




QUARTERLY REPORT

Calendar Year 2025 (Q1-Q4)



 (503) 345-6553

 info@projectaccessnow.org

Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Community Assistance Program

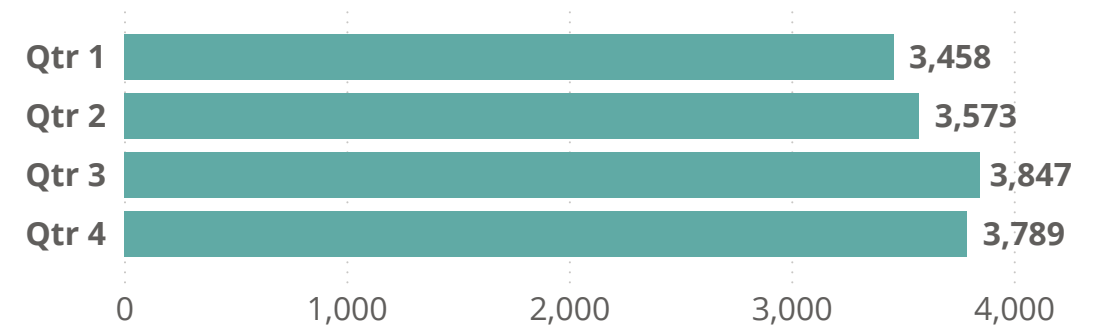
13,089
Clients Served

\$16,189,180
Value of Services²

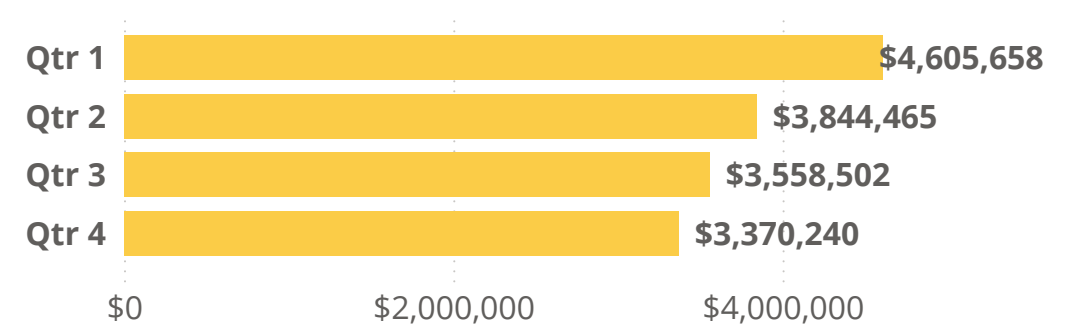
23,103
Requests Completed

This referral-based program links individuals to a wide array of services that address health-related social needs such as housing, food security, transportation, and utility assistance. This program currently uses funding provided by referring partners (such as hospitals and insurance plans). Our team simplifies contracts and billing and streamlines support for vulnerable populations.

Clients Served by Quarter¹



Value of Services per Quarter²



Completed Requests per Quarter



Community Assistance Program Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

6,713

Requests Completed

\$6,126,517

Value of Services²

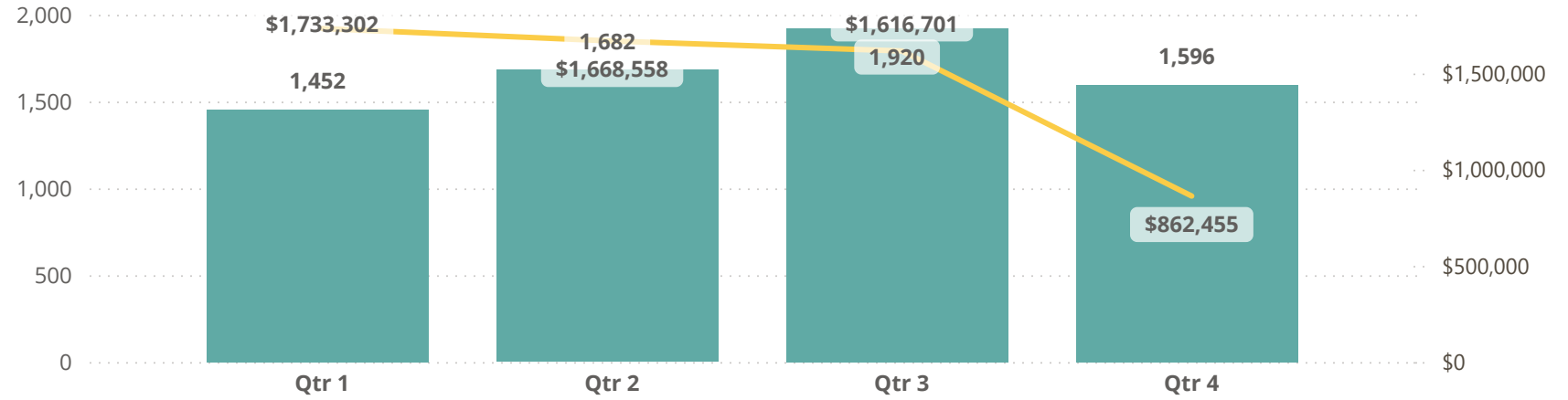
14,248

Requests Completed

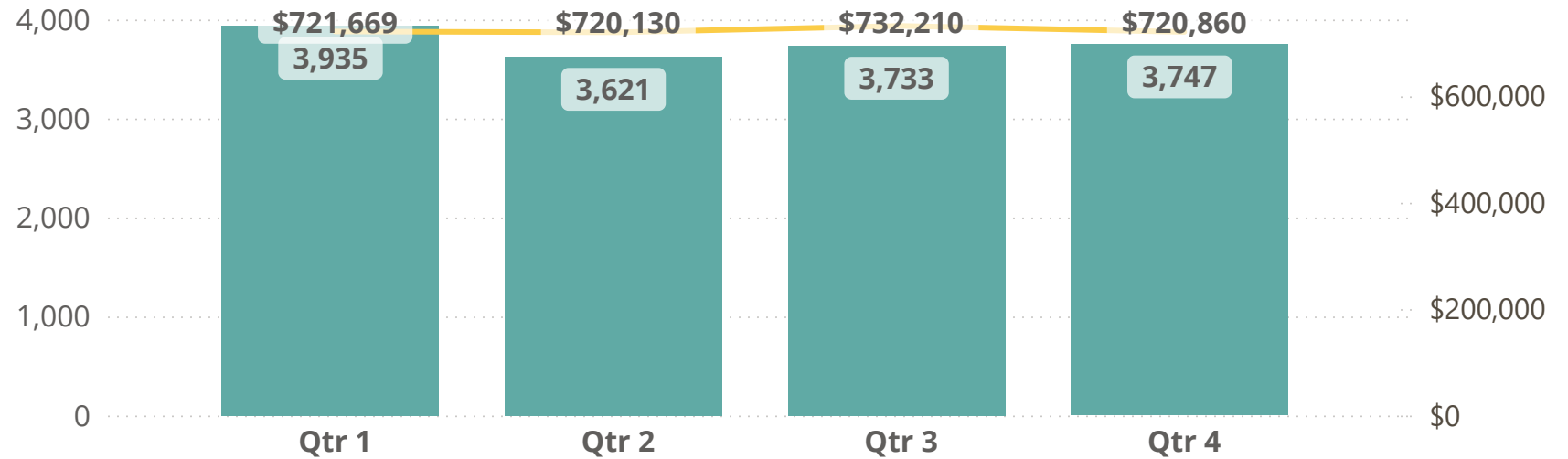
\$2,894,870

Value of Services²

Coordinated Care Organizations (Flex Services Only)



Hospitals

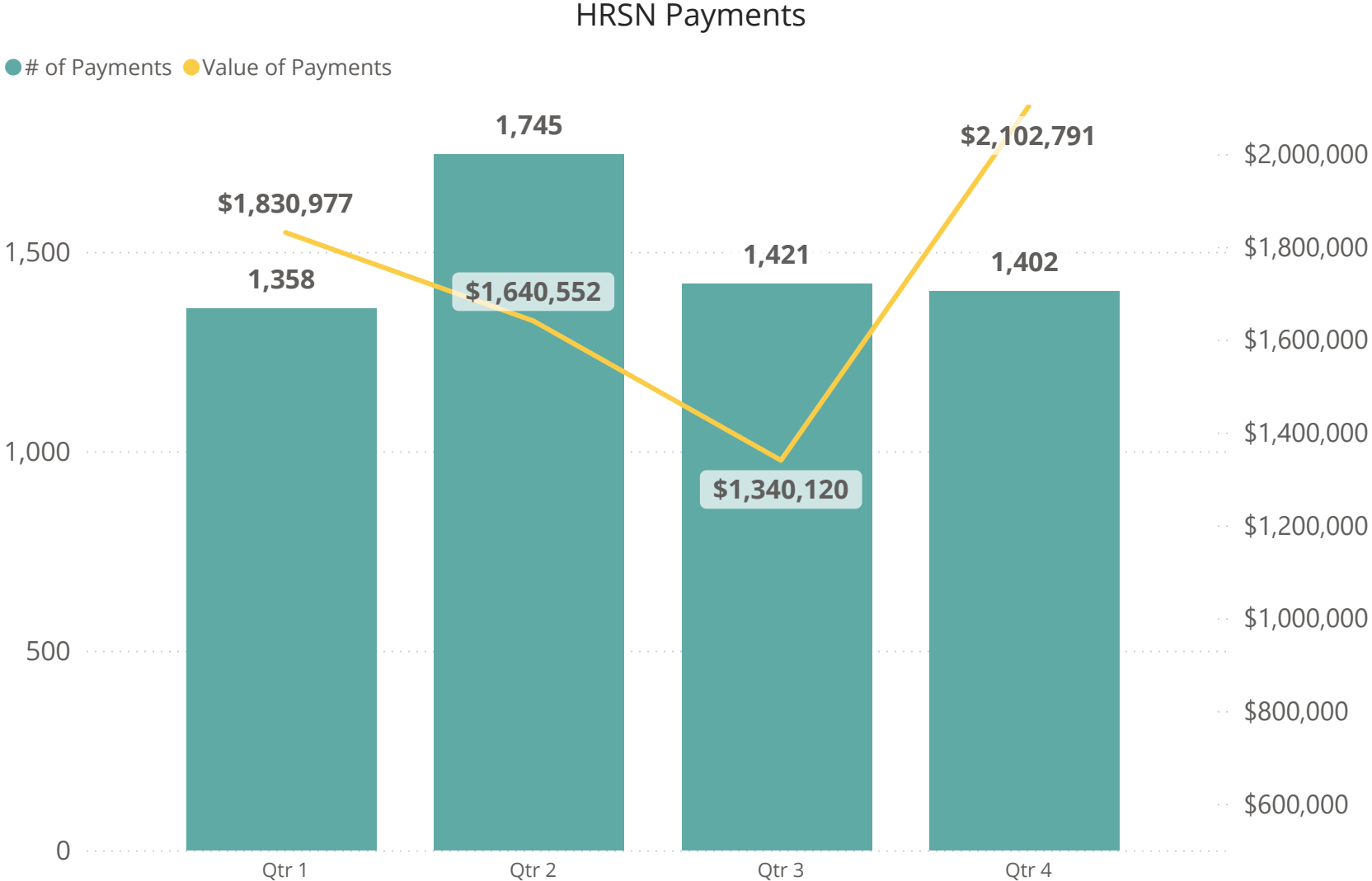


Health Related Social Needs (HRSN): 01/01/2025 - 12/31/2025 (Q1 - Q4)

