



August 15, 2014

Champions for Coverage:

We hope your summers are going well and hope we're all preparing for the next open enrollment period. Please read along for new updates and materials, including a Champion webinar happening next Wednesday and much more.

### UPCOMING WEBINAR

#### (REMINDER) Medicaid, Medicaid Expansion, the Children's Health Insurance Program and the Connecting Kids to Coverage - Wednesday, August 20

We welcome you to join us for a webinar on Wednesday, August 20th on Medicaid, Medicaid Expansion, the Children's Health Insurance Program, and the Connecting Kids to Coverage initiative. We also encourage you to submit questions in advance regarding Medicaid or the Children's Health Insurance Program to [Champion@cms.hhs.gov](mailto:Champion@cms.hhs.gov).

When: Wednesday, August 20, 2014 at 2:00 p.m. ET

How: Webinar link: <https://webinar.cms.hhs.gov/c4c82014/>  
Participant Number: 1-800-837-1935  
Conference ID: 79394500

\*\*Due to high expected call volumes, please dial in and log on at least 10 minutes before the call to avoid delays in joining the webinar.

### NEW/UPDATED CONTENT AND WEBINARS

#### How to Become a Certified Application Counselor (CAC)

The "How to become a CAC webinar" presented on the July 23<sup>rd</sup> Champion call is now available for download. If you are thinking about becoming a CAC but missed the webinar, visit: <http://marketplace.cms.gov/technical-assistance-resources/become-a-cac-in-an-ffm.pdf>.

## Federal Health Insurance Marketplace: Send in Requested Documents Now to Keep Marketplace Coverage

The Federal Health Insurance Marketplace began sending notices to consumers with a citizenship or immigration data matching issue (also called an inconsistency) who have not responded to previous notices via mail, email, and phone. While the Federal Marketplace has already received documents and cleared a large number of data inconsistencies related to citizenship or immigration status, consumers who have not yet responded must act now and submit supporting documents by September 5 or their Marketplace coverage will end on September 30.

- Press Release: <http://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2014-Press-releases-items/2014-08-12.html?DLPage=1&DLSort=0&DLSortDir=descending>
- Map of Letters: <http://www.hhs.gov/healthcare/facts/factsheets/2014/08/data-matching-map.pdf>
- Social Media: PLEASE SHARE TODAY:
  - [Click here, to RETWEET @HealthCare.Gov](#)
  - [Click here, to SHARE this post via Facebook – HealthCare.gov](#)
  - [Click here, to RETWEET @CuidadoDeSalud](#)
  - [Click here, to SHARE post via Facebook – CuidadoDeSalud.gov](#)

## CMS National Training Program - Regional In-person Trainings

Please see the link below for the CMS National Training Program regional training workshops taking place across the country through September. This is open to all partners and stakeholders, so we welcome you to share this widely with your networks.

Schedule of trainings: <http://www.seiservices.com/cmsntp2014/NTP/NTPHome.aspx>

## Medicare-Marketplace Frequently Asked Questions

Medicare-Marketplace Frequently Asked Questions (FAQ) document is now available on CMS.gov. You can reach the page at this link: <http://www.cms.gov/Medicare/Eligibility-and-Enrollment/Medicare-and-the-Marketplace/Overview1.html>

## June Medicaid Enrollment Report

Last week, CMS released the June 2014 monthly report on state Medicaid and Children's Health Insurance Program (CHIP) eligibility and enrollment data. As of June, Medicaid enrollment grew to over 66 million with more than 7.2 million additional people enrolled in Medicaid and the Children's Health Insurance Program compared to an average monthly enrollment prior to the start of open enrollment.

- Blog: <http://www.hhs.gov/healthcare/facts/blog/2014/08/medicaid-chip-enrollment-june.html>
- Report: <http://medicaid.gov/AffordableCareAct/Medicaid-Moving-Forward-2014/Downloads/June-2014-Enrollment-Report.pdf>

## Reaching and Assisting LGBT Communities

A July 25<sup>th</sup> CMS assister webinar included a presentation by the Center for American Progress and Out2Enroll on best practices for reaching and assisting lesbian, gay, bisexual, and transgender (LGBT) consumers with applying for coverage through the Marketplace. The presentation is available on [Out2Enroll's website](#). We've also posted a link to the presentation from our [Resources for Assisters page](#).

