



AA and NHPI Communities and Open Enrollment

October 17, 2017
4pm ET / 1pm PT



APIAHF
ASIAN & PACIFIC ISLANDER
AMERICAN HEALTH FORUM

ABOUT APIAHF

ADVOCATES FOR HEALTH JUSTICE

The Asian & Pacific Islander American Health Forum works with communities across the nation to influence policy, mobilize communities, and strengthen programs and organizations to improve the health of Asian Americans (AA), Native Hawaiians, and Pacific Islanders (NHPI). Founded in 1986 with headquarters in Oakland and an office in Washington DC, APIAHF is the oldest and largest health advocacy organization working with AA and NHPI communities across the nation, in the US Territories and with the US-affiliated Pacific jurisdictions.

MISSION

APIAHF influences policy, mobilizes communities, and strengthens programs and organizations to improve the health of Asian Americans, Native Hawaiians, and Pacific Islanders.

ABOUT AAPCHO

The Association of Asian Pacific Community Health Organizations (AAPCHO) is a non-profit national association established in 1987 with the mission to improve the health status and access of Asian Americans, Native Hawaiians, and Pacific Islanders (AA&NHPIs).

MISSION

AAPCHO is dedicated to promoting advocacy, collaboration, and leadership that improves the health status and access of AA&NHPIs within the United States, its territories, and freely associated states, primarily through our member CHCs.

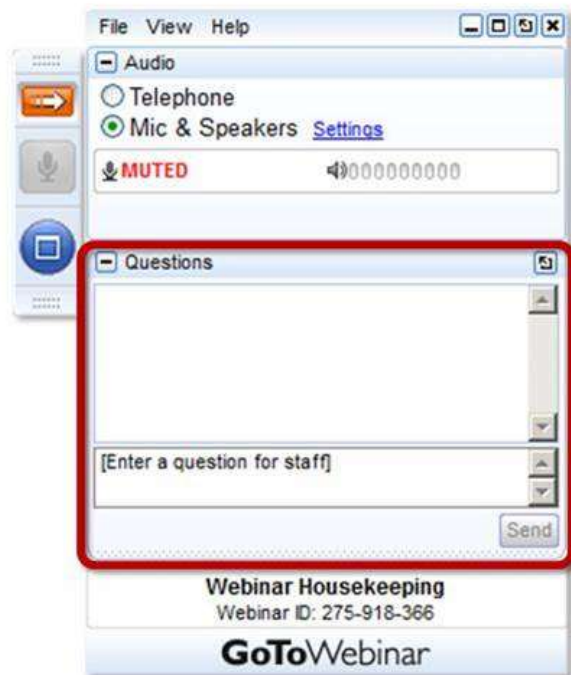
HOUSEKEEPING

- All participants are automatically muted by the webinar administrators.
- Throughout the webinar you may type in your questions under the questions feature box and I will answer as many questions as I can towards the end of the presentation.
- The webinar will be recorded and will be shared with you after today's webinar.



USING GO TO WEBINAR

CONTROL PANEL



GRAB TAB



AGENDA

1. Introduction
2. **What's at stake for AA and NHPI and immigrant communities?**
3. Update from the Centers for Medicare & Medicaid Services



ALL PARTNERS are **actively engaged** to transform systems and institutions to provide **accessible, high quality care** that **empowers** AA and NHPI **communities** to lead **healthier** lives.



APIAHF influences policy, mobilizes communities, and strengthens programs and organizations to improve the health of Asian Americans, Native Hawaiians, and Pacific Islanders.



AAPCHO is dedicated to promoting advocacy, collaboration, and leadership that improves the health status and access of AA&NHOPs within the United States, its territories, and freely associated states, primarily through [our member CHCs](#).



