, deductibles can range from \$1,500-\$13,000 for individuals and families.
- Members identified 21 different languages as their primary language. The top three are Spanish (59%), English (24%) and Arabic (11%). Forty percent of ATC physicians are bilingual and the program tries to match members with physicians who can speak their primary language.



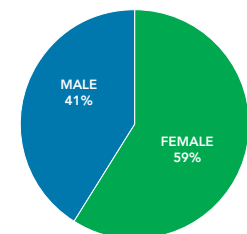
ATC MEMBERS



RACE/ETHNICITY



AGE



GENDER

Most frequent diagnoses and services of 2019

DIAGNOSES

Hypertension
Diabetes
Obesity/Overweight
High Cholesterol
Respiratory Illness

LABORATORY PROCEDURES

Comprehensive metabolic panel
Lipid panel
Hemoglobin, glycated
Thyroid stimulating hormone (TSH)
Hemogram, automate (hematology & coagulation)

MEDICATIONS BY THERAPEUTIC CLASS

Antidiabetics
Antihypertensives
Antihyperlipidemics
Calcium Channel Blockers
Diuretics

RADIOLOGY PROCEDURES

Mammograms
X-rays of lower extremities
Chest x-rays
Spine & pelvis x-rays
Breast ultrasounds



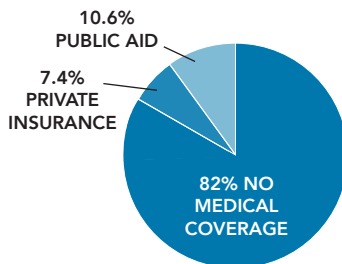
"Access to Care has been a lifesaver. My family is definitely in that gap between making more than limit to qualify for Medicaid but not being able to afford insurance privately. My husband and I both have jobs that don't offer insurance for part-time. What I like is that it was easy to get started with Access to Care and it gave me a way to be able to get my prescriptions I need monthly. I have had a good experience with the office I go to everyone is helpful and all the providers I've come in contact with have been pleasant and helpful."
Heather C., Schaumburg

72% of our members are employed and are either uninsured or under-insured

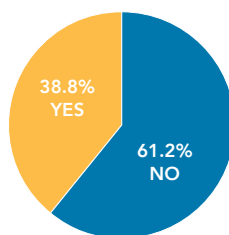
Members tell us the need continues

Access to Care routinely polls members. As new members join the program, we find that the needs we've been addressing in the community still persist. A few highlights from 2019 and ongoing new member polling is below.

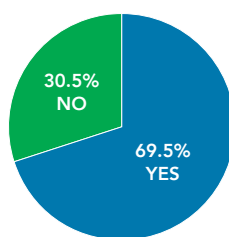
In the last 12 months BEFORE joining Access to Care, did you have insurance?



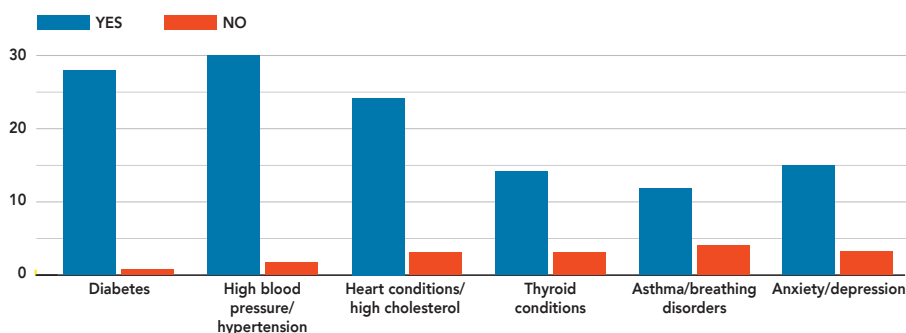
In the last 12 months BEFORE joining Access to Care, did you go to the emergency room?



In the last 12 months BEFORE having Access to Care, did you put off seeing a doctor because of cost?



Since joining Access to Care, have you and/or any family member (also in Access to Care) been diagnosed with any of the following?





Success stories

“My husband became depressed which led to more than 7 suicide attempts in less than a year. I was a homemaker with only a part time job. He was the sole provider but lost his job and was unable to work. I did not have a career and only made little money to survive and lost my insurance through him. **I cannot afford private insurance and thank god every day for Access to Care. I am able to get my meds, see a doctor if I’m sick. This has lifted a giant burden off me.** The doctor I have is wonderful and I tell my friends and family how Access to Care has helped me.”