Although you may not be assisting with enrollment, you may find this presentation and resources helpful in reaching out to the LGBT community. Thank you to our friends in the CMS Consumer Information and Insurance Oversight (CCIIO) office for compiling these resources:

- The presentation is available on [Out2Enroll's website](#). Look for a link to the presentation soon on our [Resources for Assisters](#) page.
- [Slide deck with an overview of LGBT cultural competency fundamentals for Navigators and other assisters](#)

## NEWS AND UPDATES

### Report on Health Insurance Premium Savings and the Medical Loss Ratio: Consumers Save \$9 Billion Dollars

A new HHS report indicates that consumers saved \$9 billion on their health insurance premiums since 2011 due to several Affordable Care Act (ACA) provisions. Savings included \$4.1 billion in 2013 due to the ACA's Medical Loss Ratio (MLR) rule. The MLR rule mandates that issuers spend more of the premium dollars they collect on patient care and quality improvement, and not administrative costs and profits. The MLR, or "80/20 rule," along with other standards, such as the required review of proposed premium increases, is one of many reforms created under the health law helping to slow premium growth and moderate premium rates.

- Full report: <http://www.cms.gov/ccio/Resources/Forms-Reports-and-Other-Resources/index.html#Medical Loss Ratio>.
- White House Blog post: ["The '80/20 Rule' Is Saving Americans a Lot of Money. But What Exactly Is It?"](#)
- For more information on MLR: <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Market-Reforms/Medical-Loss-Ratio.html>. You can also find information on the [issuers owing refunds](#) and [refunds by state](#).

### New Study: 10.3 Million Gained Health Coverage

Last week, HHS Secretary Sylvia M. Burwell announced the release of a new study published in the New England Journal of Medicine (NEJM) estimating that 10.3 million uninsured adults gained health care coverage following the first open enrollment period in the Health Insurance Marketplace. The report examines trends in insurance before and after the open enrollment period, and it finds greater gains in states that expanded their Medicaid programs under the Affordable Care Act. Additionally, the report found that more adults reported having a personal doctor and fewer had difficulties paying for medical care within the first 6 months of gaining insurance, suggesting that access to health insurance has begun offering better access to care.

- NEJM study: <http://www.nejm.org/doi/full/10.1056/NEJMSr1406753>
- Press release: <http://www.hhs.gov/news/press/2014pres/07/20140723b.html>

## National Health Center Week

Every August, we celebrate National Health Center Week, recognizing the critical role health centers play in assuring access to high quality, affordable health care services for millions of people no matter where they live or what their income. For more than 45 years, Americans have turned to their local Community Health Centers for vital health care services that help them lead healthy productive lives.

Today, 21.7 million patients receive health care services from the nearly 1,300 health centers operating more than 9,200 primary care sites across the nation.

The Affordable Care Act supports the establishment of additional health center sites to provide expanded opportunities for the newly insured to receive care. More than \$6.7 billion Affordable Care Act funds have been awarded to health centers to offer a broader array of primary care services, extend their hours of operations, hire more providers, and renovate or build new clinical spaces.

Health centers across the nation have helped more than 6 million people find quality, affordable health insurance through the Health Insurance Marketplace and Medicaid. As a result of efforts by health centers and others, a recent study published in the *New England Journal of Medicine* found that 10.3 million uninsured adults got covered since the Affordable Care Act's Open Enrollment. In just the last year, health centers provided prenatal care for nearly a half a million mothers, asthma treatments for more than a million adults and children, and cared for more than 3.5 million patients with hypertension.

- Blog: <http://www.hhs.gov/healthcare/facts/blog/2014/08/celebrating-americas-health-centers.html>
- 2013 UDS health center data: <http://bphc.hrsa.gov/healthcenterdatastatistics/>

## Multi-Language Index of CMS Marketplace, Medicare & Medicaid Resources

As mentioned on the August 8 assister webinar, to help you easily access materials about the Health Insurance Marketplace and Medicare & Medicaid, CMS's Office of Minority Health (OMH) has just released an index of these resources in twenty different languages. Languages include: American Sign Language, Arabic, Armenian, Chinese, English, Farsi, French, German, Greek, Haitian Creole, Italian, Korean, Navajo, Polish, Portuguese, Russian, Spanish, Tagalog, and Vietnamese.

