#### Monday, September 9, 2013

Presented by: Barbara Bibel and Kelli Ham with guest Diane Stanton, CoveredCA

helping libraries think differently

Get covered @ the Libraries Get covered care Libraries Affordable for Libraries Affordable for Libraries Resources for Libraries

nfopeople

AnInfopeople Webinar

#### What Does the Affordable Care Act Do?

- Provides health care coverage to the uninsured
- Expands Medi-Cal eligibility by raising income threshold
- Offers subsidies and/or tax credits to make premiums affordable
- Allows families to keep adult children on existing policies until age 26
- Requires most people of the age of 18 to have coverage by January 2014
- Assesses a penalty of 1 percent of annual income or \$95 on those not covered
- Penalty will increase to 2.5 percent or \$695 by 2016



# What Is Covered

- Ambulatory patient care
- Emergency care
- Hospitalization
- Maternity and newborn care
- Mental health and substance abuse treatment
- Prescription drugs
- Rehabilitation services
- Lab services
- Preventive and wellness services
- Chronic disease support
- Pediatric services, including dental and vision care



# **Some Major New Features**

- Coverage includes pre-existing conditions
- Insurance cannot be canceled if you get sick
- Insurers must justify rate increases
- No lifetime limits on benefits



#### California has an insurance marketplace called Covered California.



coveredca.com



### What About in California?

- The marketplace offers coverage from a variety of carriers at four levels: bronze, silver, gold, and platinum.
- The premiums vary-bronze is cheapest and platinum is the most expensive.
- The lower the premium, the higher the out-of-pocket deductible.
- Premiums are monthly.
- Carriers vary by county. Consult your local agency for a list.



# **For More Information**

<u>healthcare.gov</u> Federal site with information for all states and background about the program

- Telephone assistance for the federal site available at 1-800-318-2596
- The website and phone system offer help in many languages

coveredca.com California consumer site

• For help, call Covered California at 800-300-1506

<u>kff.org/health-reform/video/youtoons-obamacare-video</u> A cartoon that explains the program

<u>medlineplus.gov</u> From the National Library of Medicine. A search for health insurance or Affordable Care Act provides lots of information



#### What can libraries do to help?

- Provide information, not advice for patrons
- Offer programs that explain the Affordable Care Act
- Provide computers and scanners so that patrons can apply for coverage
- Provide certified enrollment counselors at designated times
- Partner with local agencies to help get it all done: county health departments, health care agencies, non-profits, community groups







# **Resources and Tools**

- The library's role
- Managing the information overload
- Efficient use of federal and state exchange sites
- Training opportunities
- LibGuides and resources just for libraries
- Consumer education and promotional materials
- Staying up-to-date



# **Determining the Library's Role**

- Do an inventory of resources staff, computers, time for training
- Decide types and levels of service
- Maintain neutrality; act as information providers, not insurance experts or advisors
- Be knowledgeable about appropriate resources and services
- Communicate with staff; ongoing communication between management and staff is key





# Managing the ACA Information Overload

- Know your own state's situation
  - Federal, partnership, or state exchange?
- Anticipate the who, how, and what scenarios
  - Individuals, families, and small business
  - How to compare options, find forms, and sign up for coverage
  - Timeline, deadlines, and details about the law
- Know key resources for different scenarios



#### Your First Stop: Covered California



#### **Covered California Website (Continued)**



#### **Covered California Resources**



#### **Materials in Other Languages**



#### **Learning More and Current News**



#### **California Outreach and Education Organizations**

healthexchange.ca.gov/Pages/OutrchandEdProg.aspx

	EFIT EXCHANGE	
Home Board Meetings Stakeholders Grants Regulations Jobs Solicitations Federal Guidance		
QUICK LINKS About Us Agents Covered California Consumer Webpage Enrollment Assistance Program Financial Reports News Outreach and Education Program Public	California Health Benefit Exchange         Outreach and Education Program.         We will use this page to post general information for organizations and individuals interested in the Outreach and Education Program.         Provider Education Grant Program: Funding Report         Provider Education Grant Program: Intent to Award         • Press Release: Medical Associations Awarded \$3 1Million In Grants To Education Providers About Health Insurance Marketplace         • Profiles of grant recipients booklet         • List of all the organizations that applied         Covered California Community Outreach Network         • July-August 2013 Community Outreach Network Newsletter	
Public Records Act	<ul> <li>Electronic edition</li> <li>Cutreach and Education Grant Program: Funding Report</li> <li>Outreach and Education Grant Program: Intent to Award</li> <li>Press Release: Covered California to Award Community Organizations \$37 Million in Grants for Outreach and Education</li> <li>Press Release (SPANISH)</li> <li>About Outreach and Education Grant Program Fact Sheet</li> <li>Updated - Profiles of grant recipients booklet</li> <li>Regional Chart of Grantees</li> <li>Methodology and selection process document</li> <li>List of all the organizations that applied</li> </ul>	
	<u>About Covered CA Fact Sheet</u>	

#### Healthcare.gov



#### Healthcare.gov



#### Healthcare.gov (continued)



## CuidadoDeSalud.gov



#### marketplace.cms.gov

CMS.gov Health Insurance Marketplace

CMS.gov About CMS FAQs Print Share

#### **Get email updates**

# Health Insurance Marketplace

If you're a professional learning about the Marketplace and helping people apply, get the latest resources here.

If you're a consumer ready to learn about and buy health insurance through the Marketplace, visit HealthCare.gov, the official consumer site for the Marketplace.

#### marketplace.cms.gov (continued)



# **State-Specific Information**

What is the Marketplace in my state?