As part of Oregon's 2022-2027 1115 Medicaid Waiver, a new guaranteed Health Related Social Needs benefit was added to the Oregon Health Plan benefit package for eligible individuals. The benefit includes rental and utility assistance, climate devices, and nutrition support. PANOW's Community Assistance Program is partnering with the state and regional CCOs to deliver this benefit to OHP members in need.

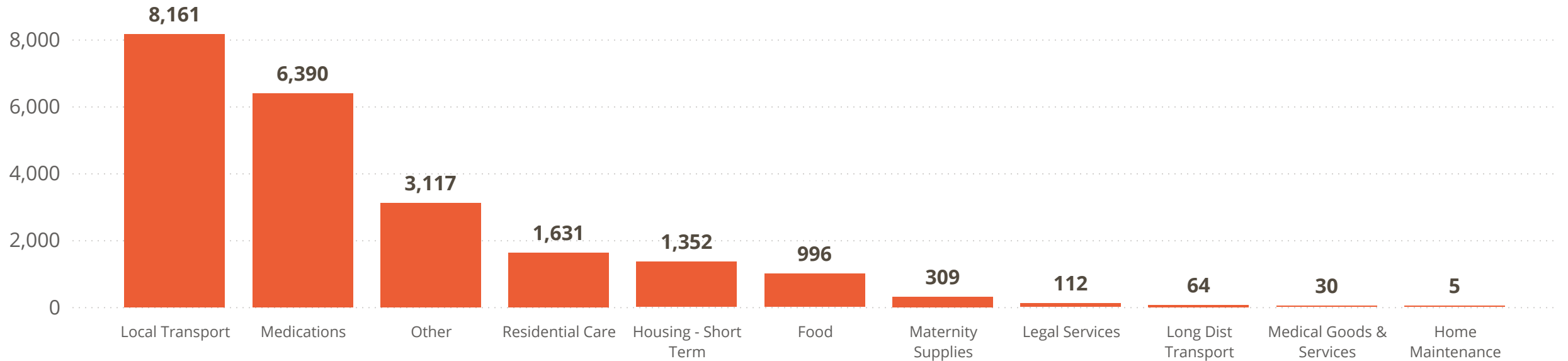
5,926
Total # of HRSN Payments

\$6,914,440
Total Value of HRSN Payments



Community Assistance Program Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Avoided Hospital Days by Service



Days Avoided Per Service Key³

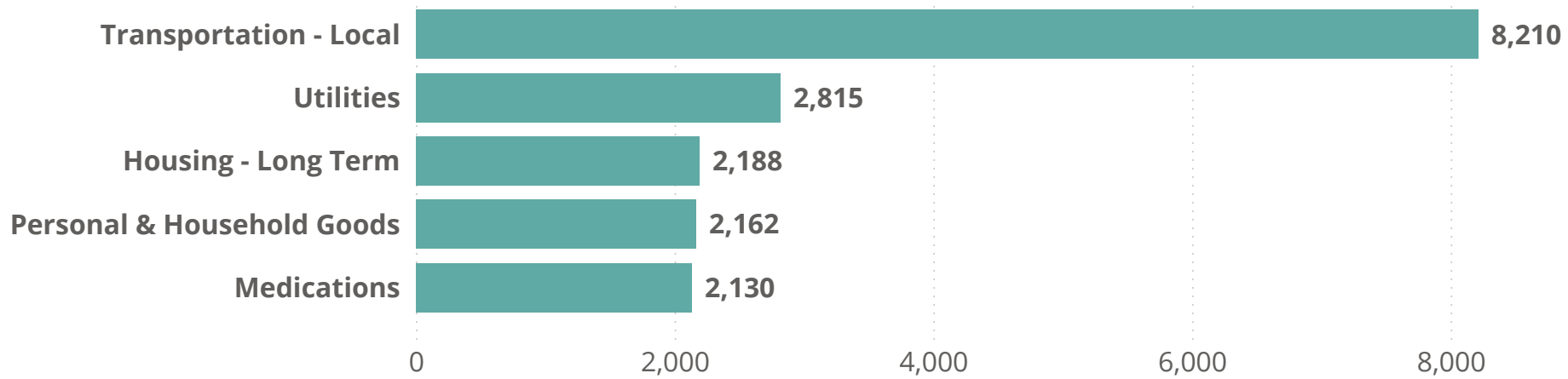
Service	Days Avoided	Type
Assisted Living	30 days	Residential Care
Car Seat	1 day	Maternity Supplies
Cleaning Services	5 days	Home Maintenance
Diabetic Supplies	3 days	Medical Goods & Services
Guardianship	14 days	Legal Services
Hotel/Motel	Length of Stay	Housing - Short Term
Local Transport	1 day	Local Transport
Long Dist Transport	2 days	Long Dist Transport
Meal Services	3 days	Food
Medication	3 days	Medications
Other*	3 days	Other
Recuperative Care	Length of Stay	Residential Care

\$37,683,900
Value of Hospital Days Avoided⁴

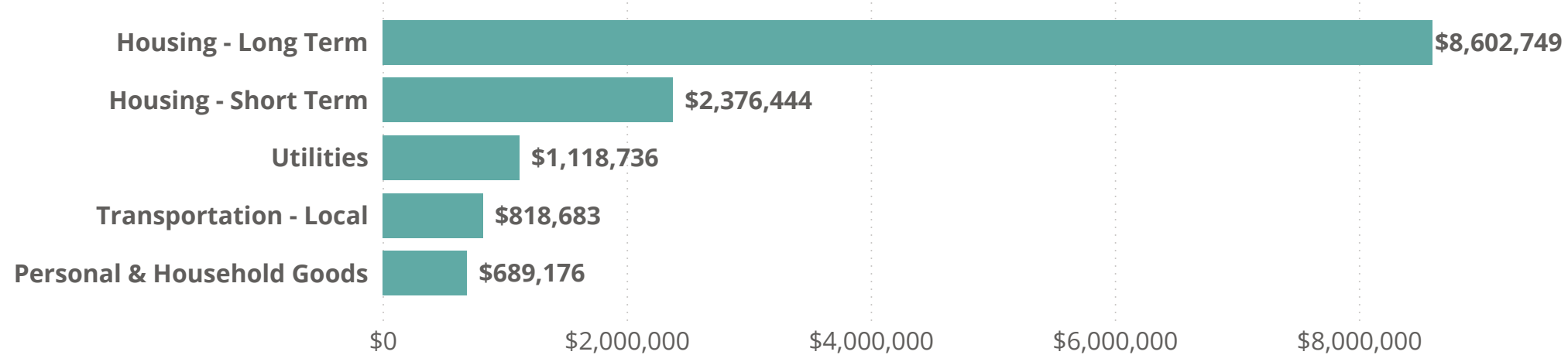
22,167
Avoided Hospital Days

Community Assistance Program Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Top 5 Services by Number of Requests

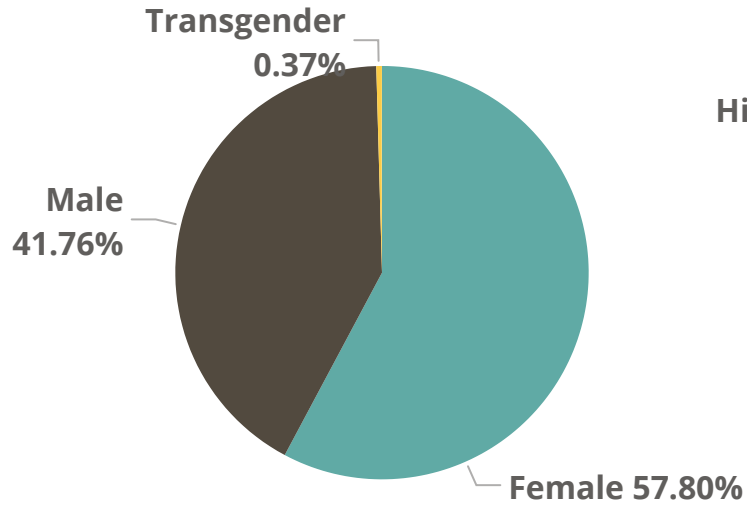


Top 5 Services by Total Cost

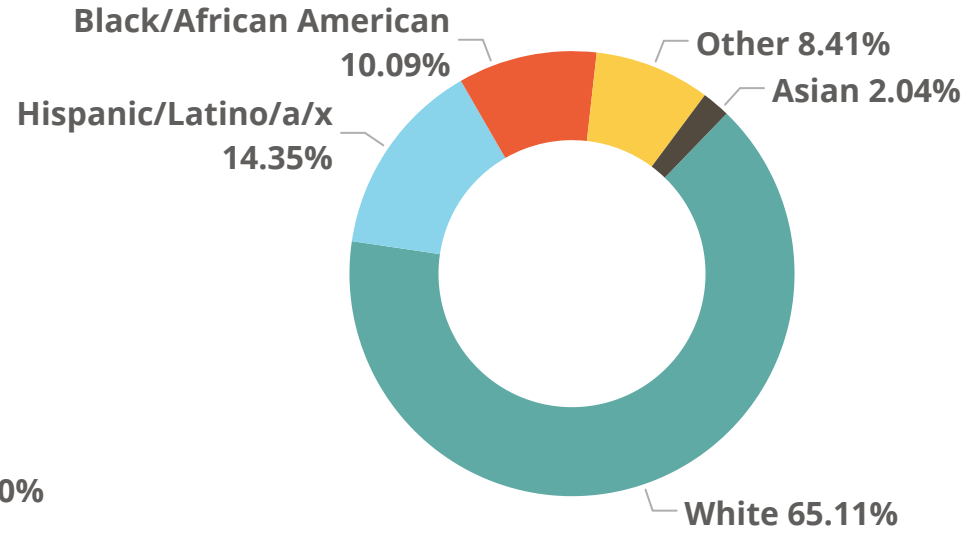


Community Assistance Program Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

