



National Disability Navigator RESOURCE COLLABORATIVE

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

Presenters:

Jennifer Akers, Family Voices Indiana

Rick Cagan, NAMI Kansas

Karl Cooper, American Association on Health and Disability



AIRS CONFERENCE 2016

St. Louis, MO

May 24, 2016



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?



NDNRC Partners



AUTISM SPEAKS®
It's time to listen.



Disability Rights Education & Defense Fund





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.



NDNRC Home Page

www.nationaldisabilitynavigator.org



My Account

Logout

Search this website...

HOME

ABOUT US

CONVERSATIONS

NDNRC MATERIALS

RESOURCES & LINKS

CONTACT US

Cross-disability information and support for Navigators and other enrollment specialists

OUR MISSION



NDNRC Disability Guide

BLOG

Share Your Story How You #GetCovered

Yesterday in our "News to Use," we posted a link to a CMS tool where individuals can submit

SIGN UP FOR
EMAIL UPDATES

Email

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



NDNRC Home Page

FOLLOW US

Including Young Children with Disabilities in High-Quality Early Childhood Programs

<http://t.co/5yYA6ypdMI>

08:50:07 PM May 21, 2015

Check out this week's @ndnrc newsletter which includes resources to assist with ACA enrollment: <http://t.co/yFzQRka63e>

10:30:35 AM May 15, 2015

Follow us TODAY to get access to an exusive interview with our AAHD director!!!

08:00:34 PM May 14, 2015

Follow @ndnrc 543 followers



RESOURCES

Enrollment: Disability Specific

Enrollment: Mental & Behavioral Health

Enrollment: Populations with Special Health Care Needs

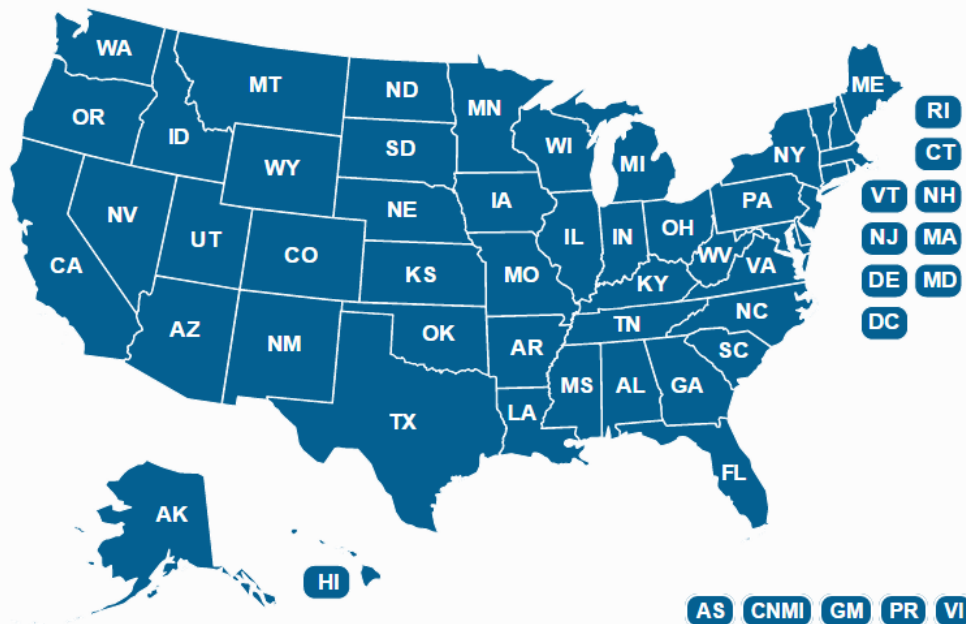
Enrollment: ACA Marketplace and Medicare

Enrollment: ACA Marketplace and Medicaid

Enrollment: Overview

STATE RESOURCE GUIDE


Click on a state to view resource information.



Select State or Territory



State Pages



**National Disability Navigator
RESOURCE COLLABORATIVE**

[My Account](#) [Logout](#)

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 Assisters](#)
- [Connectors \(AR, HI, MA and MD only\)](#)

New York State Exchange

NY State of Health
Phone: (855) 355-5777
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

**SIGN UP FOR
EMAIL UPDATES**

SUBMIT

**FIND AN ENROLLMENT
SPECIALIST IN YOUR STATE**

NEWS

NDNRC is Now on YouTube

We are excited to announce that the NDNRC now has its own YouTube channel. This channel will archive ... [Read More »](#)

Kaiser Releases New Report on Uninsured

NDNRC to Present on SAMHSA Webinar

BLOG

Resources from Mental Health America



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



Disability Guide



GUIDE TO DISABILITY

for Healthcare Insurance Marketplace Navigators



PRESENTED BY:
The American Association
on Health and Disability

Robert Wood Johnson Foundation



This project was made
possible with support
from the Robert Wood
Johnson Foundation

DECEMBER 2013

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



Disability Guide

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



Disability Guide

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)?



Topical Fact Sheets

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



Topical Fact Sheets

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



Fact Sheets

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!!!

The screenshot shows a YouTube video player for the video 'Health Insurance Jeopardy Part 1: Prescription Drugs' by the channel 'NDNRC'. The video title is 'Health Insurance Jeopardy Part 1 – Prescription Drugs'. The presenter is Karl D. Cooper, Esq., from the American Association on Health and Disability. A subtitle reads: 'Hello, my name is Karl Cooper and I'm the project manager for the National'. The video has 88 views and was published on Jul 6, 2015. The description states: 'Part 1 in our Series Health Insurance Jeopardy. This video addresses the issues individuals with disabilities face with prescription drugs as you are assisting them enroll in health insurance through the Affordable Care Act Marketplaces.' The video player shows a progress bar at 0:01 / 4:47. To the right of the video player is a 'Up next' list of related videos:

- Health Insurance Jeopardy Part 2: Medical Devices by NDNRC, 26 views, 3:38
- Health Insurance Jeopardy Part 3: Rehabilitation & Habilitation by NDNRC, 26 views, 5:17
- Health Insurance Jeopardy Part 4: Medicaid Eligibility by NDNRC, 9 views, 4:31
- Health Insurance Jeopardy Part 5: Summary of Benefits and Coverage by NDNRC, 15 views, 6:11
- Health Insurance Jeopardy Part 6: Mental Health by NDNRC, 9 views, 5:30

https://www.youtube.com/channel/UCZzm0pWC6ZeN_6jg9ci2JCQ



Community Outreach Collaboratives



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



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

12. National Multiple Sclerosis Society - North Florida, Jacksonville, FL
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



COCs – Kansas Experience

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



COCs – Kansas Experience

Outreach to Key Health & Disability Organizations

Blind and Visually Impaired Providers and Advocates

Safety Net or Free Clinics

Primary Care Association

ARC

Hospital Association



COCs – Indiana Experience

- 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

American Association on Health and Disability
110 N. Washington St., Suite 328-J
Rockville, MD 20850
Phone: (301) 545-6140

Karl D. Cooper, Esq.
kcooper@aahd.us



American Association on Health and Disability

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