

## **Text Chat Transcript from Sep 9, 2013 Webinar:**

### **Get Covered @ the Library: Affordable Care Act Resources for Libraries**

Eileen O'Shea: We are really glad that Diane Stanton from Covered California can join us!

Eileen O'Shea: handouts and slides for today (as well as a link to the archive) can be found here:  
<http://infopeople.org/training/get-covered-library-affordable-care-act-resources-libraries>

Cynthia Chadwick: Diane, you were excellent at Mike Honda's event last week - Gary Morrison

Eileen O'Shea: here is a direct link to Kelli's resource handout:

<http://infopeople.org/sites/all/files/webinar/2013/09-09-2013/GetCoveredHandout.pdf>

Matthew Nojonen: Solano County has created a Steering Committee to discuss the programs in an interdepartmental manner. Might be good to ask if similar Committees are at work in your County.

Francisca Goldsmith: Matthew, I love that Solano idea! Definitely reproducible and smart!

Eileen O'Shea: Matthew: any info about that steering committee online?

Kelli Ham: 888-975-1142

Cathy Andrews: I love all the languages covered for the information sheets at Covered California. This will be very helpful for my literacy learners.

Kelli Ham: The slide shows 800 - we will fix the slide and repost

Patricia Smith: Hello from Madras Oregon! Jefferson County Library

Judy Kamei: The telephone numbers on the screen & narration are different

Eileen O'Shea: 888-975-1142 is the CORRECT number for the call center

Jack Tsuruda: Hello, I'm from Orange, California

Matthew Nojonen: Hi Eileen, nothing online yet. I can share minutes if you want to send your email

Diane Stanton: The Covered California Call Center number is 888-975-1142

Raman Bath: breaking up

Roberta Lauderdale: Hello from Roberta Lauderdale-Elam at Altadena Library District

Pat Mundy: The Covered California phone number is 800-300-1506 according to its website.

Marcia Henry: Hello from Cal State U Northridge

Roberta Roth: Where does one find certified enrollment counselors?

Francisca Goldsmith: Roberta, there is a database coming that will allow them to be found

Melissa Potter: We don't have scanners, this is the first we are hearing about the need for scanners..

jen lyon: jen lyon: hello from Ukiah, Mendocino Co.

Elizabeth Tarnove: Our library doesn't have scanners either

Bryan Griest: No "need" for scanners, just something that can help applicants . . .

Joe Toschik: Neither do we

Francisca Goldsmith: Melissa, you won't need scanners. If you have them they could be helpful

Elizabeth Tarnove: Thanks for the clarification regarding scanners

Michael Lambert: Hi Roberta - it is my recent understanding that the Benefits Analysts within the Human Services Agency (San Mateo County H.S.A) will be a referral site as intake offices

Sean Aragon: my audio keeps going in and out

Geneva Moss: We don't either but have had an increased request from patrons for them. It would probably be good just to know where the nearest scanning services are so you can direct the patrons to those places.

Matthew Nojonen:Hi Roberta you might check with your County Health and Social Services department they have been getting their people trained for quite a while

Lisa Lindsay:not just nearest scanning but most economical option

Diane Stanton:The 800-300-1506 is a Covered California general information number.

Eileen O'Shea:Diane: thanks for the clarification!

Rukshana Singh:Will the ppt presentation be available for download after the webinar is over? Or is there a way we can download it now?

Stanley Strauss:The PPT is available at the bottom of this page: <http://infopeople.org/training/get-covered-library-affordable-care-act-resources-libraries>

Matthew Nojonen:I understand that the penalties for employers are going to be delayed for at least a year

James Sherod:Yes, Matthew, I heard that also.

Eileen O'Shea:you can find out about your state's plan here: <https://www.healthcare.gov> click on See Your Options

Francisca Goldsmith:Matthew, SHOP is a big topic of its own. Penalties apply (2015( only to large employers, not small

Lora Cokolat:What will the enrollment period be? October 2013 - March 2014? What happens after March?

Stanley Strauss:Diane Stanton: Yes, the penalty for large employers has been delayed 1 year.

Francisca Goldsmith:After initial enrollment period ends March 31, annual enrollments run Oct-Dec 7

Bryan Griest:Open enrollment ends March. Reopens the following Fall, I believe.

Lora Cokolat:thanks Francisca!

Eileen O'Shea:<http://www.coveredca.com/>

Lisa Lindsay:after march open enrollment is more traditional, short window unless qualifying event etc

Matthew Nojonen:After March there will be open enrollment periods and anyone can sign up if they have a "life event" that qualifies them (lose insurance, baby, etc., the same categories that regular health insurance apply

Francisca Goldsmith:Also, as with all insurance, change in personal circumstances (loss of job, birth in family, etc)--person doesn't have to wait till fall

Michael McCulley:should be [coveredca.gov](http://coveredca.gov) :)

Lora Cokolat:Makes sense. Thanks Matthew & Francisca :)

Francisca Goldsmith:Michael, the idea was that most folks just fill in .com after anything

Bryan Griest:Is that a political statement Michael?

