MV Digital Equity Team Meeting

June 29, 2023

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Martha's Vineyard Older Adult Digital Equity Coalition

Agenda

❖ Patient Gateway Awareness
  ❖ 6/16 Session Results
  ❖ Next Steps

❖ Affordable Connectivity Program (ACP) Appointments on August 2nd
  ❖ Tribe
  ❖ Island Elderly Housing

❖ AARP Senior Planet Assessment
  ❖ On-line
  ❖ In-person on Cape

❖ TrailsMV App Awareness
  ❖ Accessibility Features & Bench Locations
  ❖ UI COA – July 27th

# Patient Gateway Session – June 16, 2023 Results

- **4 Older Adults received 1x1 support on Patient Gateway!**
- Thank you to Mass Gen/Brigham Hospital presenters:
  - Christina Buchanan – Digital Health
  - Amy Houghton – Community Projects
  - Greg Mathis – Marketing and Communications
- Thanks to Kira/WT Library & Bethany/UI COA for hosting and everyone else for helping spread the word

1. Handouts – were great! One attendee said the list of videos was going to be very helpful.
2. Epic Tech Support – was so valuable to have Christina on-site to help field "how-to" questions
3. HAMV literature – Lynn should have brought some
4. Slides – Lynn has offered to create slides with screen shots of the Patient Gateway, so we can give a visual overview of attractive features/functions.
5. Measurement – How can we measure Patient Gateway uptake on the Island?

Patient Gateway Next Steps

1. Make Patient Gateway Screen Shot Slides
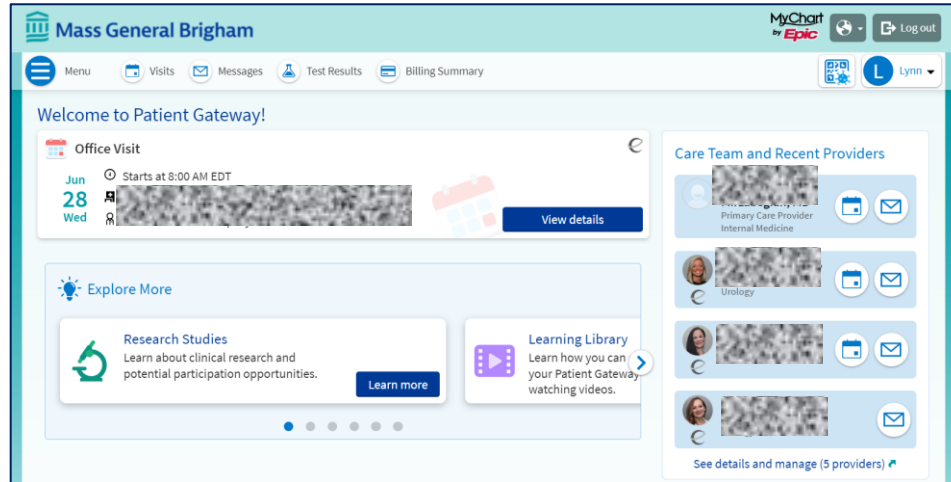
Look at everything you can do w/ Patient Gateway!

Menu

Search the menu

Find Care
- Schedule an Appointment
- View your Care Team
- Find Urgent Care Center
- Virtual Urgent Care On Demand

Communication
- Messages
- Ask a Question
- Letters
- Clinic Calls

My Record
- COVID-19
- To Do
- Visits
- Test Results
- Medications
- Health Summary

- Plan of Care
- Preventive Care
- Questionnaires
- Upcoming Tests and Procedures
- Medical and Family History
- Health Reports
- Trends Dashboard
- Document Center
- Immunizations
- My Documents
- Request Records

Billing
- Billing Summary
- Estimates

Insurance
- Insurance Summary
- Referrals

Sharing
- Sharing Hub
- Share Everywhere
- Link My Accounts

Resources
- Search Medical Library
- Research Opportunities
- Education
- Learning Library
- Digital Health Tools
- Patient Care Advice (PCOI)
- PatientsLikeMe Communities
- Mass General Brigham Urgent Care
- Patient Voice Community
- Biobank
- Participate in Clinical Trials
- All of Us Research Program

Technical Support/FAQ

Account Settings
- Personal Information
- Security Settings
- Personalize
- Change Your Shortcuts
- Linked Apps and Devices
- Communication Preferences
- Other Preferences
- Back to the Home Page

Lynn Marquedant will draft a set of 10-12 slides and send to Amy for her team's review/edit

Patient Gateway Next Steps

2. Where do we want to hold our next session? And When?

Affordable Connectivity Program (ACP) SIGN-UP Day

- ## August 2nd, 2023

- By appointment – 30 mins each

- Older Adult must bring any official document proving they are part of any of the qualifications listed at: affordableconnectivity.gov.