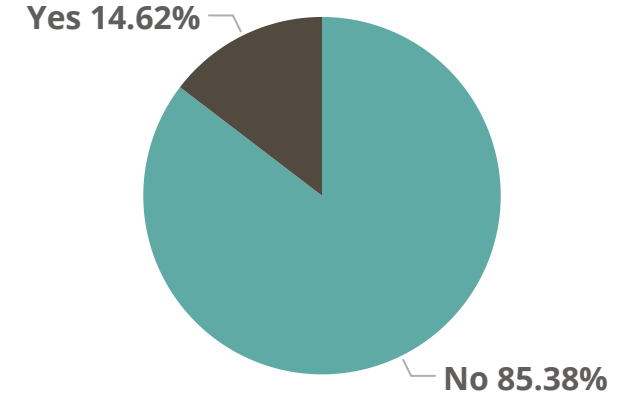
Gender Identity



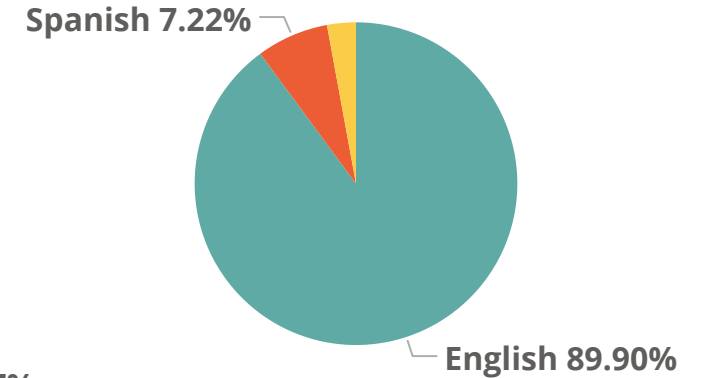
Race/Ethnicity



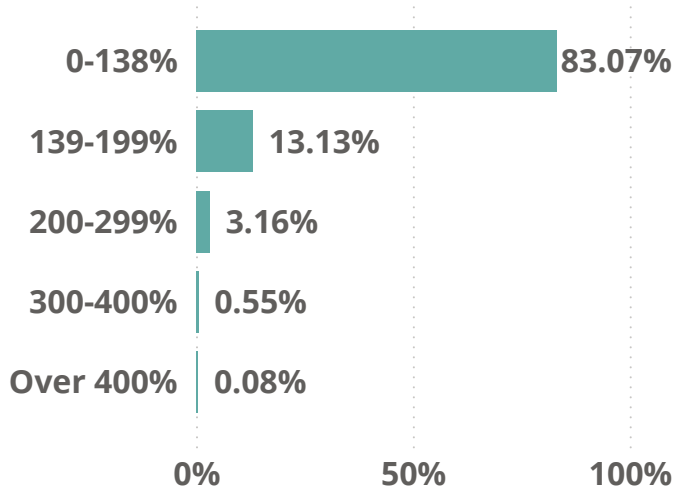
Experiencing Homelessness



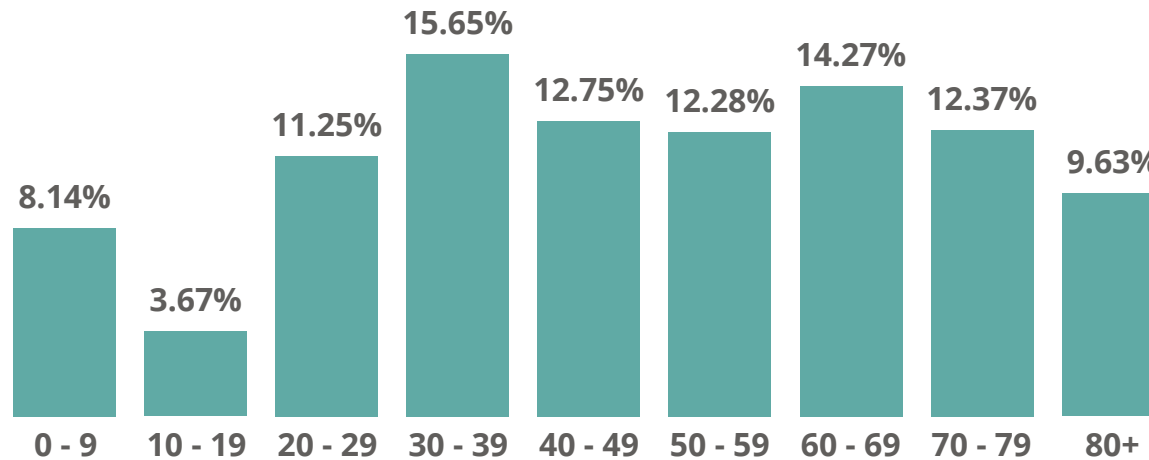
Spoken Language



Federal Poverty Level



Clients by Age



13,089

Clients Served

Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Insurance Enrollment

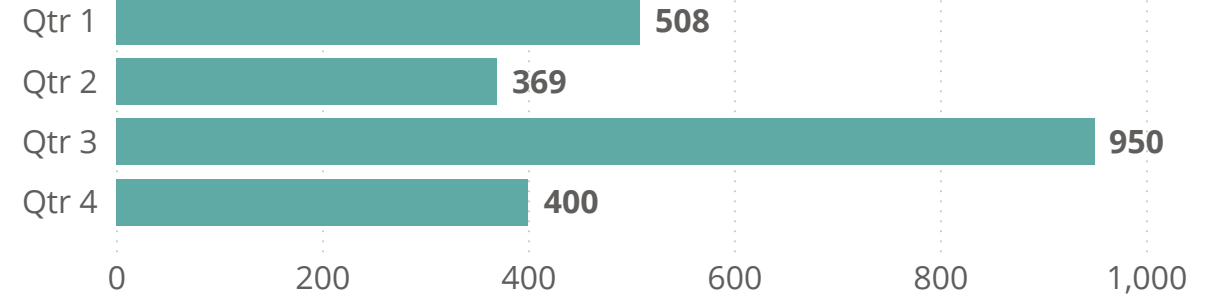
2,227
Total Applicants

12,599
Total Navigations

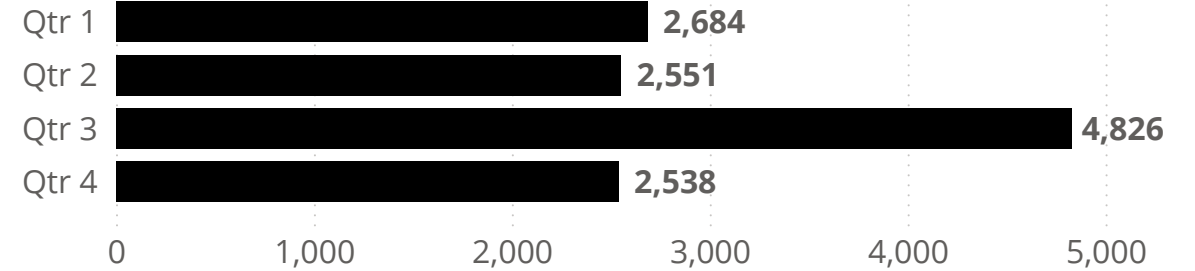
1,447
Total Applications

This program, open to the public, assists community members with enrollment in the Oregon Health Plan, federal Marketplace plans, Bridge Plan, and others as well as support understanding how to use benefits, scheduling appointments, navigating billing processes and accessing financial assistance programs.

