NDNRC Community Outreach Collaboratives: Using Local Disability Organizations for Outreach during Open Enrollment

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American Association on Health and Disability (AAHD)

The mission of AAHD is to advance health promotion and wellness initiatives for children and adults with disabilities.
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?
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.
State Pages

New York

Marketplace Type: State
Medicaid Expansion: Yes

State Specific Fact Sheets
None available at this time

State Enrollment Specialists
- Navigators
- Federally Qualified Health Centers
- In Person Assistors
- Connectors (AK, HI, MA and MD only)

New York State Exchange
NY State of Health
Phone: (855) 855-5777
Website: www.healthbenefitexchange.ny.gov

Community Outreach Collaborative
Center for Independence of the Disabled, NY
841 Broadway, Suite 301
New York, NY 10003
Phone: (212) 674-2300

CIDNY – Queens
80-02 Kew Gardens Rd, Suite 107

National Disability Navigator Resource Collaborative
A project of the American Association on Health and Disability
Resources & Links

CATEGORIES

• Enrollment Resources – Disability Specific
• Enrollment Resources – Mental Health and Behavioral Health
• Enrollment Resources – Populations with Special Health Care Needs
• Enrollment Resources – ACA Marketplace and Medicare
• Enrollment Resources – ACA Marketplace and Medicaid
• Enrollment Resources – Overview
• Enrollment Statistics
• Affordable Care Act (ACA) Resources – Government
• Affordable Care Act (ACA) Enrollment Resources
Table of Contents

• Introduction
• What Are the Purposes of the Supplemental Disability Guide?
• Key Questions for Navigators
• Who Are People with Disabilities?
• What Problems and Barriers Have People with Disabilities Historically Encountered Obtaining Healthcare Insurance?
• How Do Disability Rights Laws Affect the Operation of the Marketplace?
• What Do Navigators Need to Know about Disability?
• How Is Medicaid Eligibility Being Determined for People with Disabilities?
• Scenarios
• What Types of Accommodations Should Navigators Know about?
• NDNRC Fact Sheets
• Resources
• Glossary
What Do Navigators Need to Know about Disability?

- How Is Disability Defined?
- What Disability Questions Appear on the Streamlined Application for Health Insurance or Medicaid Submitted through the Marketplace?
- Why Is Understanding Disability Important?
- What Is Disability Literacy?
- What Is Disability Etiquette?
- What Is Physical Accessibility?
- How Could Navigators Ensure Effective Communication with People with Disabilities?
- How Can Navigators Assist People with Disabilities Evaluate the Adequacy of Provider Networks within Specific Plans?
- How Can Navigators Assist People with Disabilities Evaluate the Adequacy of Essential Health Benefits (EHBs)?
1. Comparing Health Plans’ Benefits and Coverage Summaries
2. Getting and Using Health Plan Evidence of Coverage
3. Using Health Plan Customer Service
4. Rehabilitation and Habilitation Services and Devices
5. Prescription Medication Benefits
6. Supporting Collaborations Between Navigators, Connectors and Assisters, and Local Disability and Affinity Organizations
7. Mental Health and Substance Abuse Parity
8. Medically Frail Status as an Exemption to Receiving Medicaid Alternative Benefit Plan with Essential Health Benefits
9. Streamlined Marketplace Application Process
10. Medical Supplies Benefits
11. Civil Rights of People with Disabilities under the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act
12. Process for Medicaid Eligibility
13. Referral and Resource Lists
14. Information for People on Medicaid Home and Community-Based Services Waiver Waiting Lists
15. Medicaid Buy-In
16. Moving from Coverage-to-Care for People with Disabilities
17. Disability Etiquette
POPULATION SPECIFIC

What to Know When Assisting a Consumer with:

• Autism Spectrum Disorder
• Blood Disorders *
• Child with Special Health Care Needs
• Intellectual Disability
• Mental Illness
• Multiple Sclerosis
• Spina Bifida *
• Traumatic Brain Injury *
• Information for Veterans Regarding Department of Veterans Affairs Healthcare

Coming Soon:

• Paralysis *

* - new for OE3
Health Insurance Jeopardy is on YouTube!!!

https://www.youtube.com/channel/UCZzm0pWC6ZeN_6jg9ci2JCQ
Year 2 COCs

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
Year 3 COCs

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

http://www.nationaldisabilitynavigator.org/about/community-outreach-collaboratives/
COCs – Kansas Experience

Ongoing Contact with Navigators and Assisters

Participation in the Cover Kansas Coalition

Social Media Posts Promoting Enrollment

Outreach to Key Health & Disability Organizations
Outreach to Key Health & Disability Organizations

Family Voices and NAMI affiliates
Federation of Families affiliates
ILCs
IDD Service Providers and Advocacy Organizations
Autism Service Providers
Learning Disabilities Association
Mental Health and Addiction Providers
University-Based Disability Research & Training Offices
Medical Society
Public Health Association
Assistive Technology Specialists
COCs – Kansas Experience

Outreach to Key Health & Disability Organizations

Consumer Run Organizations
Protection and Advocacy Agency
Attendant Care Workers Association
Pharmacists Association
Home Care Providers Association
Easter Seals
Cerebral Palsy
State Independent Living Council
State Council of Development Disabilities
TBI Service Providers and Advocates
Deaf & Hard of Hearing Providers and Advocates
Outreach to Key Health & Disability Organizations

- Blind and Visually Impaired Providers and Advocates
- Safety Net or Free Clinics
- Primary Care Association
- ARC
- Hospital Association
Family to Family Health Information Centers
Resources for families raising children with special health care needs ages 0-21
National connections to other SAO’s and F2FHIC’s
Linkages with other state disability organizations
Collaboration with 211
Outreach and training for Navigators
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
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

www.nationaldisabilitynavigator.org

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