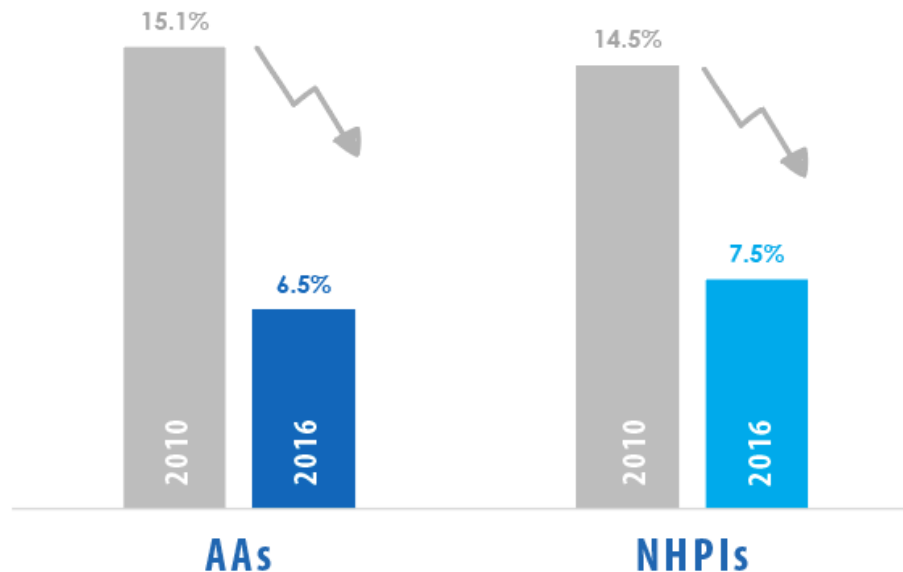
The mission of Asian Americans Advancing Justice | AAJC is to advance civil and human rights for Asian Americans and to build and promote a fair and equitable society for all.



Our mission is to advocate for civil rights, provide legal services and education, and build coalitions to positively influence and impact Asian Americans, Native Hawaiians, and Pacific Islanders and to create a more equitable and harmonious society.

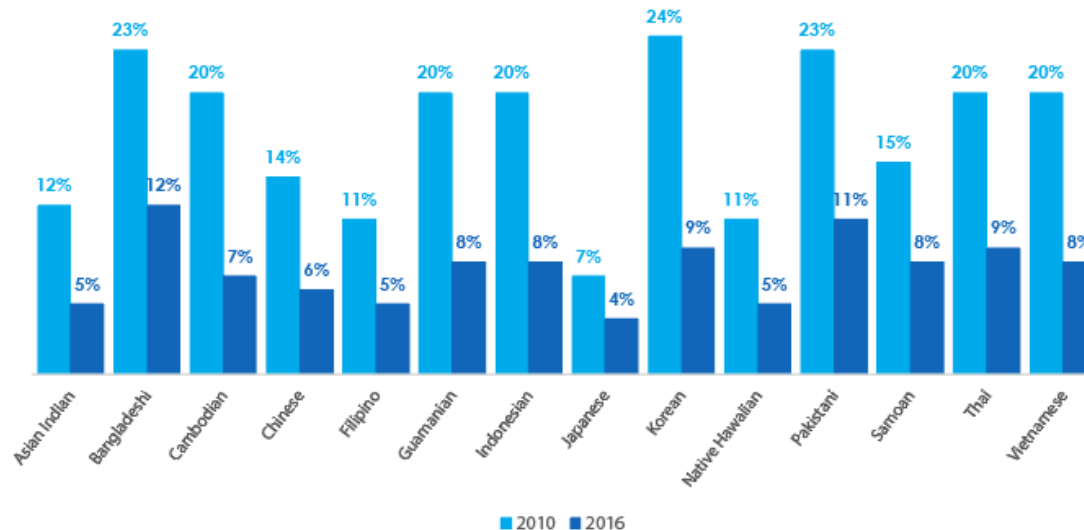
The ACA is the Law of the Land

Since the ACA's passage, the uninsured rate for AAs and NHPs has dropped.



The ACA is the Law of the Land

Disparities in who is uninsured differ, but all groups have benefited from the ACA





Health Insurance Marketplace for Immigrant Families

Jeanette Contreras, MPP
Jeanette.Contreras@cms.hhs.gov
October 2017

When Can You Enroll?

2018 Open Enrollment Period

November 1st – December 15th 2017

Special Enrollment Periods: <https://www.healthcare.gov/screener/>

- ▶ Loss of Health Insurance
- ▶ Changes in Household Size: Marriage, divorce, or new baby
- ▶ Changes in Residence: Moving to a new zip code or state
- ▶ Other Qualifying Changes

NOTE: You can apply for Medicaid and the Children's Health Insurance Program (CHIP) coverage at any time.

