

# Refugee Health Support Services Timeline

## RRP-Specific Services in Green

### Six Months before Arrival

#### Overseas Medical Exam

- To identify applicants with inadmissible health-related conditions, including Tuberculosis, Syphilis, Gonorrhea, Hansen's disease, physical or mental disorders with associated harmful behaviors and substance-related disorders, communicable diseases of public health concern, and vaccinations.
  - Performed according to CDC Technical Instructions for overseas medical exams by International Organization for Migration (IOM) or Department of State panel physicians
    - Information collected during the exam is reported to CDC's Electronic Disease Notification System (EDN) and is available to the state refugee health programs in areas where refugees are resettled.
- Only refugees and SIVs receive this exam.

### First 30 – 90 Days after US Arrival

#### Reception and Placement Services

provided by Resettlement Agencies

- Cultural orientation with a health component, including basic facts regarding health insurance and norms in the US health care and hygiene
  - Coordination with state and /or local health care providers to provide medical services to refugees requiring medical care upon arrival
- Ensuring that refugees with acute health care requirements receive appropriate and timely medical attention
  - Assistance in obtaining appropriate benefits including applying for AHCCCS and assistance accessing other necessary health and mental health services
  - Assist refugees in obtaining a health screening (Domestic Medical Exam) within thirty (30) days of arrival and other health care services, as needed.

### First 8 Months after US Arrival

#### Refugee Medical Assistance

provided by the Arizona Refugee Resettlement Program

- Temporary medical benefit for refugees who lose their Medicaid coverage due to earnings from employment.
- Only available for the first 8 months after arrival or grant of qualifying status.

### First 5 Years after US Arrival

#### Refugee Health Promotion

provided by Valleywise Health in Maricopa County, and Banner University Medical Center in Pima County.

- Limited health literacy initiatives and case management services for clients facing barriers to care, with a focus on recent arrivals.

#### Refugee Program Case Management Services

provided by Resettlement Agencies

- Case management services for clients needing assistance beyond the first 90 days, including medical case management if needed.
- Duration: up to 5 years based on statutory provision of services as follows:
  1. All newly arriving refugees during their first year in the U.S. who apply for services.
  2. Refugees who are receiving cash assistance.
  3. Unemployed refugees who are not receiving cash assistance.
  4. Employed refugees in need of services to retain employment or to attain economic independence.

This often means that families with more extensive barriers to obtaining self-sufficiency receive case management and employment services for a longer period of time, though first priority is always given to new arrivals and there is no fixed/ guaranteed timeframe for services.



Refugees are eligible for mainstream public services across these timeframes, and service providers receiving federal funds are **required to provide meaningful access** under Title VI of the Civil Rights Act of 1964, Executive Order 13166 and later guidance.

**Public Benefits without Specific Time-limits** (based on income and other eligibility factors) throughout this timeframe:

- AHCCCS (Medicaid) healthcare benefits
- Supplemental Nutritional Assistance
- Supplemental Security Income / Supplemental Security Disability Income

\*\*\*\* Refugees are exempt from public charge when applying for a Green Card or other benefits.

### First 30 – 90 Days after US Arrival Cont.

#### Domestic Medical Exam / Refugee Health Screening

provided by Maricopa Department of Public Health in Maricopa County, and Banner University Medical Center in Pima County

- The purpose of the DME is to identify conditions of public health concern, familiarize refugees with the US healthcare system, and to address any conditions that might impede a refugee's path to self-sufficiency
  - The cost of the exam is free for eligible clients. Refugee Medical Assistance pays for the screening for those who are not on Medicaid.
  - Components: Vaccinations, complete history and physical, complete blood count, intestinal parasite treatment if necessary, testing for sexually transmitted diseases, malaria, tuberculosis, hepatitis, lead poisoning, a mental health screening, and referrals to follow-up treatment.

#### Adjustment of Status

At one year, refugees can apply for adjustment of status to lawful permanent resident. They are required to file form I-693, Report of Medical Examination and Vaccination Record. This form must be filled out by a civil surgeon. Refugees who received the Overseas Medical Exam only need to submit part 10 (Vaccination Record) and parts 1-5, and part 7.

### First Five Years after US Arrival Cont.

#### Intensive Case Management / Preferred Communities Program

provided by Resettlement Agencies

- Up to 12 months of medical case management for medically needy individuals facing barriers in navigating U.S. medical and mental care. Can be extended to 24 months on a case by case basis.
  - Provides critical interventions and services for vulnerable refugees with special needs who have arrived within the past 5 years.

#### Naturalization

After 5 years, refugees are eligible to apply for naturalization. An exception to the English and civics requirements for naturalization is available to those with a physical or developmental disability or mental impairment. Qualified individuals must submit form N-648, Medical Disability Exception. Illiteracy or advanced age alone does not qualify an individual for this exception.

Refugees must obtain citizenship within seven years of arrival to continue receiving certain federally-funded public benefits (e.g. SSI).

## Relevant Contacts for Refugee Health Services and Programs

Service Programs	Name	Title	Organization	Organization Type	Email
Arizona Refugee Resettlement Program (RRP). Refugee Medical Assistance	Juliana Shepherd Davis	State Refugee Health Coordinator	Arizona Refugee Resettlement Program, Department of Economic Security	State Government	jdavis@azdes.gov
<ul style="list-style-type: none"> <li>▪ Reception and Placement</li> <li>▪ Preferred Communities,</li> <li>Intensive Case Management Services,</li> <li>▪ Refugee Program Case Management</li> </ul>	Dragan Subotic	Director	Lutheran Social Services of the Southwest, Phoenix and Tucson	Resettlement Agency	dsubotic@lss-sw.org
	Senada Kadich	Director	International Rescue Committee, Tucson	Resettlement Agency	Senada.Kadich@rescue.org
	Aaron Rippenkroeger	Director	International Rescue Committee, Phoenix	Resettlement Agency	Aaron.Rippenkroeger@rescue.org
	Joanne Morales	Director of Refugee Programs	Catholic Charities Community Services, Phoenix	Resettlement Agency	JEMorales@cc-az.org
	Anna Burke	Program Director – MRS	Catholic Community Services Refugee Program, Tucson	Resettlement Agency	annab@ccs-soaz.org
	Safaa Alsharbati	Director	Arizona Immigrant and Refugee Services	Resettlement Agency	safaa.alsharbati@airsaz.org
Domestic Medical Exam – Phoenix	Korissa Entringer, MBA, MSL	Tuberculosis and Refugee Health Screening Program Manager	Maricopa County Department of Public Health	Local Health Department	Korissa.Entringer@maricopa.gov
Domestic Medical Exam – Tucson	Natasha Korosteleva, MPH	Refugee Screening Program Manager	Banner University Medical Center	Hospital System	Nataliya.Korosteleva@bannerhealth.com
Refugee Health Promotion – Phoenix	Jeanne Nizigiyimana, MSW, MA	Co-Founder & Program Manager Refugee Women’s Health Clinic	Valleywise Health Medical Center	State Hospital System	jeanne_nizigiyimana@dmgaz.org
Refugee Health Promotion – Tucson	Anne Ryan, Esq.	Director, Tucson Family Advocacy Program	Banner University Medical Center	Hospital System	anneryan@email.arizona.edu

### Other Refugee-Specific Health Programs in Arizona

- **Refugee Woman’s Health Clinic**, Valleywise Health
- **Refugee Family Clinic**, Valleywise Health
- **Refugee Health Partnership** between Catholic Charities, the International Rescue Committee, and St. Joseph’s Hospital, Dignity Health
- **Survivors of Torture Program** at the International Rescue Committee