



Interface Network

Interface Network Inc.
161 High St. SE Ste. 234
Salem, OR. 97301

Re: HB 5011

Dear Sir/Madam:

Interface Network (IN) is proud to be a community-based partner with the Oregon Health Insurance Marketplace (OHIM). The OHIM program has allowed IN to provide linguistically, culturally and ethnically diverse communities with information about Marketplace health care coverage and receiving health care. The Program was developed to go beyond providing application assistance in other languages, i.e., Spanish and Russian. The Program addresses customers “holistically,” as individuals with a variety of health coverage needs that may go beyond primary language assistance and interpretation. The staff is highly skilled at providing informed, unbiased and fact-driven information regarding health coverage through OHIM. The Program addresses barriers to health coverage such as lack of knowledge, education, and understanding about OHIM; we address these barriers by delivering information in a comprehensible and culturally appropriate manner.

With the resources of the Marketplace, Interface Network has ensured that the campaign is culturally and linguistically relevant, effective, and successful. The program has met and exceeded education and enrollment goals. IN has done this by utilizing culturally competent practices that provide access for consumers who are not fluent in English. Interface Network has been highly successful at providing application and enrollment assistance with the OHIM partnership. In the fall IN organized four enrollment fairs that assisted close to 400 community members and helped insured over 700 people into the OHP and the Marketplace.

The OHIM Program has allowed us additionally to provide the following:

Flexible Application Assistance: Many application assistance programs are available to provide application and enrollment assistance on a traditional Monday to Friday, 8:00 a.m. to 5:00 p.m. schedule. Through this program, we meet people at different sites that meet a client’s needs. It could be at their homes, businesses, or other locations suitable to them.

Culturally Competent Staff All staff is bilingual and bicultural to serve the needs of all our diverse communities in the area.

Enrollment Fairs Interface Network has been able to organize and participate in highly successful OHIM Enrollment Fairs. IN will continue to plan and participate in health insurance enrollment fairs each in Marion and Polk Counties, which have been highly successful as stated above.

Health Literacy Information: Staff provides health information in partnership with Salem Health and other medical organizations that helps clients make better decisions about their health care. Health literacy might include information on annual examinations, preventative care, navigating the health system, etc. The information is always provided in both English and Spanish.

The OHIM program has allowed Interface Network to provide excellent customer service to our multicultural communities in Marion & Polk Counties. The program has allowed for the community to make better-informed decisions about health plans and health care in general. Throughout our daily interaction with clients in Marion & Polk Counties many have been very thankful for IN hands-on enrollment assistance and education on the Marketplace. We feel these types of programs not only create healthier communities but also saves the State of Oregon tax dollars and reduce long-term medical costs.

Respectfully,

A handwritten signature in black ink, appearing to read 'Marin Arreola', written in a cursive style.

Marin Arreola, Principal