From Coverage to Care

Partner Webinar
March 8, 2018, 1 p.m. ET
Centers for Medicare & Medicaid Services
Office of Minority Health

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Agenda

• Welcome & Logistics
• SAMHSA Overview
• CMS OMH Overview
• From Coverage to Care (C2C) Overview
• Roadmap to Behavioral Health
• How to Get Involved
• Guest Speakers
Monique LaRocque, M.P.H.  
*Moderator [C]*  
CMS Office of Minority Health

Ashley Peddicord-Austin, M.P.H.  
*Health Insurance Specialist*  
CMS Office of Minority Health
Improving Access to Behavioral Health: A Partnership with CMS’ Office of Minority Health

Larke Nahme Huang, Ph.D.
Director, Office of Behavioral Health Equity
Substance Abuse and Mental Health Services Administration
U.S. Department of Health and Human Services
Agency Mission: Prevention, Treatment and Recovery for People with or at-risk of Mental and Substance Use Disorders

Grant-making

- State Mental Health and Substance Abuse Treatment and Prevention Block Grants
- Portfolio of Discretionary/Topic Specific Grants to states, local jurisdictions, tribes, communities and non-profit entities and faith and community-based organizations

Training and Technical Assistance

- Grantee specific and to the broader field;
- Topical technical assistance centers
- Evaluations and data

Policy Initiatives

- Policy academies; State directors’ letters, guidance for best practice, etc.
Vision: to achieve behavioral health equity for minority, underserved communities across the country by:

• Strategically focusing on improving access, use and outcomes of services for these communities

• Leveraging the National Culturally and Linguistically Appropriate Services (CLAS) Standards, as part of the QI process

• Addressing the social determinants of health

Five Domains of Focus
Office of Behavioral Health Equity

DATA
Enhancing measurement and data strategies in SAMHSA and the broader field to identify, monitor, and respond to these disparities

POLICY
Promoting policy initiatives that strengthen the impact of programs in improving minority health and advancing behavioral health equity

WORKFORCE DEVELOPMENT PRACTICE IMPROVEMENT
Expanding the behavioral health workforce capacity to improve outreach, engagement, and quality of care for minority and disadvantaged populations

COMMUNICATIONS
Elevating communications nationally by serving as a trusted broker of behavioral health disparity and equity information

TECHNICAL ASSISTANCE & CUSTOMER SERVICE

SAMHSA
Substance Abuse and Mental Health Services Administration
U.S. Health Insurance Coverage, % by Race (2016)

Slide from M. Alegria, 2018
Behavioral Health Strategy Briefs

Strategies for Behavioral Health Organizations to Promote New Health Insurance Opportunities

In American Indian and Alaska Native Communities

The Affordable Care Act (ACA) provides new health care options for Americans. The ACA brings affordable health insurance coverage and expanded access to mental health and substance use disorder services to millions of Americans. Community outreach and enrollment efforts are ongoing in Native American and Alaska Native (AN/AN) communities to ensure that all individuals have access to the health insurance options available under the ACA.

In African American Communities

The Affordable Care Act (ACA) provides new health care options for Americans. The ACA brings affordable health insurance coverage and expanded access to mental health and substance use disorder services to millions of Americans. Community outreach and enrollment efforts are ongoing in African American communities to ensure that all individuals have access to the health insurance options available under the ACA.

In Latino and Hispanic Communities

The Affordable Care Act (ACA) provides new health care options for Americans. The ACA brings affordable health insurance coverage and expanded access to mental health and substance use disorder services to millions of Americans. Community outreach and enrollment efforts are ongoing in Latino and Hispanic communities to ensure that all individuals have access to the health insurance options available under the ACA.

In Asian American, Native Hawaiian, and Pacific Islander Communities

The Affordable Care Act (ACA) provides new health care options for Americans. The ACA brings affordable health insurance coverage and expanded access to mental health and substance use disorder services to millions of Americans. Community outreach and enrollment efforts are ongoing in Asian American, Native Hawaiian, and Pacific Islander communities to ensure that all individuals have access to the health insurance options available under the ACA.
A ROADMAP TO BEHAVIORAL HEALTH
A Guide to Using Mental Health and Substance Use Disorder Services
Selected Resources

• SAMHSA Behavioral Health Equity Resources (in language products)
  https://www.samhsa.gov/behavioral-health-equity/resources

• National CLAS Standards website

• National Network to Eliminate Disparities in Behavioral Health (The NNED)
  www.nned.net
Overview
Mission
To ensure that the voices and the needs of the populations we represent (racial and ethnic minorities, sexual and gender minorities, and people with disabilities) are present as the Agency is developing, implementing, and evaluating its programs and policies.

Vision
All CMS beneficiaries have achieved their highest level of health, and disparities in health care quality and access have been eliminated.
What is C2C?
C2C aims to help individuals understand their health coverage and connect to primary care and the preventive services that are right for them, so they can live a long and healthy life.
From Coverage to Care

A ROADMAP TO BEHAVIORAL HEALTH
A Guide to Using Mental Health and Substance Use Disorder Services

This new resource focuses on behavioral health as a companion guide to the Roadmap to Better Care and a Healthier You. It offers important information about mental health and substance use disorder services, finding a behavioral health provider, defining behavioral health terms, receiving services, and following up on care.