Mixed Status Families

Options for Care and Coverage

- ▶ Members of “mixed status” families can apply at the Marketplace for and other cost savings for private insurance, or for Medicaid and CHIP coverage, using the same application
- ▶ Family members who aren't applying for health coverage for themselves won't be asked if they have eligible immigration status
- ▶ Medicaid provides payment for treatment of an emergency medical condition for individuals who have an emergency medical condition and are otherwise eligible for Medicaid in the state, but don't meet the citizenship and immigration status requirements

Disclosure of Immigration Status

- Application asks only for the information needed to determine eligibility for health coverage
- People who aren't seeking coverage for themselves won't be asked about their immigration status
- Disclosure of Social Security Number (SSN) for a person not seeking coverage for themselves must be voluntary and used only to determine eligibility for an applicant or beneficiary
- Benefits can't be denied because a family or household member who isn't applying for health coverage hasn't disclosed citizenship or immigration status
- Application information for individuals applying for coverage is verified through a “data services hub” that connects to immigration status

**Information provided by applicants or consumers
won't be used for immigration enforcement purposes**

Undocumented Immigrants

- Aren't eligible for coverage through the Marketplace (including premium tax credits and cost-sharing reductions), or for most Medicaid or CHIP
- May continue to buy coverage on their own outside the Marketplace
- Can get limited services for an emergency medical condition through Medicaid
 - If otherwise eligible for Medicaid in the state
- Are eligible for an exemption from the individual shared responsibility requirement
- May be eligible for other state or federal health programs

Enrollment Assistance

- ▶ Help is available in the Marketplace
 - Marketplace Call Center
 - Marketplace-approved in-person help is available
- ▶ Use the Find Local Help tool at Localhelp.HealthCare.gov/
- ▶ Language assistance is available through interpreters, Call Center support, and print and web resources
- ▶ Help is available to complete application
 - Job aids in 33 languages

How Your Organization Can Help- Apply to be a CAC

- ▶ Online applications accepted all year long at Marketplace.cms.gov
- ▶ Web-based training for assisters
- ▶ The FFMs will only designate organizations that:
 - Have processes in place to screen staff and volunteers who are CACs to ensure they protect personally identifiable information
 - Have experience providing social services to the community

Marketplace Call Center

- ▶ Serves consumers in Federally-facilitated and State-Partnership Marketplaces
 - 1-800-318-2596 (TTY 1-855-889-4325)
- ▶ Customer service representatives available 24/7
- ▶ Help with eligibility, enrollment, and referrals
- ▶ Assistance in English and Spanish
 - Oral interpretation for 240+ additional languages
- ▶ State-based Marketplaces have own call centers

Resources: Marketplace.cms.gov

- **Healthcare.gov Earned Media & Public Awareness Toolkit:**
 - Drop in articles, PSA scripts, talking points, social media
- **Print Materials for Consumers/Events:**
 - Posters, fact sheets, brochures, postcards, infographics
- **Order CMS publications for FREE:** ProductOrdering.CMS.hhs.gov



Available in 17 other languages

5 things you can do to get ready to enroll

1. Visit HealthCare.gov

Learn more about the Health Insurance Marketplace, including Medicaid and the Children's Health Insurance Program (CHIP).

2. Ask your employer if it offers health insurance

If your employer doesn't take advantage of the Small Business Health Options Program (SHOP), or offer other health coverage, you may need to get coverage through the Marketplace or other sources.

3. Make a list of questions you have before it's time to choose your health plan

For example, "Can I stay with my current doctor?" or "Will this plan cover my health costs when I'm traveling?"

4. Gather basic information about your household income

You'll need income information like the kind you get on your W-2, pay stubs, or tax return.

5. Set your budget

There are different types of health plans to meet a variety of needs and budgets. You'll need to figure out how much you're able to spend on premiums each month, and how much you want to pay out-of-pocket for prescriptions or medical services.

You have the right to get the information in this product in an alternate format. You also have the right to file a complaint if you feel you've been discriminated against. Visit <https://www.cms.gov/About-CMS/Agency-Information/Aboutwebsite/CMSNonDiscriminationNotice.html>, or call the Marketplace Call Center at 1-800-318-2596 for more information. TTY users should call 1-855-889-4325.



Health Insurance Marketplace

CMS Product No. 11629
Revised July 2016



The Health Insurance Marketplace

InsureKidsNow.gov



Get Email Updates

En Español

1-877-KIDS-NOW (1-877-543-7669)

Learn About
Medicaid & CHIP

Find Programs in
Your State

Outreach Tool
Library

Webinars &
Videos

Campaign Notes
eNewsletter

Campaigns &
Initiatives



Millions of children and teens qualify for free or low-cost health and dental coverage through Medicaid & the Children's Health Insurance Program (CHIP).

Learn about coverage options for your family or help us spread the word about free or low-cost health insurance coverage!



Find a Dentist

Use the Dentist Locator to find a dentist in your community who sees children and accepts Medicaid and CHIP.



Find a Dentist in Your State

New Outreach Materials!