- Hosted by HAMV & Comcast – location TBD -- Lynn will send flyer to our Digital Equity team later today – Need to connect w/ Mary G at IEH

- Contact Lynn Marquedant at HAMV
  - 508-341-5631
  - LynnMarquedant@hamv.org

https://www.affordableconnectivity.gov/do-i-qualify/

Do I Qualify?

Here are the ways your household can qualify for the Affordable Connectivity Program (ACP):

- Based on your household income

- If you or your child or dependent participate in certain government assistance programs such as SNAP, Medicaid, WIC, or other programs

- If you or anyone in your household already receives a Lifeline benefit

https://www.affordableconnectivity.gov/do-i-qualify/

Based on Your Income

You are eligible for the ACP if your income is 200% or less than the Federal Poverty Guidelines (see the table below). The guideline is based on your household size and state.

The table below reflects the income limit by household size, which is 200% of the 2023 Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	$29,160	$36,420	$33,540
2	$39,440	$49,280	$45,360
3	$49,720	$62,140	$57,180
4	$60,000	$75,000	$69,000
5	$70,280	$87,860	$80,820
6	$80,560	$100,720	$92,640
7	$90,840	$113,580	$104,460
8	$101,120	$126,440	$116,280
For each additional person, add:	$10,280	$12,860	$11,820

https://www.affordableconnectivity.gov/do-i-qualify/

If You Participate in Certain Government Assistance Programs Such As SNAP, Medicaid, WIC, or Other Programs

Federal Assistance Programs -- You are eligible for the ACP if you (or someone in your household) participate in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA) (including Housing Choice Voucher (HCV) Program (Section 8 Vouchers), Project-Based Rental Assistance (PBRA)/202/811, Public Housing, and Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools
- Received a Federal Pell Grant in the current award year
- You may need to show a card, letter, or official document as proof that you participate in one of these programs when you apply ACP.

https://www.affordableconnectivity.gov/do-i-qualify/

Tribal Assistance Programs

If you live on qualifying Tribal lands, you are eligible for the ACP if your household income is at or below 200% of the Federal Poverty Guidelines, or if you (or someone in your household) participate in:

- Any of the federal assistance programs listed above

- Bureau of Indian Affairs General Assistance

- Head Start (only households meeting the income qualifying standard)

- Tribal Temporary Assistance for Needy Families (Tribal TANF)

- Food Distribution Program on Indian Reservations

https://www.affordableconnectivity.gov/do-i-qualify/

If You Already Receive a Lifeline Benefit

Lifeline is a Federal Communications Commission program [↗] to help make communications services more affordable for low-income consumers. If you currently receive a Lifeline benefit, you automatically qualify for the ACP, and you can receive both benefits at the same time. You can apply your ACP benefit and your Lifeline benefit to the same or separate services. Talk to your internet company to learn how to start receiving ACP discounts.
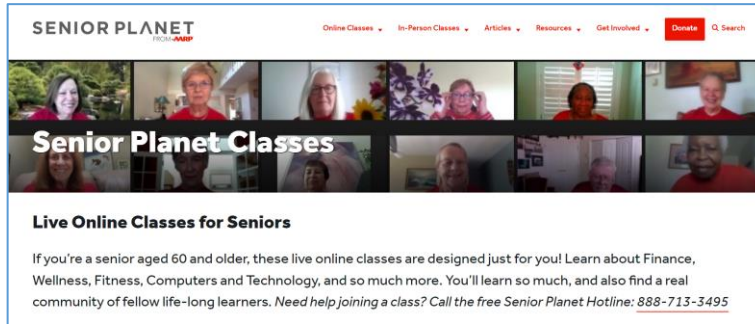
Qualify Through Your Child or Dependent

Any member of your household can make your household eligible if they participate in one of the programs above. For example, if your child or dependent participates in the Free and Reduced-Price School Lunch Program or is enrolled in a USDA Community Eligibility Provision school, your household qualifies for the ACP benefit.