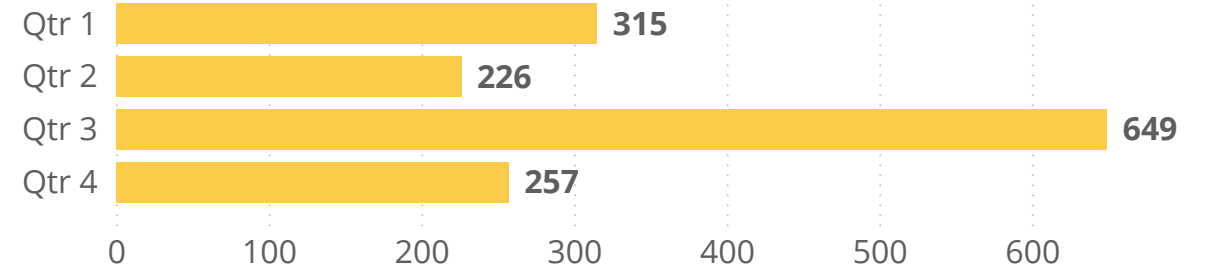
Total Applicants



Total Navigations



Total Applications



Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Payment Support

\$478,216

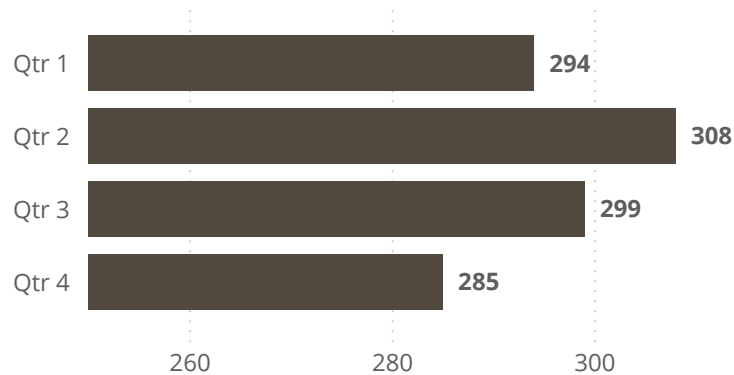
Cost of Services⁵

2,589

Total Payments

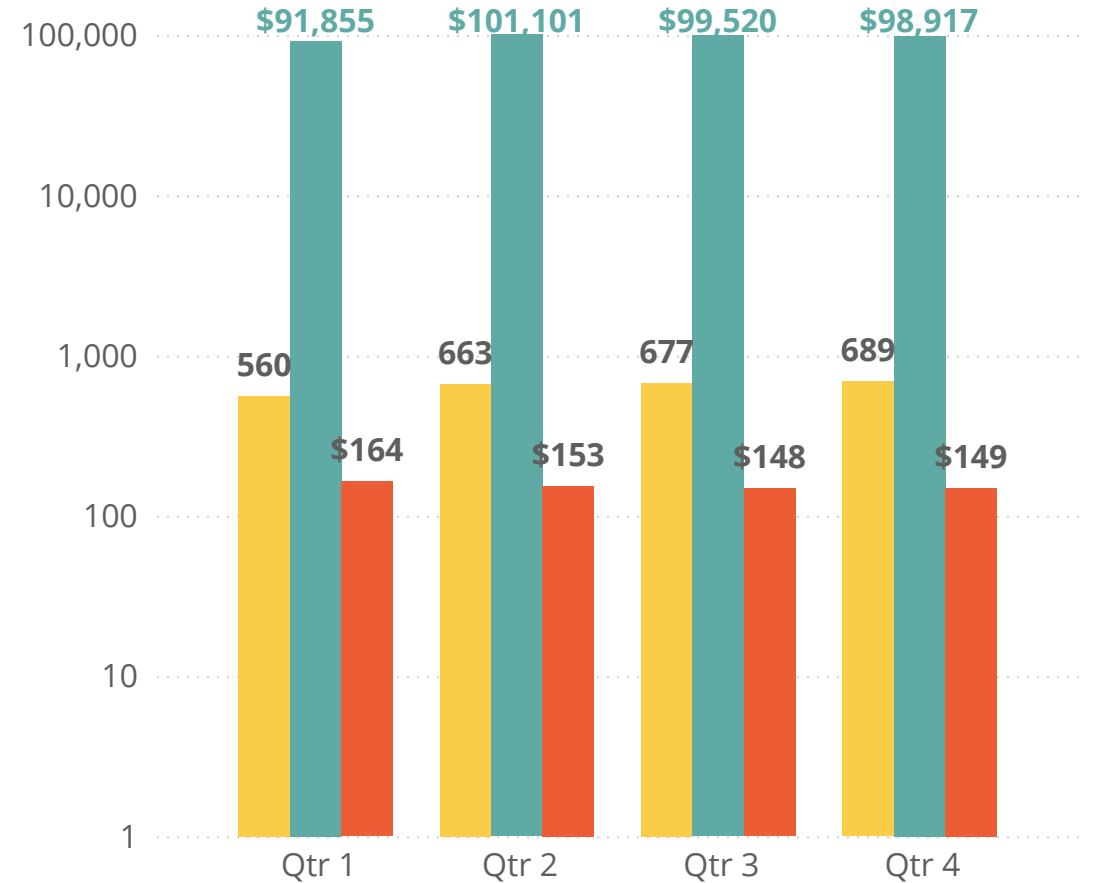
This program pays Marketplace insurance premiums for eligible community members to help make private insurance more affordable and avoid coverage gaps.

Active Program Clients by Quarter¹



of Premium Payments vs. Cost of Premiums

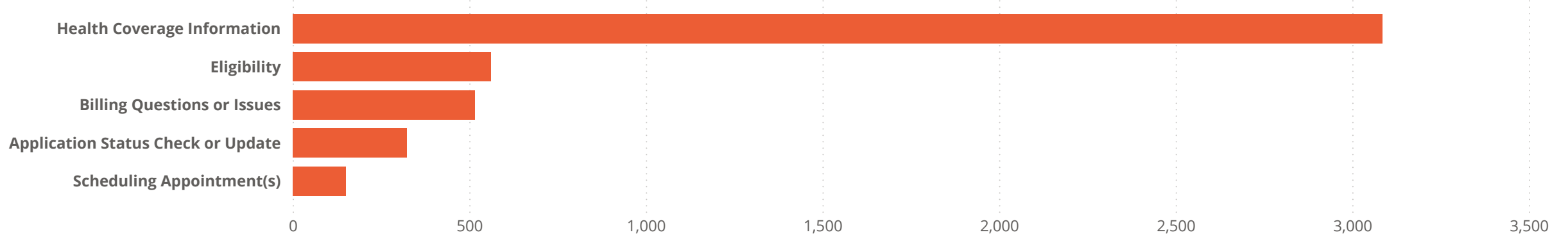
- Total Payments
- Cost of Premiums Paid
- Average Monthly Premium Paid



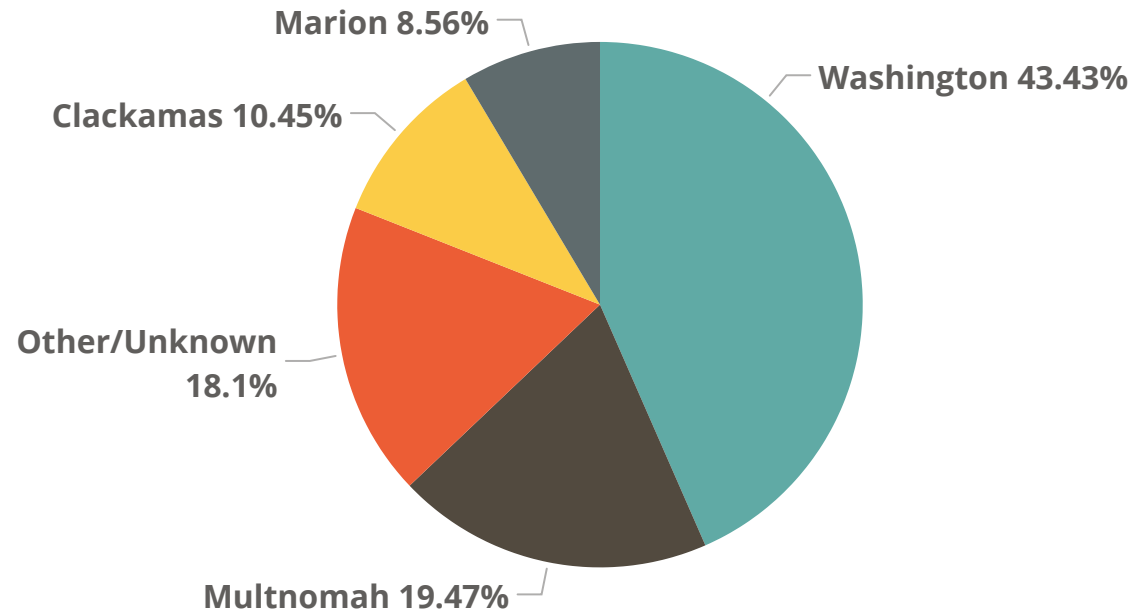
Insurance Enrollment & Payment Support Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Navigation Encounters