Susan M., Tinley Park

“For more than 4 years I have been a member of Access to Care. **I have received many services from this amazing program.** When I first started with this program... it was a wonderful experience for me because she (the doctor) treated me as if I was her mother and she provided me with the care that I needed like a bone density, colonoscopy, mammogram, spine x-rays, and blood work for my high cholesterol, **basically everything required for my health...** I am very grateful with all the staff... I truly wish them much success and blessings since they have been such a blessing for me. **Blessings to Access to Care with such an amazing program.**”

Emma R., Melrose Park

“**My story begins in the emergency room. My husband had symptoms of dizziness, his diagnosis was diabetes.** He is the supporter of the house. We have 2 daughters, one with microcephaly and me with hypothyroidism. I felt incompetent thinking what would become of us. Us being sick and doctors so expensive, my God help me! A lady looked at me and asked me why I was crying and I explained my situation to her, and she told me about Access to Care. It was like a miracle. **Thank you for existing and offering medical care at affordable prices to be able to lead a full life with the family. God bless you always.**”

Ana D., Des Plaines

Over 200 community partners help reach members

Access to Care is supported by townships, municipalities and social service agencies including those who address concerns such as food shortage and workforce development. Listed on this page are those who served as registration sites in 2019, helping us enroll members and build awareness of the program for those who are in need.



THE AREAS WE SERVE: Suburban Cook County and northwest Chicago (west of Pulaski Rd and north of North Ave)



Resource Fair participants

Access to Care is endorsed by the Institute of Medicine of Chicago, the Illinois Academy of Family Physicians, the Illinois chapter of the American Academy of Pediatrics, the Northern Illinois chapter of the American College of Physicians, is officially supported by the Chicago Medical Society and is a previous recipient of the Governor's Home Town award.

NORTH

- ACCESS at Northwest Family Health Center
- ACCESS Genesis Center for Health and Empowerment
- Barrington Township
- City of Des Plaines
- Elk Grove Township
- Frisbie Senior Center
- Greater Elgin Family Care Centers (Creekside, McHenry, Seneca, Streamwood, Summit)
- Hanover Township
- Maine Township
- Niles Township
- Northfield Township
- Northwest Compass
- Omni Youth Services
- Palatine Township
- Schaumburg Township
- Village of Arlington Heights
- Village of Mt. Prospect
- Village of Wheeling
- Vista Health Center
- Wheeling Township

SOUTH AND CHICAGO

- ACCESS Family Health Society
 - Arab American Action Network
 - Aunt Martha's Chicago Heights Community Health Center
 - Bremen Township
 - Cook County Department of Public Health
 - Orland Township
 - Palos Township
 - Park Forest Township
 - Rich Township
 - Southland Ministerial Health Network
 - TCA Health Center
 - Worth Township
- ## WEST
- Arab American Family Services
 - Berwyn Township
 - Des Plaines Valley Health Center
 - Leyden Township
 - Norwood Park Township
 - Oak Park – River Forest Food Pantry
 - Proviso Township
 - Town of Cicero

Donors and supporters

In addition to the generous donors listed here, we are very grateful to the many physicians and providers who give their services at substantial discounts. With its major support, Cook County Health, one of the four Access to Care founding organizations, continues to be key to the success of the program. These public funds are enhanced by many private foundations and individuals who care about the community and its people. We thank them all for their continuing commitment and generosity.

PUBLIC

Barrington Township
Bloom Township
City of Des Plaines
Cook County
Elk Grove Township
Leyden Township
Niles Township
Northfield Township
Palatine Township
Riverside Township
Schaumburg Township
Village of Arlington Heights
Village of Mount Prospect
Village of Schaumburg
Wheeling Township

Belmont Bank
Vinay Bhargava
Tony Bono
George & Jolanta Borovik (Portage Park Chamber)
Sharee Bowsher
Mark Brodson
Sarah Burrows
Maria Carrera
David Carvalho
Georgia & Daniel Casciato
Claes Cedercreutz
Kettil Cedercreutz
Chase
Shahila Christie
Pablo Cruz
Ken Dobbs
Maureen Dunne
R. Edwards
Paul Embree
Dan Engel
Mark Everette
Matthew Fitz
Robert and Sandra Fitz
Franciscan St. James Holding Corporation
Friends of Alma Anaya
Friends of Jeffrey Tobolski
Dawn Gay
Jason Grady
Charles Hughes
Audrey Kaufman
Bradley Kinsey
Gerald Kirschbaum
Jennifer Koehler

