



Building Partnerships to Enroll People with Disabilities in the ACA Marketplace

October 15, 2015

Welcome!

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- Once connected to audio, take the steps below if you do not see a phone icon to the right of your name in the Attendees list. This helps us manage the audio for an optimal experience for all.



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Building Partnerships to Enroll People with Disabilities in the ACA Marketplace

Agenda

- 1. Overview of the NDNRC Project**
Karl Cooper, American Association on Health & Disability
- 2. Meet the Panel Participants**
Kerry Bonney, Family Voices of Indiana
Donene Feist, Family Voices of North Dakota
Molly McCloskey, Rhode Island Parent Information Network (RIPIN)
Jill McCormick, Family Voices of Washington
- 3. Panel Discussion**
- 4. Next Steps**
- 5. Q & A**



National Disability Navigator RESOURCE COLLABORATIVE

Building Partnerships to Enroll People with Disabilities in the ACA Marketplace

Presenter: Karl D. Cooper, Esq.
American Association on Health and Disability



October 15, 2015



What is the NDNRC?

The National Disability Navigator Resource Collaborative (NDNRC) is an initiative of national cross-disability organizations in order to provide disability information and support to navigators and other enrollment specialists as they assist consumers with enrollment through the Affordable Care Act insurance marketplaces.

Who is the NDNRC?



NDNRC Partners



AUTISM SPEAKS
It's time to listen.



Disability Rights Education & Defense Fund



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A project of the American Association on Health and Disability

5



Mission Statement

The mission of the National Disability Navigator Resource Collaborative (NDNRC) is to provide cross-disability information and support to Navigators and other enrollment specialists thereby ensuring people with disabilities receive accurate information when selecting and enrolling in insurance through the Affordable Care Act Marketplaces.

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6

NDNRC Home Page

www.nationaldisabilitynavigator.org

National Disability Navigator
RESOURCE COLLABORATIVE

My Account Logout Search this website...

HOME ABOUT US CONVERSATIONS NDNRC MATERIALS RESOURCES & LINKS CONTACT US

Cross-disability information and support for Navigators and other enrollment specialists OUR MISSION

NDNRC Disability Guide

BLOG

Share Your Story How You #GetCovered

Yesterday in our "News to Use," we posted a link to a CMS tool where individuals can submit

SIGN UP FOR EMAIL UPDATES

Email

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7

Year Two Fact Sheets

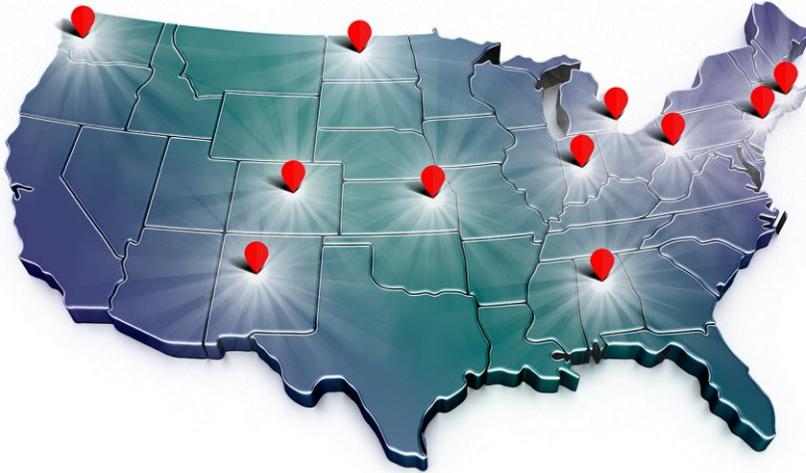
POPULATION SPECIFIC

What to Know When Assisting a Consumer with:

- Autism Spectrum Disorder
- Child with Special Health Care Needs
- Intellectual Disability
- Mental Illness
- Multiple Sclerosis
- Information for Veterans Regarding Department of Veterans Affairs Healthcare*

8

Community Outreach Collaboratives



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9

Community Outreach Collaboratives

1. Rhode Island Parent Information Network, Cranston, RI
2. Center for Independence of the Disabled, NY, New York, NY
3. NAMI Southwest Pennsylvania, Pittsburgh, PA
4. Lakeshore Foundation, Birmingham, AL
5. Family Voices Indiana, Indianapolis, IN
6. Wayne State University, Detroit, MI
7. University of New Mexico Center for Development and Disability, Albuquerque, NM
8. NAMI Kansas, Topeka, KS
9. Family Voices Colorado, Centennial, CO
10. North Dakota Center for Persons with Disabilities at Minot State University in partnership with Family Voices of North Dakota, Minot, ND
11. PAVE Family to Family Health Information Center, Tacoma, WA