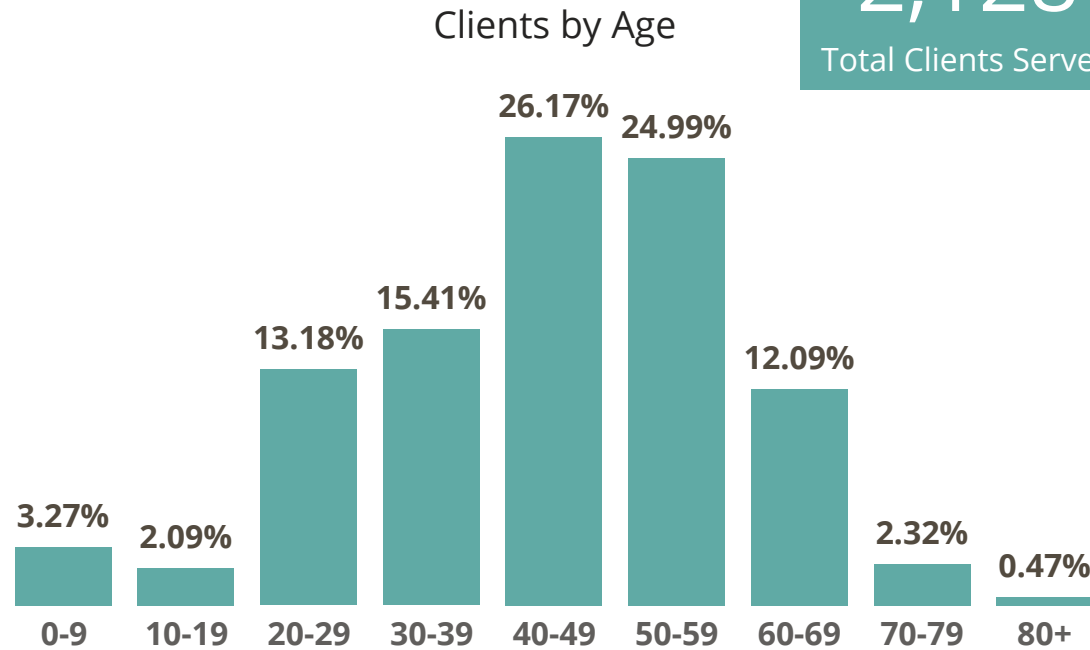
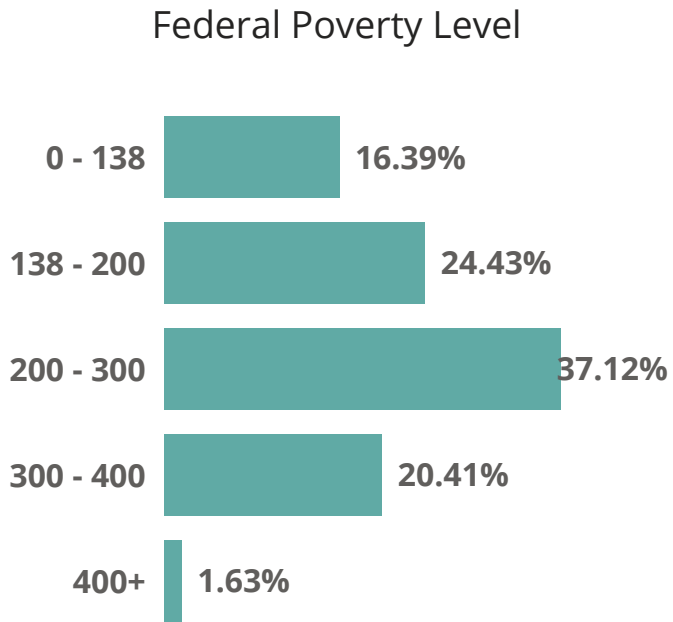
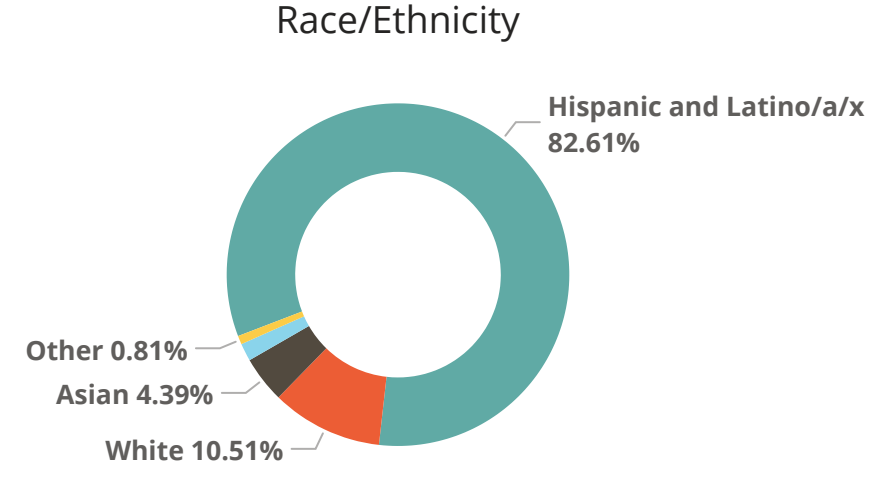
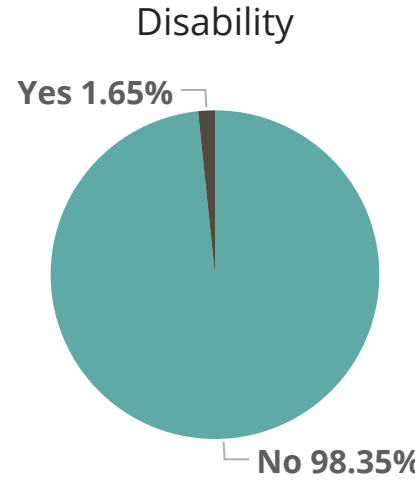
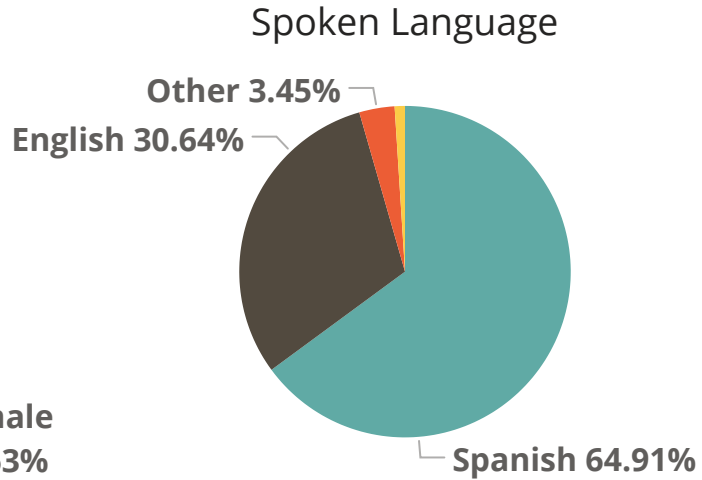
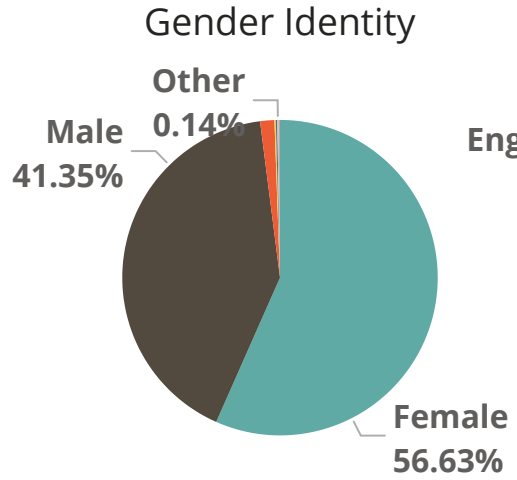
Top 5 Navigation Types



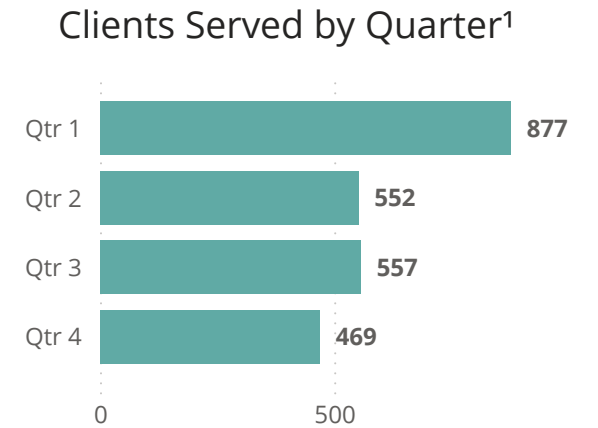
Navigations by County



Insurance Enrollment & Payment Support Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)



2,128
Total Clients Served



Quarterly Report: 01/01/2025 - 12/01/2025 (Q1 - Q4)

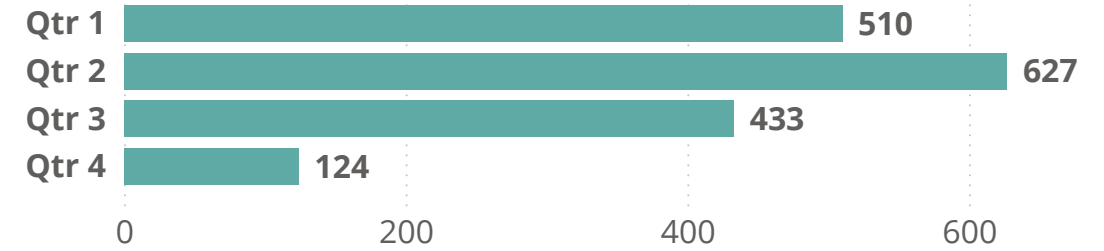
Client Navigation Services

1,688
Clients Served

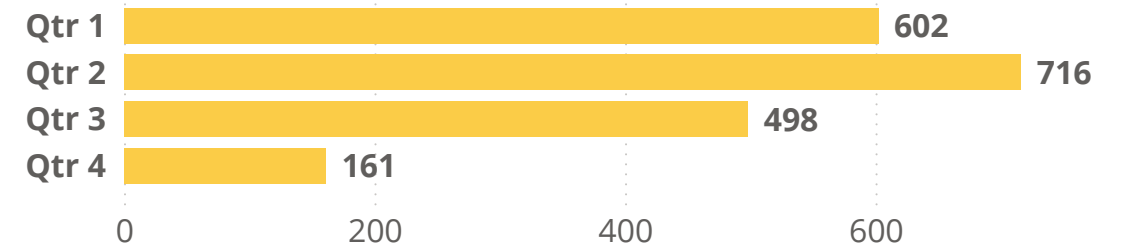
1,977
Navigations

This program was designed to bridge the gap between community resources and the clients who need them. Our diverse staff, including certified community health workers (CHWs) and specialists, provide culturally responsive services tailored to each client. Clients received support navigating the health system, insurance coverage, and knowledge of community resources. Due to funding challenges, the Client Navigation Services program was sunset in early December 2026, and therefore the numbers for Q4 do not represent a full quarter.

