

Madison Hardee:

Identity Verification

Contact marketplace call center – apply by the phone and miss identification error

One downside – don't have plan in front of you

You plan preview online- can see plan in front of them

Call center has said they can not apply—ASK For Supervisor

Eligible immigration status

Do- specifically ask and ask for card number- green card, work authorization—

helpful to use all Capital Letters do not include hyphens, more fully answer

questions – better chance

Can still enroll – need to upload and mail status within 90 days to marketplace

Look at consumers eligibility results- page 2 says what verification is needed

Under 100 % poverty line

With online application can not verify just assumes that the person is eligible for

Medicaid then would not get tax credit

If this is happening 2 steps: 1) help consumer file for an appeal; help consumers file appeals to protect their rights 2) get a Medicaid denial – help consumer – indicate that on marketplace application.

Compiled on a tip sheet: email Brendan, Alice or Madison—

There is a lot of misinformation out there

- 1) have navigators and assisters – go where there is a safe space- where immigrants feel comfortable – partner with groups who have relationship
- 2) local Spanish media- newspaper, radio- let know about enrollment events
- 3) outreach to the nonlatino community – refugee communities (priority events for the refugee communities)

How can we collaborate with eastern folks?- differing service areas- big challenge; maybe opportunities for more education up-front; potentially while traveling; confusion around tax process, motivating people to know the importance of health insurance

When farmers arrive – they do provide information on ACA and taxes

Teresa Zayas: Federal Government –HHS: Doing great work- taking notes to share with others. Latino Get Covered week of Action – reach out to stakeholders and community to share the week .

Health insurance through parents

Emails to stakeholders information on activities

Initiative – universities reaching out to student body – recruit them to get to their families, working with young invincibles, doing events across the country, contact to get information on how to join the initiative. They have fact sheets available in Spanish; 5 steps to coverage is in Spanish; marketplace cms.gov

Pleased with activities with enrollment

Jeff- Coventry- Aetna are integrating. October -participated in Charlotte Latino Festival. Provided brochures – with information on what was covered, where to get best care, financial help available—available in English and Spanish. Spanish language brochures. Are executing an advertising campaign in check cashing businesses, 877-907-4044 call center # - Spanish speaking representatives available

Round Table:

Irene Gonzalez: Univision: airing a program on the 25th at 6:00

Hispanic Chamber – a workshop and enrollment seminar for Latino Business owners- Held at Wake Tech they have a calendar of events – Let Irene Know

Ricardo Correa-Lincoln Community Center—Resources that are key – media and outreach – face to face interaction is very important. 15 minute segments every Friday; 10 enrollments- sharing information during these segments 1)festivals, family oriented, answering questions about ACA 2) remote Megabus- 2 hours at health center-- how to put health events with more insurance; 145 attendees on 4 weekends 41 have been Spanish speaking, -- Upcoming events- Alcohol drug council collaboration – on the 15- 1- 9 pm food trucks, health events, a real community event, durham bulls— how to triage – if you treat every encounter as an educational opportunity. Its not a taboo to talk about documentation— is the way you address it. AS an an educational opportunity

Sorien Schmidt- Enroll America Messaging--- Basic Messages needed – Marketplace as a place to learn, there is Spanish-language website with material. Share that there is a fine. Documentation discussion with consumer may be best with a IPA/appointment with IPA; importance of connection with groups that have a trusted relationship—build relationships. For appointments- bilingual or interpreter is available –

Email Questions to Willona

wstallings@caresharehealth.org

Tuesday 10 am Webinar Rural Outreach and Enrollment, Pam Silberman, Sorien Schmidt and Ms. Clark Hospital association

February 6th

February 20

Friday march 6

