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The Alliance recertification process makes me feel frustrated. I have to take care of my children, attend domestic violence therapies, work and also worry about this process every six months so that I can go get ultrasounds and other exams. Even though now I will be able to do it over the phone, it will not solve the problem since it will take hours to have someone to answer, so I will end up going to the office anyway.

Patient, La Clínica del Pueblo

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LA CLÍNICA DEL PUEBLO

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Having to renew the Alliance every six months has had harmful consequences for the health and well- being of myself and my children. A month before having to renew, I worry because I have to find someone to take care of my children and ask for permission from work. Asking for the day off means I will not make money that day. I have to get up as early as 4:00 AM to see if I can catch a number. I had to go through this situation when I was pregnant and during the wintertime.

Patient, La Clínica del Pueblo

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LA CLÍNICA DEL PUEBLO

“I suffer from a condition called Mitral Valve Prolapse (MVP), which requires me to have regular examinations to monitor my heart condition. Because I have to renew the insurance every six months, it is common to have my doctor’s appointments canceled because my insurance is suspended. It happens that the system does not show that the renewal has been processed.
Client, La Clínica del Pueblo”

LA CLÍNICA DEL PUEBLO

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I am so happy that now the Alliance recertification process is once a year and that La Clínica's staff is able to help me with the whole process. Now, I don't have to stand in line waiting for hours and receive poor service. I hope this continues after the COVID crisis ends.

62-year-old patient from La Clínica del Pueblo.

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LA CLÍNICA DEL PUEBLO

“I have been left out of insurance coverage for some periods of time because I cannot find the time to overcome all the barriers to recertify every six months. My doctor found a tumor in my breast, and I require screening and monitoring periodically. Even though I go through the recertification process every 6 months, there have been times that when I arrive to a doctor’s appointment it gets canceled, or I have to pay for it because my insurance appears suspended.”

Patient, La Clínica del Pueblo.

LA CLÍNICA DEL PUEBLO

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I have 3 kids, one has a severe condition that prevents him from being able to walk. I couldn't find anyone to take care of my children so I could spend a whole day doing the recertification process every 6 months. I needed to see a doctor and he informed me that I lost coverage.

42 year old Patient, La Clínica del Pueblo.

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LA CLÍNICA DEL PUEBLO

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One day, I arrived at the office to apply for both my daughter's and my health insurance. The intake worker could not stand my daughter crying (who suffers from seizures) so he refused to help us. Even though we waited for a long time, we did not receive the insurance that day. After returning to the office five times, we finally received it. Having to face this situation twice a year makes it very stressful given the risk of losing insurance coverage.

Client, La Clínica del Pueblo

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LA CLÍNICA DEL PUEBLO