



Enrollment Group Notes

November 5, 2015

12:00 PM CDT

Call In: 1-605-475-4700, **Code:** 122382#

In Person: Lincoln-Lancaster County Health Department, Room 1226
3140 N St, Lincoln, NE 68510

1. Introductions

Name	Organization
Nickolas Clasen	CMS
Ashley Frevert	NENCAP
Adele Sink	HHS Regional Director
Alejandro Gomez	Public Health Solutions
Tiffany Russell	Resolute
Kylie Nichols	Community Action Partnership of Mid NE
Vicky McKimmey	Heartland Health Center
Glenn Hughes	Resolute
courtney harris	Resolute Group
Shawn Rodine	Community Action Partnership of Mid-Nebraska
Marlene Cordon	East Central District Health Department
Lindsey Cassler	LLCHD
DENISSE	PEOPLE'S HEALTH CENTER
Jane Bitney	Lincoln/Lancaster Co. Health Dept.
Amity Kuzelka	LLCHD
Sarah Hartman	LLCHD
Elizabeth Ruiz	Peoples Health Center
Mu Mu	People's Health Center
Pam Smith	Community Action

Don Rodin	
Sasha Rightsell	SENCA
Tori	NE Appleseed
Eric	NE Appleseed
Clara	NE Appleseed
Molly	NE Appleseed

2. Assister Story

- a. Open Enrollment So Far:
 - i. Appointments?
 - ii. Website?
 - iii. Problems?
 - iv. Successes?
- b. East Central: Very very well. W/in first 30 minutes on Monday, 5 appointments booked with CAC's. They understand that they need insurance, still hard to understand the law. They are now paying attention to real health care costs without health insurance. System works really well, no glitches so far.
- c. Dennisse from People's: This week, client with no income qualified for \$700 tax credit. Thoughts?
 - i. Nick with CMS: 0 income, permanent residents, more than 5 years in US. Send application ID to Nick
- d. Pam, Community Action in Lincoln - folks have been coming in for renewals, finding large increases in premiums, switching plans to ones that offered better prices even over last year's in some cases.
- e. Facility in network tool on healthcare.gov: facility names like hospitals are different from provider to provider (ie. Bryan Medical Center vs. Bryan Health). Makes it difficult. Provider name tool has worked well.
- f. Dennisse: Appointments running to 3 hours instead of 2 hours. Mostly because of health literacy.
 - i. Solution ideas: think about visual aids, some pamphlets about health literacy before their appointments. Maybe a n education presentation to a group of these folks?
 1. Send youtoons and pamphlet about health literacy to group
- g. Feedback on the application on healthcare.gov?
 - i. Much smoother in general
 - ii. like website but it wouldn't let one client finish
- h. plan estimator tool?
 - i. Great! option to skip specifics is welcome. Get to the full price plans faster and easier
- i. Out of pocket cost estimator - 7 doctor appointments /year was not very relevant to one person. No one else had experience with it.

3. Facilitated Discussion

- a. What issues do YOU want to bring up? What are YOUR questions for other assisters or the experts?
 - i. Vicki - Grand Island, just started social security but too young for medicare - people asking for last month of income, not year estimate. Some use 2015 income, some ask projected. Not eligible for anything - appeal being filed.
 1. Nick - Use the call center. Must go off of 2016 projected income. If you get a call center rep that you can't get through to, call another one (unofficial advice).
- b. Marlene - 2 questions.
 - i. mom, dad, 3 children - divided them into groups. Stated that they were all eligible for marketplace. Would not let them change or combine groups.
 1. Go through the call center to get it fixed. They have an override.
 2. If a child has a different address, they are separated into different groups.
 3. Also seen: the marketplace split tobacco users from non-tobacco users into two groups.
 - ii. Mixed immigration families coming in. Asks for parents employer but parents go under a different name at the place of employment. Will the marketplace call and verify based on immigrant status?
 1. Most likely would send a data matching inconsistency form from what Nick can understand.
 2. Send it in writing and he will get back to them

4. Organization Updates / Training / Questions

- a. Enroll NE Thankful for Health Coverage Day of Action
 - i. November 15-21 (emphasis on Nov 18.) Lots of materials coming your way. Be on the lookout!
- b. Education and Engagement Group Outreach
 - i. Our nonprofit/schools/churches/gov't agency non healthcare focused orgs.
 - ii. The Nov. 17th group will focus on Immigrant eligibility. Be there! Encourage others to be there!
- c. Others?
 - i. Schedule for Open Enrollment. 3 in-person meetings/calls. February with a celebration webinar across the state. Next one in Omaha.
 - ii. Phone bank in Lincoln Nov. 12 at Community Action of Lancaster and Saunders Counties.
 - iii. Working on a phone bank in Omaha early December. Old station did not work out.

5. Calendar updates (see enroll-ne.org/events)
 - a. **Enroll Nebraska Week of Action:** November 15-21 (Emphasis Day of Action Nov. 18)!
 - b. **Enrollment Group:** Thurs. Dec. 3, 2015, 12:00pm CDT
In Omaha: Location TBD
Call In: 1-605-475-4700, Code: 122382#
 - c. **Education and Engagement Group Webinar:** Tues. November, 17 – 1pm CDT