The index divides materials by type and purpose, based on language, infographics, key messages, public service announcements, and type of publication (these types include brochures, issue briefs, fact sheets, check-lists, and videos). Some materials are also categorized by target demographics, such as African Americans, Hispanics, women, and students. The index includes materials targeted to consumers, assisters, and providers. They range from technical topics, such as "Identity Proofing & Information Inconsistencies" and "Helping Consumers with Casework" to basic and consumer-focused topics, such as "Get Covered: One-Page Guide to the Health Insurance Marketplace."

This index can serve as a one-stop resource for assisting consumers throughout the process of determining eligibility, purchasing a plan, and accessing care, because the resources cover a wide range of issues, such as "Things to Think About When Choosing a Plan," "Protect Yourself from Fraud," "Getting Emergency Care," and "What You Should Know About Seeing Your Doctor." In addition to guidance on health insurance purchase and

use, you can find tips to help consumers better participate in their own care and that of their loved ones, such as “Women and Heart Disease” and “Speaking with a Friend or Family Member’s Doctor During an Office Visit.”

- The Index of CMS Resources by Languages is available here: [http://www.cms.gov/About-CMS/Agency-Information/Office-of-Minority-Health/CMS-Resources/Index\\_of\\_CMS\\_Reosurces\\_by\\_Language.pdf](http://www.cms.gov/About-CMS/Agency-Information/Office-of-Minority-Health/CMS-Resources/Index_of_CMS_Reosurces_by_Language.pdf)

## SOCIAL MEDIA

### National Community Health Center Week

- FACT: Community Health Centers served 21.7 million Americans in 2013! [#NHCW2014](http://go.usa.gov/UGDk) [GRAPHIC]
- SHARE THIS: Community Health Centers staffed 156K Americans in 2013. [#NHCW2014](http://go.usa.gov/UGDk) [GRAPHIC]
- Thank you to the 156K #CHC staff around the U.S. helping keep America healthy. [#NHCW2014](http://go.usa.gov/UGDk) [GRAPHIC]
- Community Health Centers provided 86 million patient visits in 2013! [#NHCW2014](http://go.usa.gov/UGDk) [GRAPHIC]
- [@HRSAgov](http://go.usa.gov/NfyG) funded #CHCs serve 21.7 million patients nationwide. That’s 1 in 15 people in the country! [#NHCW2014](http://go.usa.gov/NfyG)
- #CHCs are drivers of economic activity in local communities, employing more than 156,000 people nationally [#NHCW2014](http://go.usa.gov/NfyG)
- [@HRSAgov](http://go.usa.gov/NfyG) funded #CHCs have been increasing access to affordable, high quality care for more than 45 years [#NHCW2014](http://go.usa.gov/NfyG)
- Celebrating #NHCW2014! #CHCs nationwide assisted 6M people with health insurance coverage through healthcare.gov. [GRAPHIC]
- Celebrating [#NHCW2014](http://go.usa.gov/PpMQ) & the mission driven work of our health centers for affordable, accessible health care: [#NHCW2014](http://go.usa.gov/PpMQ) [GRAPHIC]
- [#ACAisWorking](http://go.usa.gov/PpMQ): Today nearly 1.3K health centers provide care to 21.7 million patients throughout the United States. [#NHCW2014](http://go.usa.gov/PpMQ)
- [#NHCW2014](http://www.hhs.gov/healthcare/facts/blog/2014/06/expand-services-at-community-health-centers.html): Learn about [#ACA](http://www.hhs.gov/healthcare/facts/blog/2014/06/expand-services-at-community-health-centers.html) support for [#CHCs](http://www.hhs.gov/healthcare/facts/blog/2014/06/expand-services-at-community-health-centers.html) - an essential part of health system, improving health & saving costs <http://www.hhs.gov/healthcare/facts/blog/2014/06/expand-services-at-community-health-centers.html>

### New “I’m Covered” Story Blog

CMS has posted two additional stories in our series of “I’m Covered” Stories captured in [blogs](#) featuring people from around the country who have been impacted by access to health insurance coverage they have gained through the Affordable Care Act. The two new posts describe Yvonne, a 44-year old woman from Philadelphia, and Amanda and Brian, two young adults. Assistants may want to share these stories and the other stories with their communities.