Clients Served¹



Navigations

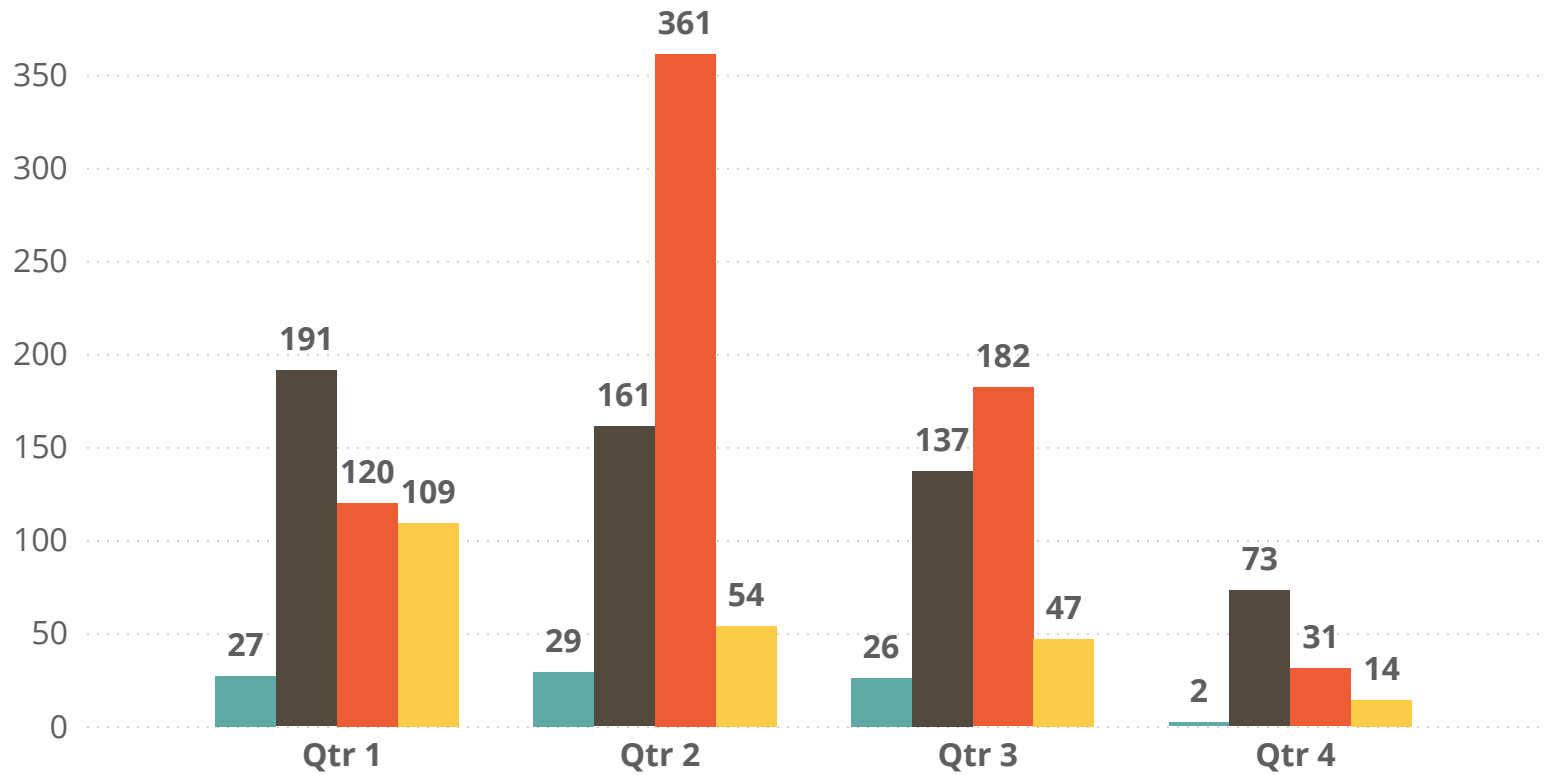


Client Navigation Services Quarterly Report: 01/01/2025 - 12/01/2025 (Q1 - Q4)

413
Social Screenings Completed

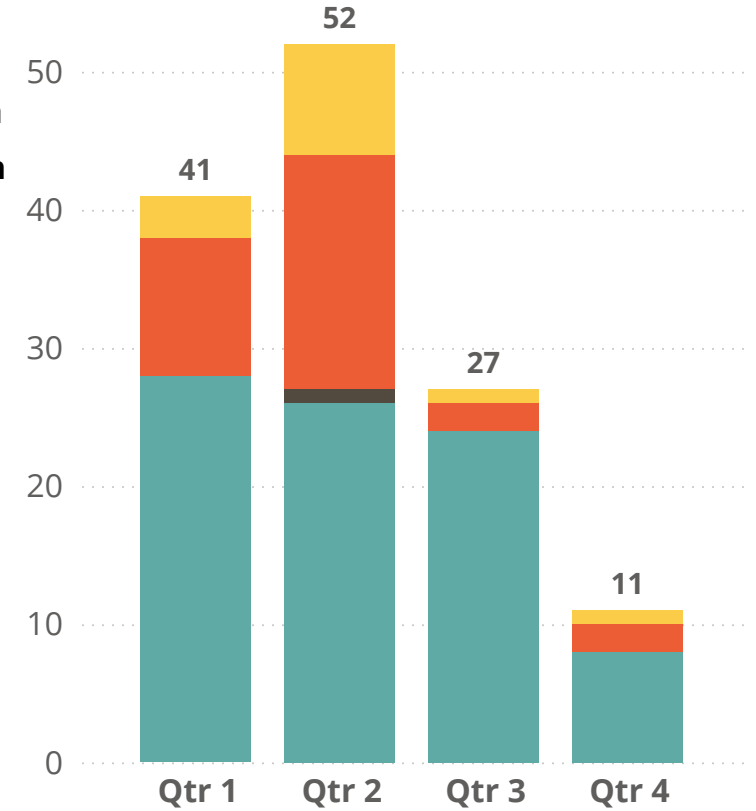
Navigations by Type

Navigation Type ● Clinical Care ● Health-Related Services ● Housing Support ● Insurance Enrollment



Events & Partnerships by County

● Clackamas
● Marion
● Multnomah
● Washington



133
Total Partnerships & Events

Quarterly Report: 01/01/2025 - 06/30/2025 (Q1+Q2)

Donated Care Program

193

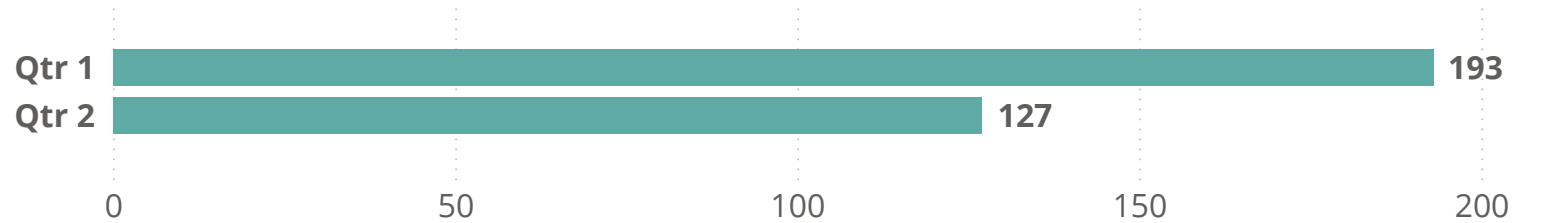
Total Clients Served

\$431,512

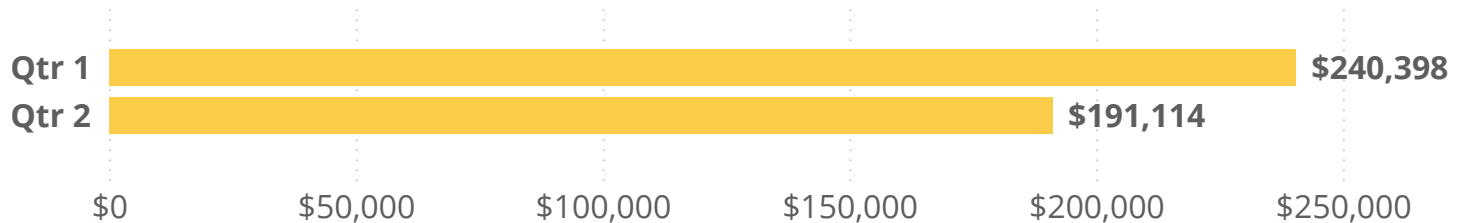
Total Value of Services

Project Access NOW's Donated Care Program connected individuals without access to health insurance to donated care from clinics, hospitals, and individual providers who agree to offer specialty healthcare services free of charge. Due to a decrease in uninsured Oregonians via programs like Healthier Oregon and the Basic Health Program, Q2 2025 was the Donated Care Program's final quarter before sunseting on 6/30/25 and represents a winding down period of program activities.

Clients Served¹



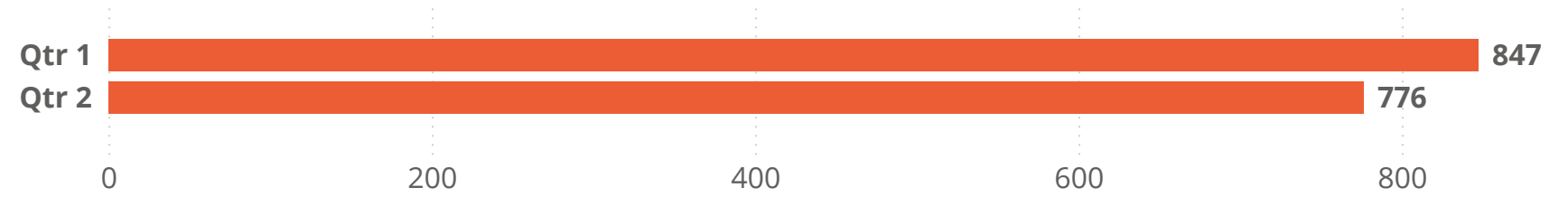
Value of Services



Donated Care Program Quarterly Report: 01/01/2025 - 06/30/2025 (Q1+Q2)

1,623
Total Navigations

Navigations



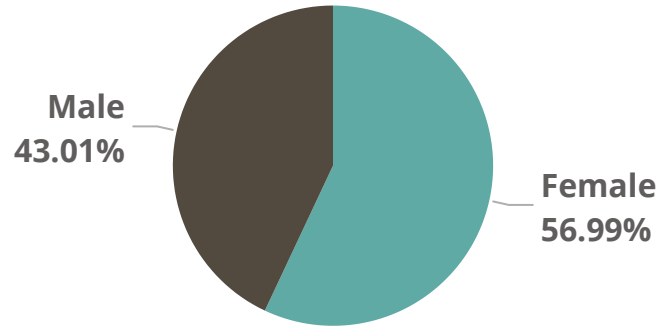
248
Total Appointments

Appointments

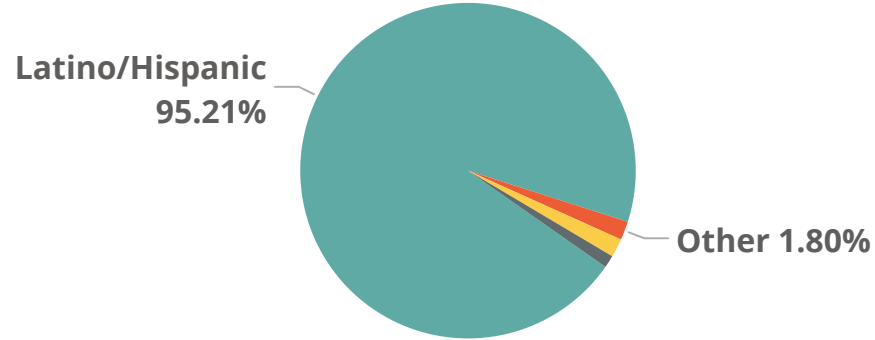


Donated Care Program Quarterly Report: 01/01/2025 - 06/30/2025 (Q1+Q2)