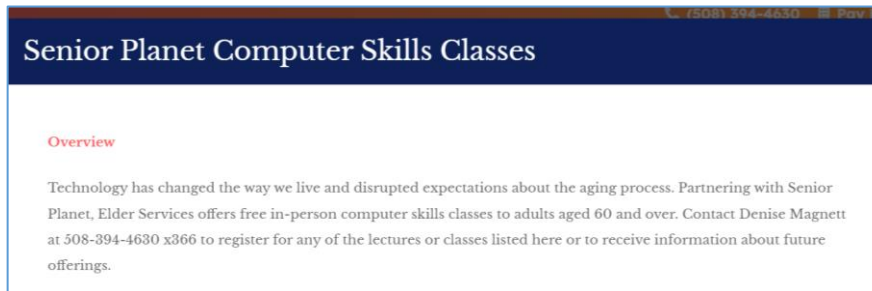# AARP Senior Planet Course Assessment

Online Classes - https://seniorplanet.org/classes/

In process -- Thanks
Bob Rosenbaum!

In-person Classes – offered at Elder Services of Cape Cod/Islands - https://escci.org/workforce-programs/

TrailsMV App Awareness Session – July 27th

Interested in learning how to get the most out of Martha's Vineyard's beautiful trail systems?

Join us at the Up-Island Council on Aging as Sheriff's Meadow's own Nancy Tutko guides us through all the possibilities the Trails MV app can offer. The free TrailsMV app, created by Sheriff s Meadow Foundation in collaboration with our conservation partners, is an interactive guide to 220+ miles of public trails on more than 100 protected properties. **Participants are encouraged to bring tablets or smart phones to follow along.**

When: July 27th @ 1:30
Where: Up-Island COA
(1042 State Road, W.T.)
508-693-2896 for info

https://sheriffsmeadow.org/trailsmv-app/

Thanks Bethany Hammond at UI COA!

TrailsMV App – is Age-friendly!

Benches

https://sheriffsmeadow.org/trailsmv-app/
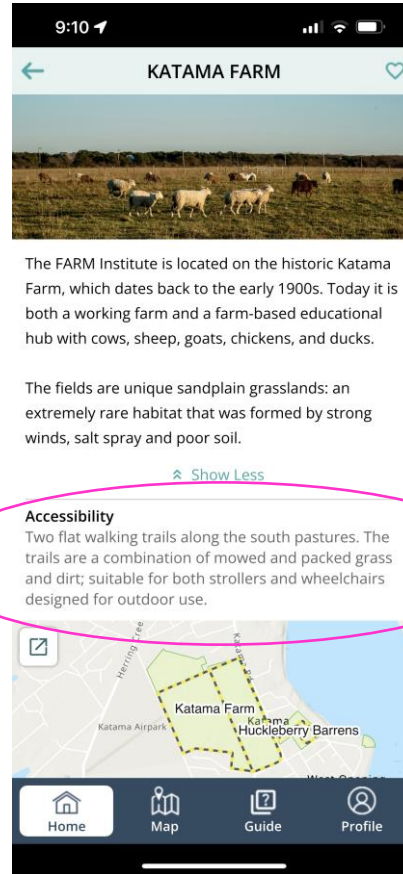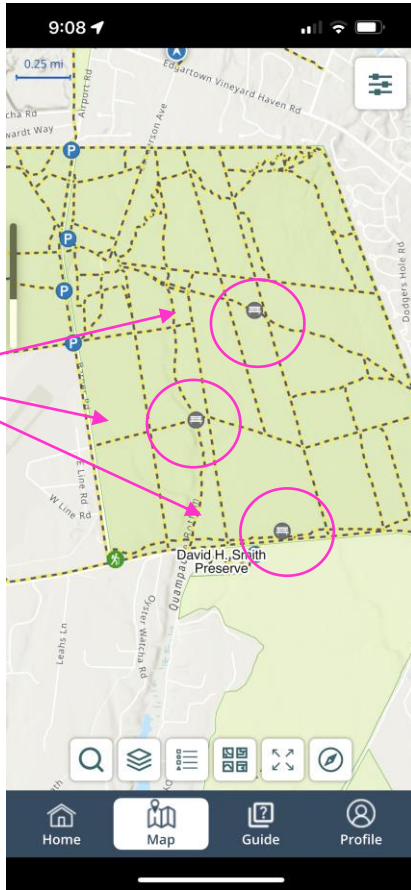
Qualitative Assessment by trail

