

# Better Technology. Healthier Washington.

*How tech infrastructure updates will improve individual health care delivery.*

**Marie is a single mom. She and her two kids, ages 3 and 7, recently changed addresses.**

Her 7-year-old's insurance is up for renewal. Marie takes the child in for a routine doctor's visit.



**Current obstacles navigating health and wellness.**



**Future improvements from ongoing health infrastructure updates.**

- ✘ Marie submitted an address change to her provider, but the current tech infrastructure did not capture that change across systems. Marie never received notifications that her kid's insurance had lapsed and isn't informed until she gets to the health care office.
- ✘ This is an inconvenience, because Marie had to take time off work and now has to schedule a new appointment from a limited pool of providers.
- ✘ Although Marie has now reapplied for insurance, there is a 90-day gap in coverage. During that time, her child may not have immediate access to immunizations, behavioral health professionals, pediatricians, or the Well-Child exam that's required before the next school year.
- ✘ Marie will also have to fill out multiple applications to continue receiving Medicaid and benefits for food assistance.

- ✚ With the new technology in place, Marie's address change will be documented across systems. She will also be notified electronically.
- ✚ She is able to continue her child's coverage via a single application, which requires her to input her information once and takes about 20 minutes of her time.
- ✚ Her kids continue to be covered for vaccinations, behavioral health needs, and preventative pediatrician visits.
- ✚ Marie will also be connected to other social services for which she may be eligible, including food and cash assistance.