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10



Meet the Panel Participants

***Four Family Voices State Affiliate Organizations (SAOs):
Indiana, North Dakota, Rhode Island, Washington***

Family Voices Indiana

Kerry Bonney, Asst. Project Director



- ACA in Indiana
 - Federal Marketplace
 - Medicaid Expansion under Healthy Indiana Plan
- SAO Involvement in ACA marketplace: blog posts and social media; website tab; calls, meetings, outreach events in collaboration with navigators & other organizations; created Guide to Purchasing Insurance for CYSHCN; Champion of Coverage
- ACA Contracts - COC
- Current Partners/Organizations include The Arc, About Special Kids (ASK), Down Syndrome Indiana (DSI), and the Autism Society of Indiana (ASI)

Family Voices of North Dakota

Donene Feist



- ACA in ND
 - Federal Marketplace
 - Medicaid Expansion
- FVND has been a part of assisting consumers in roll since '01
- North Dakota Center for Persons with Disabilities has the contract for the Navigators.
- Current Partners: NDCPD, Federation of Families for Children's Mental Health, DLN Consulting

RIPIN

Molly McCloskey



- ACA in Rhode Island
 - Rhode Island has a state-run marketplace, HealthSource RI (HSRI)
 - Rhode Island adopted Medicaid Expansion
 - HSRI has reported the uninsured rate in RI at 5%
- RIPIN is a Navigator and Certified Application Counselor (CAC) agency
 - Provides outreach and enrollment for HSRI
 - Runs the mobile enrollment assister project, which provides enrollment events in communities across RI

RIPIN

Molly McCloskey



- RIPIN houses, RIREACH, a health insurance consumer assistance program
 - Through ACA Federal Funding the RI Office of the Health Insurance Commissioner (OHIC) developed and sustains the RIREACH call center
- RIPIN currently partners with OHIC, RI Department of Health, RI Department of Education, many community based organizations, and other stakeholders in RI

Family Voices of Washington at PAVE

Jill McCormick, Program Director



- ACA in WA:
 - A State Healthcare Exchange with an Independent Board. It is connected to but not a state agency
 - Medicaid Expansion
 - Statewide in person assisters / navigators set up by regions and counties with Tribal assistance set up separately.
- Connected the disability support community groups and family support groups, the training organizations for the community health workers in the state, with NDNRC
- Information from the NDNRC to the Statewide Parent to Parent groups, the Developmental Disability Council, the Statewide and local ADRC's, Title V healthcare outreach and various local outreach groups in ethnic communities.

Family Voices of Washington at PAVE

Jill McCormick, Program Director



- This year: More targeted outreach to navigator contractors to expand knowledge of the resources at NDNRC.
 - Outreach in State Exchange meetings around resources available
 - Continue to provide information and resources through Parent to Parent and other family outreach groups
 - Look at the Tribal Exchange and how to best outreach in the Indian Health system in our state.

Panel Discussion



Participants:

Kerry Bonney, Family Voices of Indiana

Donene Feist, Family Voices of North Dakota

Molly McCloskey, Rhode Island Parent Information Network (RIPIN)

Jill McCormick, Family Voices of Washington

Questions:

1. What kinds of events or specific activities did you participate in?
2. What new organizations did you work with? What new populations did you reach?
3. How did you use the resources and materials from the NDNRC?
4. What were the opportunities and benefits in being involved in the NDNRC?



Next Steps



Ongoing Challenges

1. Limited provider networks
2. Limited formularies
3. Discriminatory pharmacy design
4. Plan transparency
5. High out-of-pocket costs
6. Confusion on the definition of “rehabilitation” and “habilitation” services and supports
7. Confusion on the coverage of prosthetic devices and durable medical equipment
8. Confusion about coordinating exchange coverage with Medicare and Medicaid
9. Delays in getting plan information once they are enrolled
10. Communication Issues for deaf and hard of hearing



Year 3 COCs

12. National Multiple Sclerosis Society - North Florida, Jacksonville, FL
13. Bayou Land Families Helping Families, Thibodaux, LA
14. NAMI Texas, Austin, TX
15. Texas Parent to Parent, Austin, TX
16. The University of Montana Rural Institute, Missoula, MT
17. Raising Special Kids, Phoenix, AZ
18. Family TIES of Nevada, Reno, NV



How to stay involved

- Sign up to receive NDNRC updates:
<http://www.nationaldisabilitynavigator.org/>
- NDNRC Archived Newsletters:
<http://www.nationaldisabilitynavigator.org/category/newsletter/>
- Sign up for AAHD's newsletter:
<http://www.aahd.us/contact/>
- Check out AAHD's Resource Center:
<http://www.aahd.us/resource-center/>



Contact Us

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American Association on Health and Disability

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23

FAMILY VOICES[®]



Phone lines will now be unmuted. Please mute your own phone unless speaking.

Questions and/or comments?

Feel free to unmute your phone line or use the chat box to pose questions to the larger group or to a specific panel participant.

Before you go! *Your feedback is important. Please complete a brief survey about this webinar:*

<https://www.surveymonkey.com/r/FVNDNRCfeedback>

Thank you!



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Thank you!