Next Meeting – September 7th

Join Zoom Meeting
https://us02web.zoom.us/j/81305450792?pwd=dGZ3ajRXUktVcm J2RjNGMjloVGc0Zz09

Meeting ID: 813 0545 0792
Passcode: 400646

Thank you!

APPENDIX

ACP

The Affordable Connectivity Program (ACP) is a Federal Government program to help low-income households pay for internet service and connected devices such as desktop, laptop, or tablet.

https://www.fcc.gov/acp

Apply for the Affordable Connectivity Program Online

The Affordable Connectivity Program (ACP) is a U.S. government program to help low-income households pay for internet service and connected devices such as a desktop, laptop, or tablet.

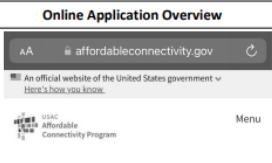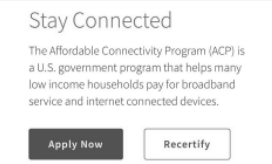If your household is eligible, you could receive:

- Up to a $30 per month discount on your internet service
- Up to a $75 per month discount if your household is on qualifying Tribal lands
- A one-time discount of up to $100 for a laptop, tablet, or desktop computer (with a co-payment of more than $10 but less than $50) from a participating internet company

Once your application is approved, the next step is to contact a participating internet company to get your benefit.

Get Started

Follow the steps below to submit an ACP application online, which typically takes about 10 minutes to complete. You may need to provide additional information or documentation to confirm your eligibility, identity, or home address.

If you have questions during the application process, contact the ACP Support Center by email at ACPSupport@usac.org or call (877) 384-2575 from 9 a.m. to 9 p.m. ET.

	Steps	Online Application Overview
1	Tap or click on a web browser on your mobile device or computer. • Type AffordableConnectivity.gov in the web address bar and press **Enter** on the keyboard or **Go/Search** on your mobile device to open the website.	
2	Tap or click **Apply Now**.	Stay Connected The Affordable Connectivity Program (ACP) is a U.S. government program that helps many low income households pay for broadband service and internet connected devices. Apply Now Recertify

Last Updated: March 2023

18 pages on how to apply!

Comcast has offered to come to the island and help Older Adults with the application process. HAMV has offered to setup the appointments

USAC Affordable Connectivity Program

Apply: ACPBenefit.org

Online
Login or create a new account to complete the ACP application online.
If you apply online, you may be able to receive an immediate approval.

Mail
Print an application: English Spanish (Application Instructions also available in 9 other languages)
USAC strongly recommends including a Household Worksheet with your application: English Spanish (Household Worksheet Instructions also available in 9 other languages)
Complete the application and Household Worksheet and send them, along with copies of your proof documentation, to:

Step by Step directions from USAC
https://www.usac.org/video/li/how-to-apply-for-lifeline-online/index.html

ACP Support Center

- 877-384-2575

- ACPSupport@usac.org

H A M V

comcast xfinity

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How to apply for free or reduced Internet with Comcast

internet essentials

First! Check eligibility for ACP, complete the National Verifier form at acpbenefit.org and receive your Application ID.

Existing Customers	New Customers
1. Complete the Xfinity ACP enrollment form to receive your credit. You'll need the Application ID you received from the National Verifier. Start ACP enrollment at Xfinity.com/acp. You will need your Xfinity Username and password to accomplish online, or you can call 1-855-8INTERNET	1. Sign up for Internet Essentials at InternetEssentials.com or call 855-8-INTERNET.
2. Receive verification that the credit has been approved by the ACP within 48 hours	2. Complete the ACP enrollment form in the application to receive your credit. You will need your NVID Verification number.
3. After you have received this verification: call 844-963-0178 or 855-8-INTERNET if you would like to change your service to Internet Essentials.	3. Receive verification that the credit has been approved by the ACP within 48 hours

comcast xfinity

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