

Meet Sue. Sue is a resident of Farmington. She describes herself as a people person, animal lover, and creative spirit. Sue is also a patient at Goodwin Community Health and has been coming to Goodwin for more than a decade. Most of these years she has been an uninsured patient but that changed last year and what a difference that has made for her.

During her many years as an uninsured patient, Sue felt lucky that Goodwin's sliding scale fees and Medications Assistance Program assisted her in receiving treatment for her diabetes. As a diabetic, she has been on numerous medications and, "felt blessed" by the great care at Goodwin and the assistance in obtaining treatment and medications at a very minimal cost.



Last year, Sue heard from a friend that she had been helped by a Goodwin Certified Enrollment Specialist to get affordable medical insurance through the new 'Marketplace'. When Sue got the call from a Goodwin Enrollment Specialist letting her know that Medicaid Expansion was passed into law by Governor Hassan and that she qualified for the program, she knew this was her shot to get into an insurance program and improve her health. With the help of the Goodwin Enrollment Navigator, Sue quickly enrolled in the New Hampshire Health Protection Program/Medicaid expansion. The Program immediately opened up the door to the benefits of being insured. Sue was able to have a full physical, see an Endocrinologist for her diabetes, and now had access to specialists for other health problems she previously just tried to ignore and deal with like her back problems, issues with her feet, and sleep apnea.

Most importantly, Sue thought she may have needed a new prescription for glasses and was able to book an eye exam and have her eyes and eye prescription evaluated. At the appointment, the eye doctor discovered a serious untreated eye problem. Sue was referred to a retina specialist, is now part of a national study, and is receiving ongoing treatment. Were it not for the insurance program creating access to the specialist, Sue's vision issues might never have been discovered and it's possible that blindness could have resulted.

"My life has been positively impacted in a major way by the expanded Medicaid program and I am very grateful," said Sue. "Although I wanted to address my health concerns for many years, it wasn't possible without access to Insurance and the level of access to specialists that come with it."

For Sue, The New Hampshire Health Protection program paved the way to accessing the full breadth and depth of care needed. It made the difference between surviving and thriving...

Sue had a career as a legal assistant for many years and has also worked as an interior design professional. She became uninsured due to financial difficulties as a result of taking emergency custody of her three step- children and then the breakup of her marriage.

"For me, this is a fairly new and uncomfortable situation to be in and I would like the decision-makers in the State to know that many people benefitting from this insurance program are good, hard-working individuals, like me, who find themselves in a tough situation and are working hard to get back on track," said Sue. "Having medical insurance and being able to take proper care of oneself is an important part of this process. Once I am in a better place financially, I intend to pay it forward and be of service to others. I cannot emphasize enough that the expanded Medicaid program ought to be continued in New Hampshire because it improves lives and probably even saves them. In my opinion, the citizens who benefit from this program deserve quality health care just as much as any other American."

Since becoming insured through the New Hampshire Health Protection Program and taking charge of her health, Sue is now getting back on track to become part of the workforce and giving back to her community. She currently volunteers fifteen hours a week with Goodwin Community Health's Marketing and Development Department and is writing and coordinating a newsletter to other Goodwin patients that encourages and promotes healthy choices and lifestyles.