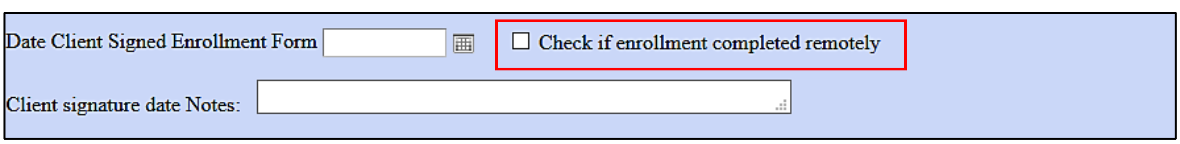
Remote Enrollment into the RH Access Fund

Clinic Staff Instructions:

Clinic staff may assist clients in completing the RH Access Fund Enrollment Form via telephone or videoconference and obtain a verbal signature and date.

1. Provide the client a brief overview of the process involved in completing the Enrollment Form remotely, including the estimated time it will take to complete.
2. Collect the client's contact information in the event the call or videoconference is disconnected.
3. Read every question and answer choice to the client and record their answers on the Enrollment Form. *See tools and scripts on the next page.* Answer any question the client asks.
4. Read the full SSN statement to the client (page 3 of the Enrollment Form).
5. Read the self-attestation statements (page 3 of the Enrollment Form) to the client and ask if they agree with each statement.
    a. Sample language "*I'm going to read the self-attestations statements and then ask if you verbally agree with each one. If you say yes to each statement, I will write your name on the signature line and it will serve as your signature for the purpose of enrolling into RH Program coverag*e."
6. On the Enrollment Form, write the client's name on the signature line and today's date with a note that consent was obtained via phone or videoconference.
7. Complete the demographics section of the form <u>after</u> obtaining the client's verbal signature for the enrollment section of the form.
8. When entering the client's enrollment information into the RH Access Fund Eligibility Database, mark box "Check if enrollment completed remotely".



Remember: Clinic staff must read all sections of the RH Access Fund Enrollment Form out loud so that the client knows what they are agreeing to sign.

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Tools to help complete the RH Access Fund Enrollment Form by phone:

Tools can be found on: http://healthoregon.org/rhclientenrollment

Citizenship/Immigration Status Chart:

English	Spanish	Korean
Marshallese	Russian	Simplified Chinese
Vietnamese		

Immigration Status Tool: When client is unsure of their immigration status

Tax Question Tool: Tax Question Flowchart

Demographics Questions Tool: When clients have questions about the demographics questions: guidance for staff

Sample script to read before going through the demographics section of the Enrollment Form:

"You have finished the enrollment part of the form. The last part of the form is some questions about the languages you speak, your race and ethnic identity, and disabilities. Your answers will help us understand the diversity of people who receive services and make sure everyone gets the highest quality care. Your answers will not *affect your eligibility or what benefits or services you can get. We keep your answers private. You can skip any question you don't want to answer. Let me know if you have any questions."*

Special guidance for race/ethnicity section:

- If the client answers Q4 with one of the categories listed in Q5, you can write that and then for Q5 just ask about the subcategories listed under the category they listed. For example, if the client answers Q4 as "I'm just white." For Q5, you can ask "*Would you identify as Eastern European, Slavic, Eastern European, and/or Other White?*"
- For Q5, start with the broad categories, and then read the options under the category they choose. "*For this next question, choose as many answers as are applicable. Would you identify your race or ethnicity as Hispanic or Latino/a/x, Native Hawaiian or Pacific Islander, White, American Indian or Alaska Native, Black or African American, Middle Eastern or Northern American, Asian, or Other?*" Then, ask which of the sub-categories they identify as.
- If the client answers something like "I'm just American", write their response.
- **Remind the client they can choose as many categories as they want.**
- If the client only identifies one race or ethnic identity category, you can skip reading Q6, just fill in "I only checked one category above."
- If the client identifies more than one race or ethnic identity category, ask: "Is there one of those groups you think of as your primary racial or ethnic identity?" and use the answer to fill in Q6.