

12:06:00 - Molly Rigell Peek (she/her) to Everyone:

Lack of insurance, focus on the present, not on long-term care

12:08:02 - Jennifer Luhrs to Everyone:

Towards the end of the meeting, I will share a link for those seeking CME credit.

12:13:21 - Monica Harris to Everyone:

If you have questions while we are presenting, please feel free to drop them in the chat - we will answer them towards the end. Thank you!

12:14:14 - Kristen N McKenzie to Everyone:

call!

12:14:21 - Jennifer Luhrs to Everyone:

Google the number, call the office, make the appointment.

12:14:22 - Molly Rigell Peek (she/her) to Everyone:

Just call their office

12:14:27 - Khristy Harris to Everyone:

Check insurance for providers

12:14:36 - Yuliya Nemykina to Everyone:

Check insurance website to find a PCP

12:15:24 - Yuliya Nemykina to Everyone:

Language barriers, difficulties with figuring out how to use insurance

12:15:24 - Jennifer Luhrs to Everyone:

They might not be accepting new patients. And then you have to start over.

12:16:52 - Martha F Earl to Everyone:

Uncertainty about pcp attitude toward refugees

12:17:32 - Yuliya Nemykina to Everyone:

Even having to call to schedule the appointment in the first place--there are medical systems that allow you to just come in for an appointment, similarly to UC in the US

12:17:41 - Kristen N McKenzie to Everyone:

Paying for it is definitely a challenge..even not being a refugee!

12:20:30 - Yuliya Nemykina to Everyone:

Many hospitals have discount care programs, but many people don't know that--even if they have lived in the US their whole lives and speak fluent English. And it can be difficult to fill out the application without strong language skills or without US income documentation

12:22:07 - Monica Harris to Everyone:

Yuliya - Yes, absolutely! From personal experience, as someone born and raised here (but to immigrant parents), I had no idea this was available until my husband ended up in the hospital and we were on a pretty basic insurance policy.

12:22:53 - Kevin Kuo (he/him) to Everyone:

In terms of the interpretation service requirement for TennCare, how well enforced is this/has anyone seen penalties placed? Despite the requirement there are still facilities that don't readily or clearly offer services to patients

12:25:04 - Kevin Kuo (he/him) to Everyone:

Thanks Monica!

12:25:38 - Liliana Burbano - UT Medical Center to Everyone:

If possible, please address cultural health beliefs.

12:27:13 - iPhone8 to Everyone:

Do refugees receive TennCare immediately upon arrival to Knoxville or is there a time lag.

12:27:56 - Monica Harris to Everyone:

There is a lag - our staff still have to help them apply. Though it's one of the first things we help clients apply for, they have to wait just like any other applicant.

12:29:38 - iPhone8 to Everyone:

How long does it typically take until they receive TennCare and what are options for seeing a provider during the interim.

12:30:51 - Monica Harris to Everyone:

Good question - we'll answer that at the end.

12:35:46 - Martha F Earl to Everyone:

Another health literacy issue is the health conditions causing death in their home countries. People coming from areas where infectious disease is the primary cause of

death may be unaware of diseases, such as diabetes, cancer, COPD, heart disease, stroke, hypertension, obesity, etc. that impact Americans the most.

12:37:31 - Monica Harris to Everyone:

Great point, Martha! Or, if they are aware, they may not be aware of the ramifications and impact of those diseases and thus think they are less serious - which we know can lead to those diseases not being well controlled.

12:39:18 - Martha F Earl to Everyone:

With diet, coming from scarcity to what appears to be plenty must be amazing, but so many American foods are full of unhealthy additives or provide calories and not nutrition.

12:40:35 - Monica Harris to Everyone:

Yes, nutrition education is a great need as well.

12:41:06 - Martha F Earl to Everyone:

I have not read the Farmer book I will get a copy for the Preston Medical Library.

12:41:21 - Martha F Earl to Everyone:

The other two books are outstanding.

12:43:51 - Liliana Burbano - UT Medical Center to Everyone:

What are the most common health conditions faced by refugees in Knoxville?

12:44:39 - Monica Harris to Everyone:

Link to Abraham Verghese's TED Talk: [Abraham Verghese's TED Talk](#)

12:44:45 - Martha F Earl to Everyone:

Reacted to "Link to Abraham Verg..." with

12:55:50 - Kayla Davis to Everyone:

kdavis@bridgerefugees.org

12:56:06 - Monica Harris to Everyone:

mharris@bridgerefugees.org (Monica)

12:56:34 - iPhone8 to Everyone:

Thanks.

12:56:39 - Kim Fortner (she/hers) to Everyone:

Thank you so much!

12:56:40 - Molly Rigell Peek (she/her) to Everyone:

Thank you!