Michael McCulley::( ..still .gov has built-in cred :)

Diane Stanton:The first open enrollment period is Oct 1, 2013-March 31, 2014. Open enrollment is extended for this first year. Going forward, open enrollment will be Oct-Dec. Covered always starts on January 1.

John McCloud:It's actually bad form as they are so many .com sites that don't have the govt info

James Sherod:too bad they didn't keep it to .gov - I agree

Bryan Griest:Not only that (.com v .gov), we have some PCs that don't allow going to .coms, but allow .govs . . .

Michael McCulley:thanx James.. odd choice to me..

katie macbride:.gov only has built in cred with people who trust the govt. i think .com was a wise decision to try to depoliticize the information

Francisca Goldsmith:Bryan, that's a great thing to note and fix, or decide not to in the resource review you do!

Michael McCulley:yes, our go directly to .edu and .gov and .mil

Eileen O'Shea:[http://www.coveredca.com/news/PDFs/CC\\_Health\\_Plans\\_Booklet-rev1-8-6.pdf](http://www.coveredca.com/news/PDFs/CC_Health_Plans_Booklet-rev1-8-6.pdf)

Matthew Nojonen:Covered cA has some great brochures but they aren't going to supply us with them

Bryan Griest:I wish I were in command; the resource review you urge is not under my control, sadly!

Eileen O'Shea:<http://www.coveredca.com/collateral.html>

Eileen O'Shea:<http://www.coveredca.com/news/index.html>

Lisa Lindsay:anyone else heard that no self enrollment option will be ready on Oct 1? anyone have an idea when computer savvy can sign up on their own?

Bryan Griest:October 1 is the date, AFAIK. I've heard nothing to the contrary . . .

Hubert Kozak:Does Covered California have high resolution graphics than can be downloaded so we can print out materials to make displays?

Francisca Goldsmith:You can actually start prepping your profile already

Tammy Fishman:How do others obtain a Certified Enrollment Counselor?

Lisa Lindsay:oct 1 will be sign up with enroller or calling but you can't do it online, last I heard. things behind schedule

Francisca Goldsmith:There is a database of advisers coming that will be at [healthcare.gov](http://healthcare.gov) with dropdown by state

test test: Infopeople is in the process of developing posters and bookmarks that will be distributed to all California public libraries.

Cathy Andrews:Just checked list of Townhalls at Covered CA—only August ones seem to be listed, not the Sept ones just mentioned. I'd like info on the Salinas one....

Maria Sunio:Town Halls listed here:

<http://www.healthexchange.ca.gov/StakeHolders/Pages/TownHalls.aspx>

Francisca Goldsmith:Maria posted a link to LOTS of useful info, including the coming database of navigators by state

Cathy Andrews:Thanks Maria; would be great if Cov CA were up to date...

Stanley Strauss:The Chat for today will be archived and available later this week. The links will be there.

Francisca Goldsmith:Thanks, Stanley!

Bryan Griest:I don't know if the Wall Street Journal is a reliable source; that's all I can see for delays in online enrollment in my quick googling.

Lisa Lindsay:LA times too.l

Eileen O'Shea:all of the links that Kelli is showing are in the handout:  
<http://infopeople.org/sites/all/files/webinar/2013/09-09-2013/GetCoveredHandout.pdf>

Bryan Griest:LAT article quotes someone from coveredca saying they haven't made the call yet.

Lisa Lindsay:I heard things were off schedule from our county welfare dept. that is doing the planning.

Bryan Griest:I guess we'll see soon enough.

Eileen O'Shea:we hope to have those ready in the next two weeks.

Eileen O'Shea:it will be a self-paced tutorial

Bryan Griest:In any case, coverage probably won't start until Jan 1, so there's time between for online submissions to come online . . .

Francisca Goldsmith:Coverage has been planned to start Jan 1, 2014 from get go

Stanley Strauss:Infopeople blog is at: <http://www.infoblog.infopeople.org>

Bryan Griest:Or "earlier", I've seen . . .

Matthew Nojonen:From what I understand, CALHEERS (the health exchange online system for enrollment) is not on target for an October 1 rollout

Lisa Lindsay:Mathew I heard the same as well.

Eileen O'Shea:<http://www.nlm.nih.gov/medlineplus/etr.html>

Diane Stanton:Health insurance coverage purchased using any of the Exchanges, state-based or federal, will always start on Jan 1.

Armando Rivera:the only way to register will be online?

Bryan Griest:No; phone and paper, too.

Lisa Lindsay:I'm curious if other libraries are having enrollers onsite. Anyone?