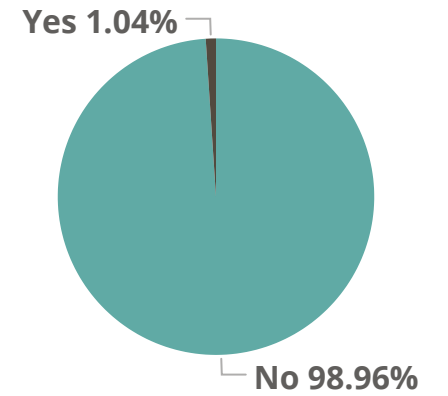
Gender Identity



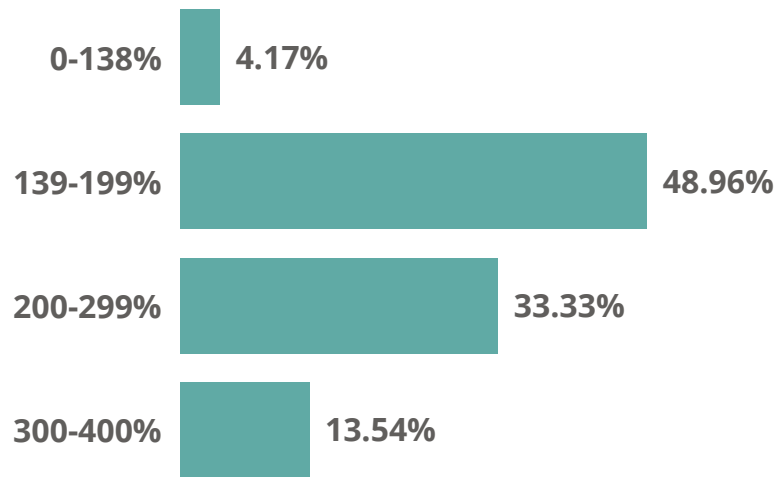
Race/Ethnicity



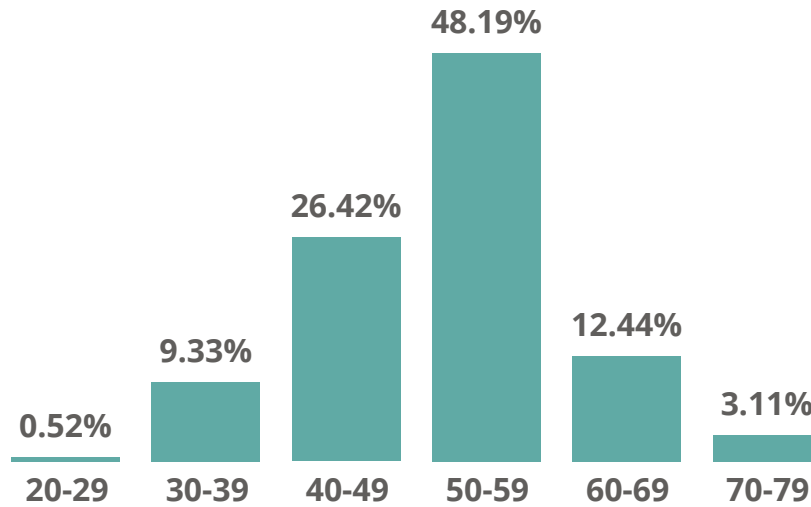
Experiencing Homelessness



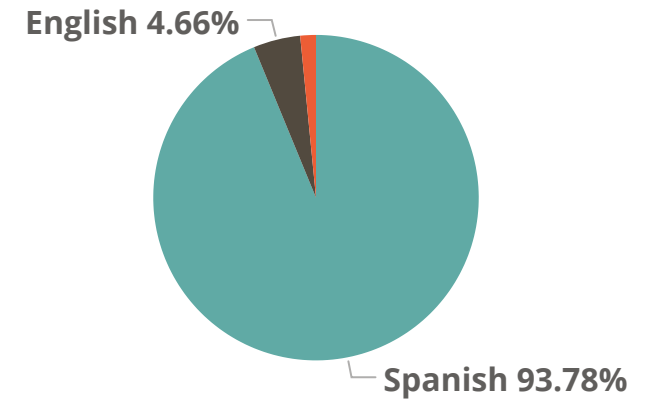
Federal Poverty Level



Age Range



Spoken Language



193
Clients Served

Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

Pharmacy Bridge

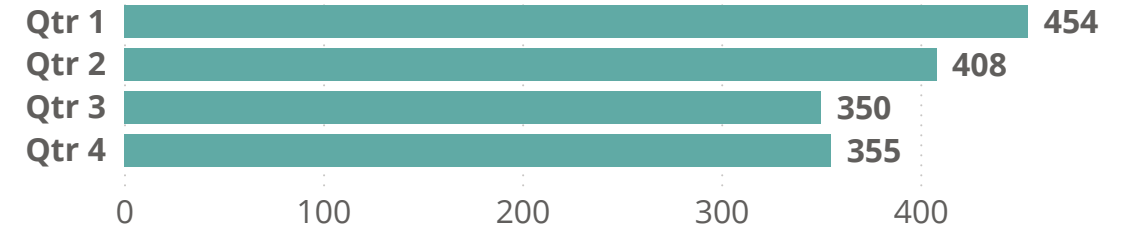
Community members receiving services through our Payment Support, Donated Care, and Community Assistance Program are, in many cases, also eligible to receive prescription medication assistance. The Pharmacy Bridge program will provide access to prescription medications either entirely free of charge or for a modest \$4 copay, depending on circumstances.

1,470
Clients Served

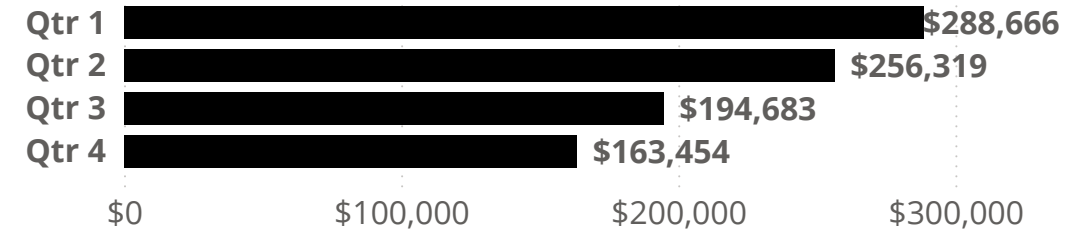
\$903,121
Value of Services

6,023
Medications Provided

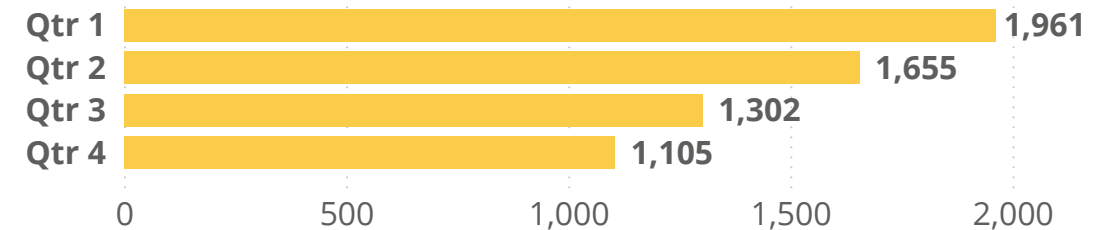
Clients Served by Quarter¹



Value of Services by Quarter

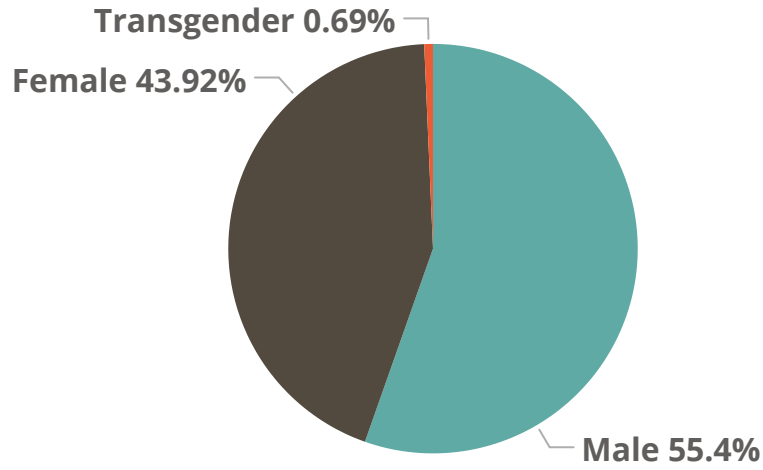


Medications Provided by Quarter

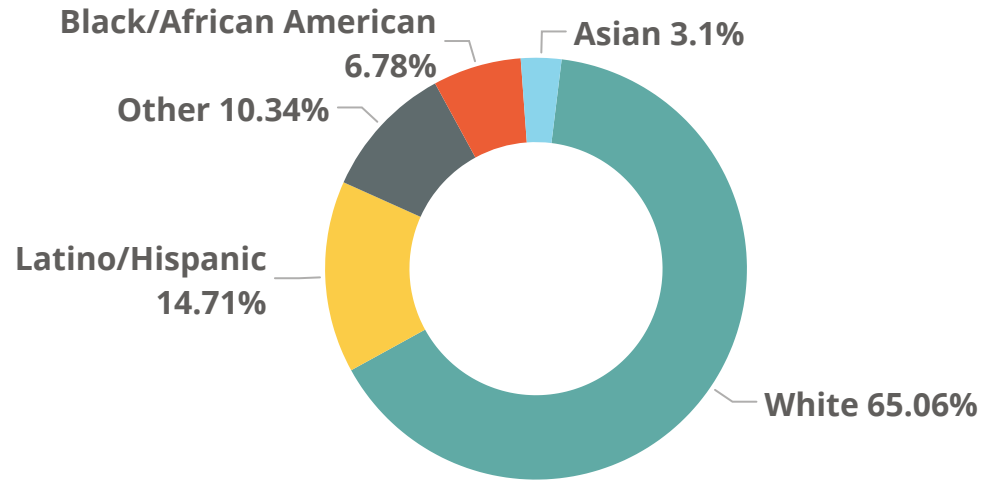


Pharmacy Bridge Program Quarterly Report: 01/01/2025 - 12/31/2025 (Q1 - Q4)

