

**A Resolution Urging the Administration to Explore Use of Physical and Mental Health
Advocates(s) for DeKalb Employees Needing Assistance Navigating Insurance and
Healthcare Services**

Whereas, Many DeKalb County employees do not have the time and resources to spend on navigating insurance, mental health and healthcare services; and,

Whereas, An advocate could assist the employee in making strides to obtain services and understand options that are available to them as a DeKalb employee; and,

Whereas, The primary role of an advocate is to support and promote the well-being of DeKalb employees by navigating healthcare and insurance systems; and,

Whereas, Advocates will play a crucial role in taking a solutions-oriented approach to ensuring DeKalb employees have access to the highest quality, comprehensive healthcare services and mental health support. Specifically, advocates will:

- Assist employees in understanding their healthcare benefits, including medical, dental, and vision plans.
- Act as a liaison between employees and healthcare providers or insurance companies to resolve issues, answer questions, and facilitate smooth communication.
- Help employees problem-solve when they encounter difficulties in resolving issues with healthcare and insurance providers, such as claims, appointment setting, identifying appropriate medical supports, transportation to and from appointments, etc.
- Stay updated on healthcare laws and regulations to ensure employees are receiving the highest quality physical and mental healthcare services, as well as any policy or regulatory changes related to the providers.
- Prepare reports and maintain records related to employee problems and challenges experienced from DeKalb's contracted healthcare and mental health providers.
- Conduct workshops and training sessions to educate employees about their rights and advocating for their healthcare benefits, mental health resources, and preventive measures.
- Assist employees in handling healthcare crises or emergencies and in navigating critical healthcare situations.

Now, therefore be it resolved, that We, the DeKalb County Board of Commissioners urge the administration to explore the use of physical and mental health advocate(s) for DeKalb County employees needing assistance navigating insurance and healthcare services.

Resolved this _____ day of _____ 2023.

ADOPTED by the DeKalb County Board of Commissioners, this ____ day of _____ 2023

Robert Patrick
Presiding Officer
Board of Commissioners
DeKalb County, Georgia

APPROVED by the Chief Executive Officer, this ____ day of _____, 2023

Michael Thurmond
Chief Executive Officer
DeKalb County, Georgia

ATTEST:

APPROVED AS TO FORM:

BARBARA SANDERS
County Clerk
Board of Commissioners and
Chief Executive Officer

Viviane Ernstes
County Attorney
DeKalb County, Georgia