Isabel Eustaquio:How can I get How can I get someone from Covered CA to talk at my library?

Ann Owens:I think we're just waiting to see what services our public will need.

Rebecca Porter:Is the government encouraging people to get information at public libraries or is this the Library promoting access to information.

Linda Brawley:Will there be a way to appeal the quotes one receives?

Liz Pickering:Apologies, I may have missed it somewhere, but what is the difference between the 800-300-1506 number and the 888-975-1142 number?

Lisa Lindsay:If someone self enrolls once that option exists will they be able to sign up without an email address?

Eileen O'Shea:link to those PR materials: <http://www.coveredca.com/collateral.html>

Matthew Nojonen:Great news about CALHEERS!

Erica Silverman:Is Covered California still hiring? How can interested patrons apply for jobs?

Matthew Nojonen:Any idea how long it takes to apply online? Has CALHEERS done any projections?

Cathy Boyle:What is CALHEERS?

Judy Kamei:What is the difference between the 800 & 888 numbers on coveredca

Barbara Stevens:How do we access Speaker request form?

Eileen O'Shea:Judy: basically none. Both numbers will get peopel where they need to go.

Francisca Goldsmith:ALA published the announcement of partnering betwenn IMLS and public libraries with the effort to get out info on ACA

Lisa Lindsay:will email be required for online enrollment?

Eileen O'Shea:<http://www.healthexchange.ca.gov/>

Eileen O'Shea:<http://www.healthexchange.ca.gov/Jobs/Pages/Default.aspx>

Lora Cokat:I'm assuming there are no book recommendations / lists on this topic since it's still in the early stages of being rolled out.

Matthew Nojonen:Many libraries limit time on public internet terminals, any idea how long it takes to fill out an insurance application online?

Pat Mundy:Cathy: CALHEERS = California Healthcare Eligibility, Enrollment and Retention System

Lisa Foley:how many documents typically need to be scanned for the online application?

Lucy Sims:Will this webinar be posted so I can review it.

Cathy Boyle:thank you Pat

Geneva Moss:Can the application be saved and finished later?

Melissa Potter:LAPL staff - we are working with partners to get you multiple speakers, please hold off for now

Irene Bogner 2:When one is applying, are supporting documents uploaded to the website or faxed?

Stanley Strauss:Lucy: Yes, the webinar will be archived and available later this week at the same page you used to log in today.

Anne Shirako:Some of our residents are not computer literate—wll they be able to enroll without library staff help?

Rebecca Porter:are all physicians participating? What if a patron asks if they can continue to see their primary care physician?

Francisca Goldsmith:Actually, Lora there is an excellent book called Health Care REform  
<http://www.amazon.com/Health-Care-Reform-Necessary-Works/dp/0809053977>

Norma Durian:So, will this be like regular enrollment plans where you choose one and you change it the next year during open enrollment?

Bryan Griest:Enrolling is not online-only.

marie NAVROTSKA-POFF:Thank you!

Rebecca Hill Long:What does the re-enrollment process involve? For example, after the insured period is past and the client wants to change their plan...what is the process?

Anne Shirako:are the certified counsellor and agent services free to consumers?

katie macbride:are different doctors participating in different plans? (e.g. gold, silver, etc.)

Bryan Griest:site that has sample application forms (don't know if this is final for CA):

Bryan Griest:<http://www.cms.gov/CCIIO/Resources/Forms-Reports-and-Other-Resources/Downloads/marketplace-app-short-form.pdf>

Kelli Ham:Here is a checklist from [healthcare.gov](https://www.healthcare.gov/downloads/MarketplaceApp_Checklist_Generic.pdf)  
[https://www.healthcare.gov/downloads/MarketplaceApp\\_Checklist\\_Generic.pdf](https://www.healthcare.gov/downloads/MarketplaceApp_Checklist_Generic.pdf)

Dena Gould:Good helpful info today.. thanx Infopeople & speakers

Elizabeth Knefel:Is there a database that contains common questions by people?

Eileen Penson:Thank you Infopeople for good information presented today!

Bryan Griest:Katie—depends on the insurance carrier, I'm sure.

Eileen O'Shea:We will send out the info re: speaker request in an email post-webinar

katie macbride:ok, thanks Bryan—that's what i figured, but i thought i would check

Bryan Griest:I'm far from official, but have seen a number of these things ;)

katie macbride:that's what we call an "educated guess" :)

Eileen O'Shea:FAQ: [http://www.coveredca.com/frequently\\_asked\\_questions.html](http://www.coveredca.com/frequently_asked_questions.html)

Bryan Griest:Exactly.

Michael McCulley:Eileen—include answer to question never answered.. do applicants need an email address to enroll?

Kelli Ham:Many questions answered on pages like this <https://www.healthcare.gov/families/>