Check out the newest outreach materials available in our Outreach Library.



Explore the Library

Read Our Latest Newsletter

A+ Back-to-School Outreach and Enrollment Efforts

August 25, 2016



Read the Newsletter

An extra hand for parents with their hands full

Now, you have one less thing to worry about. Medicaid and CHIP offer free or low-cost health insurance for kids and teens. Children can get regular check-ups, immunizations, doctor and dental visits, hospital care, mental health services, prescriptions and more. Children in a family of four earning up to \$46,000 a year or more may qualify.

Go to HealthCare.gov or call 1-800-318-2596 (TTY: 1-855-889-4325) to learn more about affordable health coverage for your family.



"Muddy Kids" Palmcard (CMS Product Number 11641)

- Palmcard: "Muddy Kids" in English
- Palmcard: "Muddy Kids" in Spanish
- Palmcard: "Muddy Kids" in Chinese
- Palmcard: "Muddy Kids" in Korean
- Palmcard: "Muddy Kids" in Vietnamese
- Palmcard: "Muddy Kids" in Haitian Creole
- Palmcard: "Muddy Kids" in Hmong
- Palmcard: "Muddy Kids" in Portuguese
- Palmcard: "Muddy Kids" in Tagalog
- Palmcard: "Muddy Kids" in Burmese
- Palmcard: "Muddy Kids" in Somali

Contact the Campaign at ConnectingKids@cms.hhs.gov

7 Things Immigrant Families Need to Know About Marketplace Coverage

This handout is available to download or print.

Marketplace.cms.gov/technical-assistance-resources/logo-and-infographics/7-things-immigrants-need-to-know.pdf

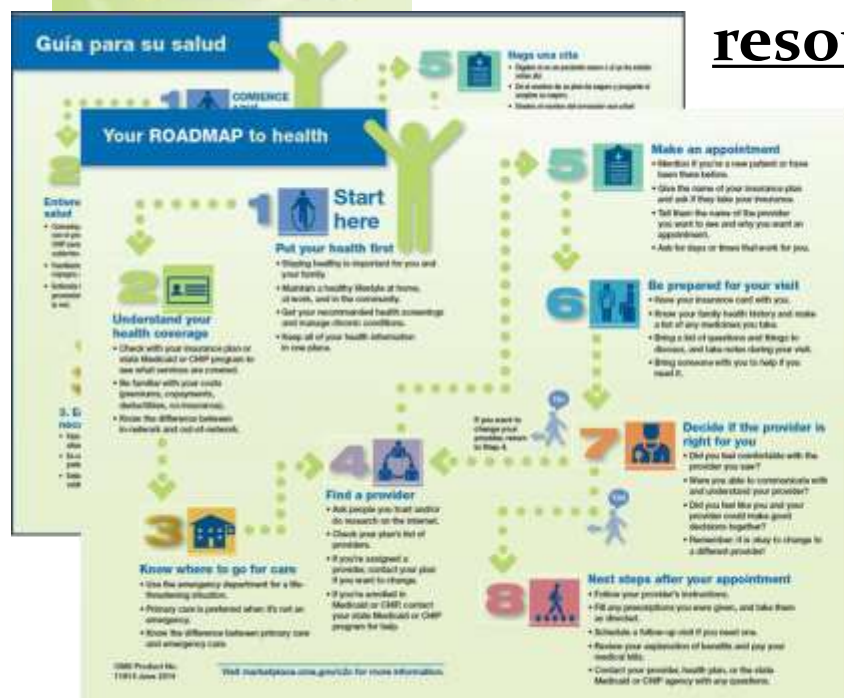


From Coverage to Care



Written materials also available in Spanish, Korean, Chinese, Vietnamese, Haitian, Creole, Arabic, and Russian. There is also a Tribal version.

Marketplace.cms.gov/technical-assistance-resources/c2c.html#Resources



Contact the campaign at
CoverageToCare@cms.hhs.gov

Additional Information for Immigrant Families

- Federally-funded health centers are required to provide primary health care services to all residents, including undocumented immigrants
 - Find a Federally-funded health center in your community at: FindaHealthCenter.HRSA.gov/
- Medicaid and CHIP Coverage of Lawfully Residing Children and Pregnant Women:
Medicaid.gov/Medicaid-CHIP-program-information/by-topics/outreach-and-enrollment/lawfully-residing.html

Stay Connected

Stay connected with the Marketplace



- **TWITTER:** @HealthCaregov / @CuidadoDeSalud
- **FACEBOOK:** Healthcaregov or CuidadoDeSalud
- **YouTube Videos:**
www.YouTube.com/HealthCare.Gov
- Sign up to get email and text alerts @
HealthCare.Gov/Subscribe
 - CuidadoDeSalud.gov en Español
- Updates and resources for organizations are available @ Marketplace.CMS.Gov

Best Practices to address patients fears due to immigration status and political environment

Sharissa Tjok

Outreach & Enrollment Coordinator

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Get informed, Get enrolled!



