



Legislation Text

File #: 2023-1273, Version: 2

Public Hearing: YES NO

Department: Board of Commissioners - District 2

SUBJECT:

Commission District(s): All Commission District

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

Phone Number: 404-371-2863

PURPOSE:

To approve a resolution urging the administration to explore the use of Physical and Mental Health advocates for DeKalb County Employees.

NEED/IMPACT:

Many DeKalb County employees do not have the time and resources to spend on navigating insurance, mental health and healthcare services. An advocate could assist the employee in making strides to obtain services and understand options that are available to them as a DeKalb employee. The primary role of an advocate is to support and promote the well-being of DeKalb employees by navigating healthcare and insurance systems. 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.

FISCAL IMPACT:

To be determined

RECOMMENDATION:

To approve the resolution urging the administration to explore the use of physical and mental health advocates for DeKalb County Employees and authorize the Chief Executive Officer or his designee to execute all necessary documents