

AUGUST 2026



Enrollment Services

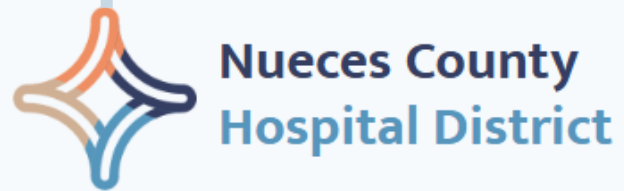
COMMUNITY ENGAGEMENT

PLANS & GOALS

**NUECES COUNTY
HOSPITAL DISTRICT**
Enrollment Services

www.nchdcc.org

STRENGTHEN NETWORK AND PARTNERSHIPS



- **Increase social media presence and community visibility.**
- **Build relationships with healthcare and other social service agencies.**
- **Participate in networking events and community coalitions.**
- **Develop partnerships to enhance referrals and resource sharing.**
- **Support referral coordination and resource connections for community members.**



OBJECTIVES

Increase Brand Visibility and Awareness

Increase public awareness of Enrollment Services through community outreach, social media, and strategic partnerships to help residents learn about available healthcare coverage and enrollment assistance.

Enhance Community Engagement

Social media platforms to drive customer engagement by creating interactive contents, fostering discussions, and promptly responding to audience interactions.

Improve the Client Experience

Implement post-enrollment satisfaction surveys to measure client experience, gather feedback, and identify opportunities to improve the enrollment process and quality of service..

SOCIAL MEDIA LINKS

 Facebook



Nueces County Hospital District

4 followers • 37 following

Posts About Photos

 LinkedIn



Nueces County Hospital District

Dedicated to providing accessible, compassionate, high-quality healthcare for every Nueces County resident.

Health and Human Services • Corpus Christi, Texas • 11-50 employees

+ Follow

Message



Home About Posts Jobs People

 Instagram

Instagram



nchd.cctx



2 followers 39 following

Nueces County Hospital District
Dedicated to providing accessible, comp
resident.

Link Tree



nchdctx

Dedicated to providing accessible, compassionate, high-quality healthcare for every Nueces County resident.