Marja Helena Koivisto
Paula Kolsi
Maurice Lemon
Marc Realty
Mark Matusik
Minuteman Press
Theresa Metz
Christa Jordan Mitchem
Arvind Natarajan
Roxanne Nava
Adam Newman
Barkley Payne
Presto Marketing
Pscycnergy
Priti Priti
John Raba
Michael Schneider
Timothy Shahbazian
Mark Shields
Stacy Short
Peggy Shulha
Nanette Silva
Kevin Simpson
Rajeev Singh
Reed Smith/Carolyn Rosenberg
Sandra Smith
John Squeo
John Stephan
Chad Thompson
Megan Thompson
Samuel Willens
Leanne Ylitalo & Jon Jurva
Kyle Zake
Deborah Zelechowski

PRIVATE

Blue Cross Blue Shield of Illinois
Community Memorial Foundation
Faith United Protestant Church
Eisenberg Foundation
Healthy Communities Foundation
Palatine Jaycees
Presence Health
Trinity Health
United Church of Christ
Westlake Health Foundation
Emilio Albertini
Mark Alicz
Amazon Smile
Anonymous
Courtney Avery
Jayaprakash Balakrishnan
Dean Banwart

Working for our community

SPHCC BOARD OF DIRECTORS

OFFICERS

Chair
Maurice Lemon, MD, MPH
*Health Management Associates
(retired)*

Chair-elect
Tony Bono
Magellan Rx

Immediate Past Chair
Jerry Bradford
Indiana University Health

Secretary
R. Barkley Payne
*American Medical Association
Foundation*

Treasurer
Patricia Doherty, MPA, LD
PL Associates

DIRECTORS

Vinay Bhargava, MBA, PharmD
Unite Here Health

Daniel A. Engel, Esq.
*Blue Cross Blue Shield Association
(retired)*

Jenise Ervin, MSN
Public Consulting Group

Brooke A. Filas
Blue Cross Blue Shield of Illinois

Matthew Fitz, MD
*Loyola University/Stritch School of
Medicine*

Dawn V. Gay, MBA-HCM
Care Advisors

Jennifer L. Koehler, JD
Loyola University Health System

Mark Matusik, PharmD
Walgreens Boots Alliance

Roxanne Nava, MBA
Metropolitan Family Services

Michael P. Schneider, MBA, CPA
Boa Vida Healthcare

John T. Squeo, MBA
Accenture

HONORARY DIRECTORS

Christine Blue, RN, MHA
*Park Forest Health Department
(retired)*

David Carvalho, JD
Illinois Department of Public Health

James A. DeNuccio, CHE
*American Medical Association
(retired)*

Lois Coxworth Gallagher, RN, MS
The Coxworth Group (retired)

Mark Grach
Health Futurist, LLC

Charles David Hughes, Jr.
CEDA (retired)

Arnold Widen, MD, MS, MACP
Northwestern University (retired)

SPHCC STAFF

Kathryn Franklin
President & CEO

Kimberly Mertz
Chief Operating Officer

Lori Henkel
Chief Financial Officer

Beril Basman
Senior Program & Project Specialist

Karen Doan
Systems Administrator

Maria Garcia
Resource Desk Assistant

Adrian Gonzalez (January-February)
Israel Hernández
Community Outreach Coordinator

Joanne Miller (January-September)
Stephanie Mucha, MPH
*Director of Public Relations
and Outreach*

Swapna Naidu
Manager of Development

Beatriz Ortega
Account Specialist

Linda Paz
Program Coordinator

Andrea Solis
*Program Assistant/
Clinical Referrals Specialist*

Friends of Access to Care can help provide our community with primary health care.

Donations can be made through our website

www.accesstocare.org

or by directly contacting our office

info@accesstocare.org

708.531.0680

Follow us on Facebook

www.facebook.com/AccessstoCare

Suburban Primary Health Care Council (SPHCC), Westchester, IL
708.531.0680 T 708.531.0686 F www.accesstocare.org

The not-for-profit corporation that administers the Access to Care program was formed in 1988 by a confederation composed of the Community and Economic Development Association of Cook County, Inc., the Cook County Department of Public Health, the Northwest Suburban Cook County Health Care Task Force and the Park Forest Health Department.