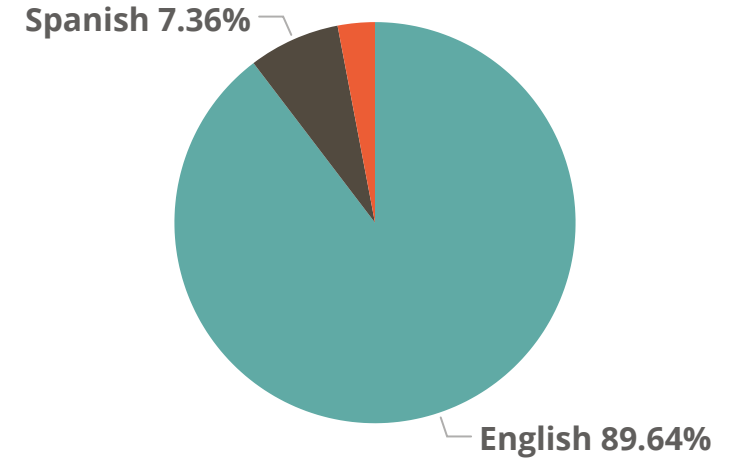
Gender



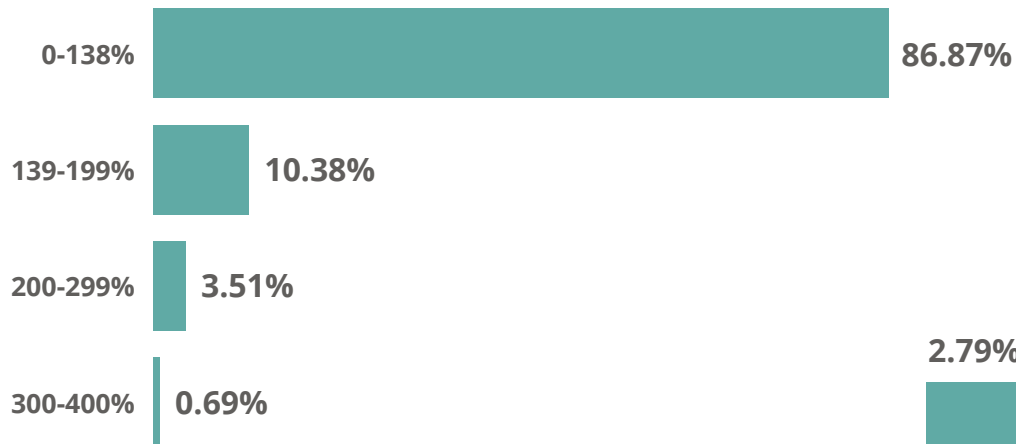
Race/Ethnicity



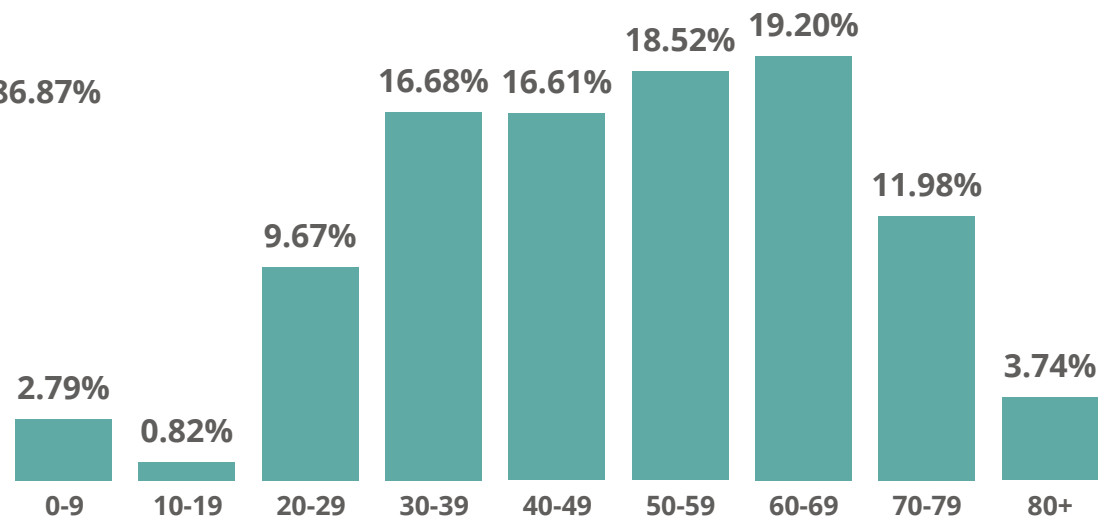
Spoken Language



Federal Poverty Level



Age Range



1,470
Clients Served

Quarterly Report: Footnotes

- ^{1.} Quarters should not be totaled as the same client may be served over multiple quarters in a year.
- ^{2.} The CAP Value of Services increases over time after a reporting period ends as invoices are processed. The most recent quarter total especially will see an increase over the coming months.
- ^{3.} The "Other" service is a catch-all option that request submitters can use if the service they are requesting doesn't fall into one of the existing categories. The vast majority of the requests in the "Other" category are made up of requests for prepaid cell phones.
- ^{4.} Value of Hospital Days Avoided uses an estimated value of \$1,700 per day avoided.
- ^{5.} Cost of Services includes premium payments and covered prescription costs.

Quarterly Report: Metric Definitions

CAP

Clients Served: The number of unique clients with a completed (Approved status) service request that was submitted during the reporting period. Includes all clients served by CCOs and Hospitals excluding HRSN.

Value of Services: The total cost of the payments made on service requests submitted during the reporting period, whether the payment was made during the reporting period or not. Also includes Pharmacy Bridge costs during the reporting period based on the date the prescription was filled.

Requests Completed: The number of service requests submitted during the reporting period with a status of Approved.

*Pg 1 figures include all requests by from all partners including HRSN, pg 2 includes CareOregon, Health Share, Health Share Housing Benefit, and Trillium under CCOs and Providence/Kaiser under Hospitals, pg 3 includes only HRSN.

Total # of HRSN Payments: Number of payments made by team on HRSN requests during the reporting period (Created Date of payment), regardless of when the request was submitted.

Total Value of HRSN Payments: Total dollar value (sum) of the payments referenced above.

Avoided Hospital Days: The estimated number of patient hospital days avoided by completed service requests, using a combination of user-entered screening information (if available) and the key listed on the page. The key is based on averages from user-entered screening information and basic common sense assumptions (1 night in a hotel = 1 hospital night avoided). For each completed service request with no user-entered screening information, the value in the key is assigned based on the service completed.

Value of Hospital Days Avoided: The total estimated value of hospital days avoided by completed service requests, using a rate of \$1,700 per day avoided. This figure was provided by hospital partner leadership and is quite conservative; it is significantly lower than the average cost of a hospital day in Oregon.

Top 5 Services by # of Requests: Represents the top 5 services of completed (status of Approved) service requests that were submitted during the reporting period, based on the number of completed requests.

Top 5 Services by Total Cost: Represents the top 5 services of completed (status of Approved) service requests that were submitted during the reporting period, based on the total cost of the payments made on those requests (regardless of when the payments were made).

Client Demographics Page: Each demographic figure is based on all unique clients for whom a service request was submitted during the reporting period (All systems/programs included).

Quarterly Report: Metric Definitions

IEPS

Total Applicants: For OHP and QHP applications submitted (Application Date) during the reporting period, this figure includes the sum of the "Total Applicants" field, and also includes the number of KP enrollments that start during the reporting period.

Total Navigations: Number of navigations entered during reporting period (Created Date) by IEPS staff (including KPCHCP)

Total Applications: Number of OHP, QHP, and KPCHCP applications entered during reporting period (Application Date).

Payment Support Currently Enrolled: Number of currently enrolled individuals at the end of the reporting period (active enrollment with a Termed Date after the end of the reporting period).

Cost of Services: Total value of premium payments made during the reporting period (based on premium month) and Pharmacy Bridge costs during the reporting period based on the date the prescription was filled.

Total Payments: Total number of premium payments during reporting period (based on premium month regardless of actual date of payment).

Top 5 Navigation Types: Navigation types that are most commonly used with "Other" and "None" filtered out.

Navigations by County: Proportion of navigations completed based on the county of the client's home address.

Navigations by Coverage Type: Proportion of navigations completed based on the insurance coverage type of the client (OHP, KPCHCP, Marketplace, etc.)

Applications by Referral Source:

Number of applications (PA, OHP, and KPCHCP) that list each organization as a referring source. PA and OHP Apps are from current budget year, OHP apps are determined by Application Date. Only applications with an external referral source are represented here.

Client Demographics and Clients

Served: Number of unique clients who either had an OHP app, QHP app, navigation, Payment Support enrollment that was active at any point, or a KPCHCP enrollment start during the reporting period (but not including existing KPCHCP enrollments that started prior to the reporting period).

Quarterly Report: Metric Definitions

DC

Clients Served: Number of clients who had an enrollment that was active at some point during the reporting period.

Value of Services: The value of the claims entered for DC clients during the reporting period (sent to us by CareOregon), plus the Translation Costs that get entered in TrackVia, plus the cost of Pharmacy Bridge prescriptions filled during the reporting period.

Total Navigations: The number of Client Notes entered in TrackVia (Created Date) by the DC team during the reporting period.

Total Appointments: Number of appointments during the reporting period (Service Start Date) for DC based on claims sent by CareOregon.

Clients Served/Demographics: Number of clients who had an enrollment that was active at some point during the reporting period.

CNS

Clients Served: Number of unique clients with a case that was created during the reporting period.

Navigations: Number of CHW navigations with a Start Date during the reporting period.

Total People Talked to at Events: Sum of the "People Talked to" field for all CHW events that occurred during the reporting period, based on Start Date of the event.

Social Screenings Completed: Number of CHW navigations with a type of "Social Screening" with a Start Date during the reporting period.

Navigations by Type: Number of CHW navigations with a Start Date during the reporting period broken up by type and excluding Social Screening navigations.

Events & Partnerships by County/Total Partnerships & Events: Number of events with a Start Date in the reporting period, broken up by the County the event took place in.

Clients Served/Demographics: Number of unique clients with a case that was created during the reporting period.

PHARMACY

Clients Served: Number of unique clients with a prescription filled during the reporting period either through CAP, PS, or DC (based on data from RxNova, merged with TrackVia demographics).

Value of Services: The value of the prescriptions filled during the reporting period for CAP, PS, and DC (again based on RxNova).

Medications Provided: The number of prescription medications filled during the reporting period for CAP, PS, and DC (again based on RxNova).

Clients Served/Demographics: Number of unique clients with a prescription filled during the reporting period either through CAP, PS, or DC (based on data from RxNova, merged with TrackVia demographics).