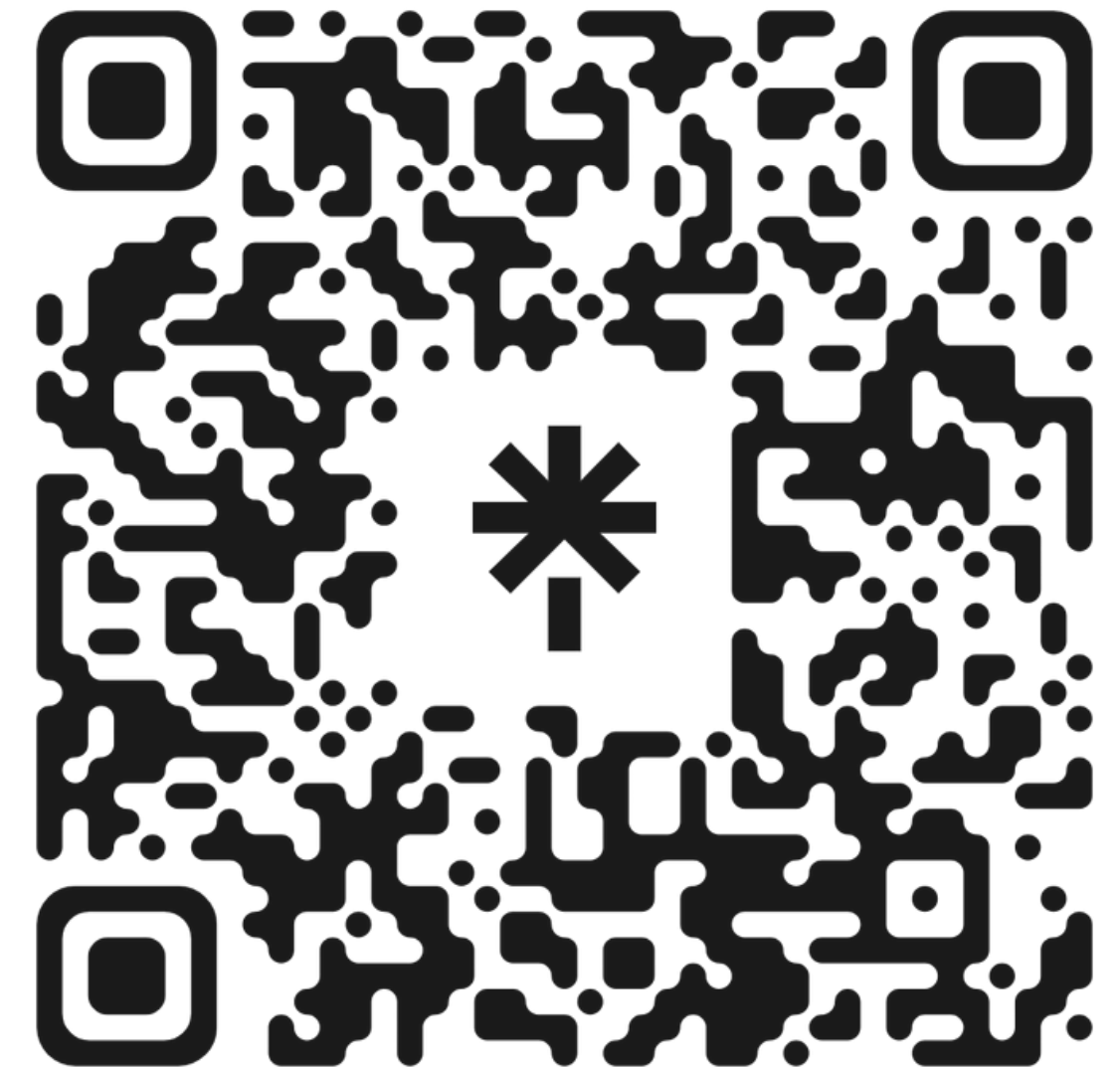


Visit services on our website

Apply for Assistance

Follow us on Facebook

Follow us on Instagram



**Nueces County
Hospital District**

MEASURING SUCCESS

Monthly dashboards will track outreach activities, community engagement, and enrollment outcomes to evaluate performance, guide decision-making, and support continuous improvement.

PERFORMANCE METRICS

SOCIAL MEDIA



Reach, impressions, followers, engagement, shares, QR code scans

COMMUNITY ENGAGEMENT



Number of outreach events, health fairs, and community members engaged.

CLIENT EXPERIENCE



Post-enrollment satisfaction surveys. Client feedback and recommendations.

ENROLLMENT

Access to ALL three locations

- DR. HECTOR P. GARCIA MEMORIAL FAMILY HEALTH CENTER
- CHRISTUS TRINITY CLINIC- WESTSIDE
- CHRISTUS TRINITY CLINIC - ROBSTOWN

Walk-in Hours
Appointments
Online Applications
Phone Interviews

- **Average Coverage**

- 6 months from date of applying

- **1_year Coverage**

- issued to clients applying for disability

- **3 month coverage**

- expected change or possible other payer

- **Eligible RETRO coverage**

- up to 2 months to help cover any outstanding hospital, emergency room, or clinic visits that were rendered at an eligible Christus Spohn Facility.

ELIGIBILITY

REQUIREMENTS

ALL APPLYING APPLICANTS

Nueces County Resident and No other Health Coverage

Photo Identification - Social Security Card - Birth Certificate

RESIDENCY

- Identification card
- Mortgage, rental, leasing agreement
- Payment or tax receipts on home
- Utility bill, CPL, phone bill
- statement of residency from agency or head of household

INCOME

- 3 months of income or quarterly profit and loss statements for self employed
- Award letters or payment

RESOURCES

- Bank/Credit Union statements
- Certificates of deposits, IRA's, retirement benefits, stocks, etc.
- Vehicle list/description value
- property tax statement

(Other documents can be reviewed to help support eligibility)

PRESUMPTIVE ELIGIBILITY

PREVENTIVE CARE

SHORT TERM AVAILABILITY AND ACCESS TO HEALTH CARE SERVICES

UP TO 90 DAYS COVERAGE (1-3MONTHS)

Allows clients to return with proper/complete documentation. The presumptive eligibility is determined based on whether an individual requires immediate medical care, prescription medications, or other emergent healthcare services.

COVERAGE EXTENDED upon return of documents

PSSI/PTANF coverage is considered presumptive eligibility due to pending documents. Obtaining these documents may take time.

PSSI receives 1 year coverage

PTANF receives 3 month coverage

NEXT STEPS

The next steps are intended to improve the program through news outlets, social media and community collaborations

● NETWORKING

Attend various organizations or community coalition meetings

● ATTENDING

Register/Vendor at community and county health fairs

● MARKETING

Program promoting, presentations, incentives, referrals

● ENROLLING

Register clients at events, meeting them where they are

COLLABORATIONS

CURRENT

- NUECES COUNTY JAIL
- CENIKOR
- MHID
- GOOD SAMARITAN

CONSIDERATION

- COMPASSIONATE CARE
- TAMUCC
- DEL MAR COLLEGE
- TIMMONS
- MOTHER TERESA
- HOUSING AUTHORITY

IMPROVEMENTS

NEW PRESENTATION



PNCHD

2

Days Follow up

Client assigned PNCHD.
2 days from initial interview, staff will follow up with a phone call and text/sms.

2

Weeks Follow up

2 weeks later, staff will call and text/sms.
Plus complete follow up with the 14-day letter.

2

Months Follow up

2 Months from application date, staff will call and text/sms. Discuss any difficulties for not returning or providing required documents to complete application.

SMS REMINDERS

- TEXT MESSAGES REMINDING OF UP COMING TERMINATION DATE OR RECENT TERMINATION

QUARTERLY FOLLOW UP

- RINP LIST
 - REQUIRED INFORMATION NOT PROVIDED

Appointment Reminder

☐ Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri

Date: _____ Time: _____

- Location: ☐ Dr. Hector P. Garcia Clinic
2606 Hospital Blvd. CC Tx 78405.
☐ Christus Spohn FHC - Westside
4617 Greenwood Rd. CC Tx 78416.
☐ Christus Spohn FHC - Robstown
1038 Texas Yes Blvd. Robstown Tx 78380.

Documents: Identification, Residency, & Resources | Email: forms@nchdcc.org



THANK YOU

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Nueces County
Hospital District