

Enrollment Group Notes

January 7, 2016

12:00 PM Central

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

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

1. Introductions - Attendance: 9 in-person, 20 total
 - Pam Smith, Community Action Partnership Lancaster and Saunders
 - Tori Ostenso, Nebraska Appleseed
 - Courtney Harris and Tiffany Russell, Resolute
 - Courtney Hartz, Blue Valley Community Action Partnership
 - Anita King, LLCHD
 - Keshia Bradford, HCAN
 - Elle Cooper, HCAN Intern
 - Mu Mu, Elizabeth, People's Health Center
 - Denisse Magana, People's Health Center and CAC
 - Vicki McKimmey, Heartland Health Center, Grand Island
 - Marlene Cordon + staff, East Central District Health Dept.
 - Adele Sink, HHS
 - Nick Clason, CMS
 - Ashley Frevert, NENCAP
 - Kylie Nichols, Comm Action Mid NE
 - Paige Ashley, Kansas Coalition leader

2. Assister Stories
 - a. As of January 2, 79,500 had enrolled in NE.
 - i. Courtney: Super busy in Dec, ads over with very confusing for folks, most people afraid open enrollment is over, put out radio spots and education
 1. Nick: problem in past years as well, central office will never stop deadline messaging push
 2. Vicky: Also confusion over deadline, hoping to have news article to promote it
 3. Eric: Public radio ad in Omaha next week, Robocall before Jan 15
 - ii. Ashley: NENCAP, assisted 2 people referred from 2-1-1
 - iii. Keshia: increased enrollment, Fremont clinic, additional staff w/in health centers to help with enrollment
 - iv. Nick: in Missouri, seen more people but less really long/multiple appointment clients. A "simple" client can get through in ~45mins

1. Courtney: agree, unless there is an IT issue, complicated situations
 2. Pam: what takes the time is security Q's, going through plans, and decision-making. New appts ~1.5hrs, returners ~1hr. Takes longer bc of 2 new companies. Preview plan tool fabulous
 - v. Denisse: United Health Care Helpline # problems
 1. Nick: has had issues in multiple states
 - vi. United Healthcare insurance card not active even though they are paying
 - vii. ***Nobody will call you and ask you to submit on behalf of the Marketplace
- b. Open Enrollment successes / things to work on

3. Facilitated Discussion

- a. What issues do YOU want to bring up? What are YOUR questions for other assisters or the experts?
 - i. ***Nick: consumers get bill in the mail & their premium is different than when they enrolled (mainly Coventry). Need to follow up with issuer. If that doesn't work, call the Marketplace, create a complaint, and that will start a HICs case
 - ii. Anita: International family, spends 3 mos in China, 3 mos in US, has insurance in China, can terminate and re-enroll each time so it doesn't impact his wife and her deductibles
 - iii. Denisse: People with income inconsistencies. Income paperwork submitted, yet client got a letter requesting paperwork
 1. Nick: If call center clears it, it is OK. The letter still comes because of delay in mailing system
 2. Pam: Prints page that verifies submission of documents and give them to her clients
 - iv. Signed client and family up in March, income that came up was \$20,000 more than he was making, submitted an appeal in July and he has still not heard back from them. Coventry charging ~\$250 more a month.
 1. Nick: should get \$ when files taxes, can work with Legal Aid for attorney
- b. Pam: What do you ask for proof of income from self employed clients?
 - i. 1040 Self Employment Ledger

4. Organization Updates / Training / Questions

- a. Education and Engagement Group Outreach, Jan 19th
- b. 2016 in 2016 Enrollment Campaign Celebration and Reporting
 - i. Commitments
 1. 7 orgs (CAPWN, Community Action Partnership of Mid NE, East Central District Health Department , Midtown Health Center,

People's Health Center, Central Nebraska Community Services,
Community Action Partnership of Lancaster and Saunders
Counties)

- ii. Food stipend
 - iii. surveys
 - iv. Sample tweets
5. Calendar updates (see enroll-ne.org/events)
- a. Education and Engagement Group Webinar: Tues. January 19, 12:00pm Central,
[Webinar Registration](#)
THEME: The End of Open Enrollment 3 and Exemptions
 - b. Enrollment Group Celebration Webinar: Thurs. February 4, 2015, 12:00pm
Central
[Webinar Registration](#)
Celebrate the end of Open Enrollment and completion of 2016 in 2016
 - c. 2016 in 2016 Enrollment Campaign – through January 31
 - i. Midpoint Reporting Deadline: January 18, [SURVEY](#)
 - ii. Final Reporting Deadline: February 1, [SURVEY](#)