

Video Transcript: Medicaid at APS

My name is Brian Bolden. I'm the APS Medicaid Enrollment Coordinator here in the Student, Family, Community Support Division.

Medicaid is a federal program. They work with the state to provide families in need with free or reduced health care and other support.

It's pretty easy to find out if you qualify. Basically you could call us.

Basically you could call us. My number is (505) 855-5261.

My colleague, Christina Almanza, she's our bilingual enroller.

Her number is (505) 855-9820.

And basically you can give us a call, we'll do a quick pre-qualification over the phone.

It takes about five to ten minutes.

We'll ask you questions about your income, your family size.

We do take walk-ins here at, on our floor. We are open from 8:00 am to 4:00 pm Monday through Friday.

West tower, third floor.

Actually, the great thing about our department here in Medicaid enrollment is I can basically help anyone in Bernalillo County.

So, the client doesn't have to have a child and maybe a school.

Even if you might not be eligible for Medicaid, if you think that, you're like neighbor needs help, or anyone you know needs help, you can help them call us and we can help them.

It takes about half an hour to an hour to apply, if you go through us.

I always tell people you can definitely go to any income support division office.

The problem with that is that process to take anywhere from two to four and sometimes six hours, so we always recommend people go through us.

It's fast. It's easy. It's very secure, and we take our job pretty seriously here.

It will take anywhere from two to four weeks to find out if you've got approved.

It really does depend on if you provided us all the documentation that's needed

Even if you have other insurance, we can still help you.

A lot of our clients think they're not eligible and are paying for insurance but in a lot of cases, we actually see that those clients are eligible to use Medicaid as a secondary insurance that will pay for their co-pays in some cases and their drugs so it's very helpful to families.

We also provide assistance with SNAP applications. That's food stamps.

We also provide help us LIHEAP. Energy Assistance.

We also have a lot of other resources here in our department.

If families don't wanna apply for food stamps, there are several food banks around town that we have partnered with and we refer a lot of clients to places like the The Storehouse on Central and Broadway which anyone can go to and get assistance for food.

In this division we're really proud of the support we provide families, so, if a family calls me and it's not even something that I do, I'll try my best to find a good resource for that

family.