

WORKING WITH PROVIDERS

- **Offer trainings for doctors and their office staff:** Put together a pleasant experience like a luncheon or coffee break for local providers - or more importantly, their office managers/medical secretaries - to alert them to your program and inform them about eligibility issues/enrollment procedures.
- **Work with medical billing services:** Get inserts/flyers to billing services that collect for doctors' offices. They can insert these in mailings to families known to be without health insurance. This can be very powerful since it is the billing company's interest to see that bills are paid.
- **Use pharmacists as allies:** Pharmacists are often on the front line for knowing who has health care needs. Encourage pharmacists to post flyers/information on their counters or distribute them to those they serve, and/or set up an information table at a local pharmacy.
- Designate a person on staff such as an office manager/billing specialist who can give information to families about WVCHIP.
- Have information such as WVCHIP brochures or applications available in the waiting room.