The new “I’m Covered” Story:

- [I'm Covered Stories: For this 26-er, Getting Insured Was a “No-Brainer”](#)
- [I'm Covered Stories: “Being Covered Means Everything to Me”](#)

## EMPLOYER AND SHOP INFORMATION

### Affordable Care Act 101 Webinars for Small Employers

SBA, the Department of Health Human and Services, and Small Business Majority have teamed up for a free weekly webinar series where small employers can learn the basics of the Affordable Care Act and what it means for their organization and employees. Topics covered include cost containment, the Small Business Health Care Tax Credit, the new Health Insurance Marketplace, and Employer Shared Responsibility. Webinar content will generally be the same each week. Below are the registration links for upcoming webinars.

- Thursday, August 21 at 2:00 PM ET: [Click to Register](#)

### ACA 101 Webinars for Small Employers - Spanish

Starting July 8th, Spanish-speaking small employers throughout the country can join representatives from SBA, HHS, and Small Business Majority for ACA 101 webinars in Spanish. Below are the registration links for the upcoming Spanish-language webinars, which will be held every other Tuesday at 4 pm ET/1 pm PT throughout the summer and fall.

- August 19, 2014 at 4 pm ET: [Click to Register](#)
- September 9, 2014 at 4 pm ET: [Click to Register](#)
- September 23, 2014 at 4 pm ET: [Click to Register](#)

## HHS BLOG POSTS ABOUT THE AFFORDABLE CARE ACT AND HEALTHCARE.GOV

Blog post from Tuesday August 12

Title: Still need to send documents to the Marketplace? If you get a letter this week, time is running out.

Link: <https://www.healthcare.gov/blog/still-need-to-send-documents/>

Blog post from Monday August 11

Title: Celebrating America's Health Centers

Link: <http://www.hhs.gov/healthcare/facts/blog/2014/08/celebrating-americas-health-centers.html>

Blog post from Friday, August 8

Title: More than 7.2 Million Additional Americans Covered Under Medicaid and CHIP

Link: <http://www.hhs.gov/healthcare/facts/blog/2014/08/medicaid-chip-enrollment-june.html>

Blog post from Tuesday, August 05

Title: Breathe easier with Medicaid and CHIP coverage

Link: <https://www.healthcare.gov/blog/breathe-easier-with-medicaid-and-chip-coverage/>

Blog post from Thursday, July 31

Title: HHS Awards \$54.6 Million in Affordable Care Act Funds to Expand Mental Health Services

Link: <http://www.hhs.gov/healthcare/facts/blog/2014/07/hrsa-awards-aca-funds-to-expand-mental-health-services.html>

Blog post from Tuesday, July 29

Title: 4 ways young adults can get covered this summer

Link: <https://www.healthcare.gov/blog/4-ways-young-adults-can-get-covered-this-summer/>

Blog post from Tuesday, July 29

Title: I'm Covered Stories: For this 26-er, Getting Insured Was a "No Brainer"

Link: <http://www.hhs.gov/healthcare/facts/blog/2014/07/im-covered-stories-amanda-waddle.html>

Blog post from Friday, July 25

Title: Understanding your health coverage

Link: <https://www.healthcare.gov/blog/understanding-your-health-coverage/>

Blog post from Tuesday, July 22

Title: I'm Covered Stories: "Being Covered means Everything to Me"

Link: <http://www.hhs.gov/healthcare/facts/blog/2014/07/im-covered-stories-yvonne-jones.html>

Blog post from Tuesday, July 22

Title: 7 things to know about reporting a life change

Link: <https://www.healthcare.gov/blog/7-things-to-know-about-reporting-a-life-change/>

## WHITE HOUSE UPDATES ABOUT THE AFFORDABLE CARE ACT AND HEALTHCARE.GOV

Blog post from Wednesday, July 30

Title: The Affordable Care Act and Medicaid Expansion: Giving More People a Chance

Link: <http://www.whitehouse.gov/blog/2014/07/30/affordable-care-act-and-medicare-expansion-giving-more-people-chance>

Blog post from Monday, July 28

Title: Medicare Trustees Report Shows Significant Improvements for Seniors and Taxpayers

Link: <http://www.whitehouse.gov/blog/2014/07/28/medicare-trustees-report-shows-significant-improvements-seniors-and-taxpayers>

Blog post from Thursday, July 24

Title: The "80/20 Rule" Is Saving Americans a Lot of Money. But What Exactly Is It?

Link: <http://www.whitehouse.gov/blog/2014/07/24/8020-rule-saving-americans-lot-money-what-exactly-it>

*-CMS Office of Communications, Partner Relations Group*