VISION Healthy People, stronger families, vibrant communities

MISSION ICHS provides culturally and linguistically appropriate health services to improve the health of Asian Pacific Islanders and the broader community.

VALUES □ Teamwork □ Making a Difference
□ Excellence □ Diversity □ Integrity □ Customer Service

Culture Awareness
Understanding
Explanation
Building relationship



Cultural Awareness

It is important to be aware of cultural difference and respect them for a better understanding

Cultural differences . Culture shock . Language barriers

- Simple vocabulary
- Slower the pace when communicating
- Pay attention to the needs of the patients



Understanding

We need to be aware of their fears and concern and allocate some time for better understanding.

Spend 5 minutes to communicate with the patient and understand the situation before enter information in the application



Explain

Our health care system, the health insurance plans and option are complicated. Explaining is the key to better understanding and peace of mind

- Precise explanation of the information
- Give out instructions
- Give time to clients to understand
- Remind the deadline



Building a relationship

Building a long lasting trust and relationship with the clients will result in better care and efficient use of the resources

- Provide education
- Make the trust
- Improve their health and access



ICHS Welcomes Everyone

ICHS honors and respects

- all immigrants and refugees
- all cultures
- all countries, states and territories
- all languages
- all faiths and beliefs
- all genders and sexual orientations
- all ages and abilities



ICHS welcomes anyone in need of care regardless of their health, housing, or ability to pay.

ICHS protects our patients' privacy and health care information.

ICHS advocates for healthcare as a human right.



ICHS được vinh dự và tôn trọng:

- tất cả người nhập cư và người tị nạn
- tất cả các nền văn hoá
- tất cả các quốc gia, bang và vùng lãnh thổ
- tất cả các ngôn ngữ
- tất cả các tín ngưỡng và niềm tin
- tất cả các giới tính và xu hướng tính dục
- mọi độ tuổi và khả năng

ICHS hoan nghênh mọi người đến để được chăm sóc bất kể tình trạng sức khoẻ, nhà ở hay khả năng thanh toán của họ.

ICHS bảo vệ thông tin về sự riêng tư và chăm sóc sức khoẻ của bệnh nhân.

ICHS ủng hộ việc chăm sóc sức khoẻ như là một quyền con người.



ICHS 榮譽和尊重

- 所有移民和難民
- 所有文化
- 所有國家、州和地區
- 所有語言
- 所有的信念和信仰
- 所有性別和性方位
- 所有年齡和能力

ICHS 歡迎任何需要照顧的人，無論他們的健康、住房或支付能力如何。

ICHS 保護我們患者的隱私和醫療保健信息。

ICHS 倡導醫療保健作為一項人權。



The ACA Guidebook

What You Need To Know About
Your Health Insurance



family



health



wellness



International
Community
HEALTH SERVICES

PERSONAL INFORMATION

www.wahealthplanfinder.org

Please keep this information private and safe. Do not share with others.

- Username:
- Password:
- E-mail:
- Application ID Number:
- Primary Applicant:
- Name of Insurance:
- Insurance Carrier Phone Number:

WHAT TO BRING FOR ENROLLMENT

*Please bring the following documents for
all household members if applicable*

- Permanent Residence Card (Green Card) /
Passport / Naturalization Certificate etc.
- ID Card
- Social Security Card
- Most Recent 3 Months Proof of Income
(ex. Pay Stubs, Business Quarterly Reports,
Other Documents)
- Most Recent 1040 Tax Return
- Employer Sponsored Insurance Card
- Credit card, Debit card, Check, Prepaid debit card

2018 HEALTH INSURANCE OPEN ENROLLMENT PERIOD

11/1/2017 – 1/15/2018



**Need help with health insurance?
Make an appointment with our multilingual staff!**

CALL ICHS AT 206-788-3700



You can also enroll online at www.wahealthplanfinder.org



**OPEN ENROLLMENT BEGINS NOV. 1!
GET READY NOW**

**SEND STORIES TO
STORYBANK@APIAHF.ORG**



QUESTIONS & ANSWERS

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