Search for other states using this tool to find individual state marketplace information

healthcare.gov/what-is-the-marketplace-in-my-state/

Is Medicaid expanding in my state?

The health care law provides states the choice to expand Medicaid. Learn more about your state's decision here:

healthcare.gov/what-if-my-state-is-not-expanding-medicaid/



#### **Special Populations and State Details**

- Fact sheets about the Affordable Care Act and women, middle class families, Latinos, African Americans, Asian Americans and Pacific Islanders, and more
- State-by-state: Click on the map to find out how the Affordable Care Act is helping people in individual states

http://www.hhs.gov/healthcare/facts/index.html



# **Training and Educational Opportunities**

- Webjunction webinars and blog
- CMS training schedule
- State town hall meetings
- Navigator programs
- NN/LM webinars and classes
- Infopeople tutorials

See the handout for details about these and more!



# Libraries and the Affordable Care Act LibGuide guides.nnlm.gov/psr/aca

National Network of Libraries of Medicine	
NNLM Home » NNLM Guides » Pacific Southwest Region » Libraries and the Affordable Care Act	
Libraries and the Affordable Care Act Tags: aca, affordable care act, exchange, health insurance, insuran	ce, marketplace
Last Updated: Sep 5, 2013 URL: http://guides.nnlm.gov/psr/ACA	Alerts 🖸 SHARE 🖪 🕊 🖂
Home Arizona California Hawai'i Nevada	
Home Comments(0) A Print Page Search	This Guide 👻 Search
	The date is party
New Links and Breaking News!	NN/LM Pacific Southwest Region
<ul> <li>As libraries everywhere prepare for October 1, it's more important than ever to stay up to date. Check here for the lanews and important announcements related to the ACA.</li> <li>Patient Protection and Affordable Care Act (PPACA) Resources (added 8/26/13) Need resources about the legislation, regulations, or analyses of the law? Visit this comprehensive guide from Lynn McClelland at the UCLA Law Library for answers to users' questions about the legal aspects of the ACA.</li> <li>ACA Resources for Arizona Librarians (added 8/26/13) The Arizona State Library has added a page to its website devoted to Affordable Care Act (ACA) Resources for Libraries. On the page, you'll find links to official brochures you can print out and give to patrons, information &amp; Libguides for Librarians, and more.</li> <li>Affordable Health Care Act LibGuide from UNLV (Added 8/26/13) This guide from the University of Nevada, Las Vegas provides news and helpful links about the ACA and information specific to Nevada consumers.</li> <li>State Health Insurance Marketplace Profiles (added 8/26/13) The Kaiser Family Foundation provides this tool to find profiles of each state's exchange progress, key people, funding, and next steps.</li> </ul>	est Null PSR is part of the regional outreach program of the National Library of Medicine, located at the Louise M. Darling Biomedical Library at UCLA. Our region includes Arizona, California, Hawai'i, Nevada, and the U.S. Territories in the Pacific. Our mission is to enhance access to health information for health professionals and the public. For more information about NN/LM PSR, please visit our website at nnlm.gov/psr. Is something missing from this guide? Comments or suggestions are welcome! Contact us at psr-nnlm@library.ucla.edu.
<ul> <li>Upcoming Webinars and Trainings</li> <li>Sept 9: Get Covered @ the Library: Affordable Care Act Resources for Libraries (Focus on California) Barbara Bibel from the Oakland Public Library and Kell Ham from NN/LM PSR will present a webinar about the role of the library in helping users understand the Affordable Care Act and their options for choosing and enrolling in health insurance plans.</li> <li>Sept 18: Understanding the Affordable Care Act Dylan Roby, Assistant Professor of Health Policy &amp; Management from the UCLA Fielding School of Public Health will provide a</li> </ul>	Contact us at psr-nnim@ibbary.ucia.edu. Comments (0) MedlinePlus for Trusted Health Information

# ACA LibGuide Content

- New Links and Breaking News
- Upcoming Webinars and Trainings
- State-specific Resources
- State Health Insurance Marketplaces
- State Medicaid Expansion
- Getting Up To Speed The Essentials
- Get Official Resources
- Resources for Libraries
- Readings of Interest
- Pacific SW Region tabs for Arizona, California, Hawai'i, and Nevada



## **Promotional Materials and Handouts**

Determine the needs in your library:

Utilize <u>marketplace.cms.gov</u> for general handouts

Go to state exchange site for state-specific materials <u>coveredca.com/collateral.html</u>

Create plain language in-house materials such as pathfinders, signage, schedules, and computer sign-up sheets. Learn how to write easy-to-read materials at <u>medlineplus.gov/etr</u>



#### MedlinePlus.gov



MedlinePlus has an extensive collection of links on its Health Insurance Health Topic page.

When talking with library users about health insurance and health topics, introduce them to MedlinePlus for quality health information of all kinds!

#### **Health Insurance Health Topic Page**



# **Moving Target**

- Expect that library services will evolve as deadlines come and go and as needs change.
- Get informed and take advantage of trainings
- Sign up for updates from state site, healthcare.gov, and MedlinePlus
- Sign up for email updates from Webjunction and other organizations
- Watch the PSR LibGuide for timely new information



# QUESTIONS for us today?

Barbara Bibel Kelli Ham Diane Stanton

# MORE QUESTIONS about Covered California?



Check the website at CoveredCA.com or call 1-800-300-1506

# **THANKS!**





Barbara Bibel bbibel@gmail.com

Kelli Ham kkham@library.ucla.edu





#### helping libraries think differently

Infopeople webinars are supported in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.