Download the Roadmap to Behavioral Health

From Coverage to Care (C2C) is an initiative, developed by the Centers for Medicare & Medicaid Services, to help you understand your health coverage and connect to primary care and the preventive services that are right for you, so you can live a long and healthy life. We understand health insurance can be a bit overwhelming and confusing at first, however there are many ways you can make the most of it.
C2C Resources

- Roadmap to Better Care and a Healthier You
- 5 Ways to Make the Most of Your Health Coverage
- Roadmap to Behavioral Health
- Manage Your Health Care Costs
- Enrollment Toolkit
- Prevention Resources
- Partner Toolkit and Community Presentation

[go.cms.gov/c2c](go.cms.gov/c2c)
5 Ways to Make the Most of Your Health Coverage

- A quick reference material to start the journey from coverage to care
- Available in Arabic, Chinese, English, Haitian Creole, Korean, Russian, Spanish, and Vietnamese
5 Ways to Make the Most of Your Health Coverage

1. Confirm your coverage
   - Be sure your enrollment is complete. Contact your health plan and/or state Medicaid office.
   - Pay your premium if you have one, so you can use your health coverage when you need it.

2. Know where to go for answers
   - Contact your health plan to see what services are covered, and what your costs will be.
   - Read the Roadmap to Better Care and a Healthier You to learn about key health insurance terms, like coinsurance, and deductible.

3. Find a provider
   - Select a health care provider in your network who will work with you to get your recommended health screenings.
   - Remember you might pay more if you see a provider who is out-of-network.

4. Make an appointment
   - Confirm your provider accepts your coverage.
   - Talk to your provider about preventive services.
   - Ask questions about your concerns and what you can do to stay healthy.

5. Fill your prescriptions
   - Fill any prescriptions you need.
   - Some drugs cost more than others. Ask in advance how much your prescription costs and if there is a more affordable option.

For more information about From Coverage to Care, visit go.cms.gov/c2c

CMS Product No. 11968
March 2016
How to Maximize Your Health Coverage

Animated Video “How to Maximize Your Health Coverage”

All videos available in English and Spanish.

Shorter Series:
• Confirm Your Coverage
• Know Where to Go for Answers
• Find a Provider
• Make an Appointment
• Fill Your Prescriptions
Roadmap to Better Care and a Healthier You

• Explains what health coverage is and how to use it to get primary care and preventive services

• Roadmap Poster

• Consumer Tools:
  – Insurance card
  – Primary Care vs. Emergency Care
  – Explanation of Benefits

• Pull-out step booklets

• Available in 8 languages

• Tribal version

• Customizable version

go.cms.gov/c2c
From Coverage to Care Roadmap
Roadmap to Behavioral Health
Use this guide with the *Roadmap to Better Care and a Healthier You* to understand how to use your coverage to improve mental and physical health.

This guide adds to the 8 steps to give important information about behavioral health.
Key Points for Consumers

• Behavioral health is a key part of a person’s overall health and includes mental disorders, substance use disorders, co-occurring disorders, and co-existing disorders.
• Behavioral health conditions are common.
• Behavioral health care usually starts with a screening and includes treatment and recovery services and support.

Key Questions for Consumers

• Have you had a screening for behavioral health recently?
• Have you had any warning signs you should talk to a doctor about?
Key Points for Consumers

- Most health plans must cover certain health benefits. This includes mental health and substance use services, such as:
  - Access to behavioral health providers
  - Treatments like psychotherapy, counseling, and medication
  - Inpatient services, like a hospital or emergency room visit
  - Pre-existing conditions
  - Preventive services, like alcohol and depression screenings

- “Parity” = similar rules for coverage of mental health and substance use disorder services as for physical health.

Key Questions for Consumers

- Do you have an insurance card? Can you find your copay amount?
- Do you know where to find out more about what is covered under your health coverage for behavioral health?
Key Points for Consumers

- Primary care providers can offer recommended screenings or referrals.
- Behavioral health providers are specially trained to work with people experiencing mental and substance use disorders. They work in hospitals, community mental health clinics, substance use treatment centers, primary care clinics, school-based health centers, college counseling centers, and private practices.
- Emergency departments are for a crisis like an emergency or a life-threatening situation.

Key Questions for Consumers

- Do you know how your costs would be different if you went to a provider’s office versus the Emergency Department?
- Do you know how your care would be different?
Key Points for Consumers

- There are different types of behavioral health providers.
- Ask your primary care provider for help deciding between types: psychiatrists, clinical psychologists, clinical social workers, counselors, and more.
- A Network is a system of facilities, providers, and suppliers your health insurer has an agreement with to provide you with health care services.

Key Questions for Consumers

- Do you have a primary care provider? How about a behavioral health provider?
- Where is your health plan’s directory?
Key Points for Consumers

• Confirm the provider accepts your insurance and learn what your cost will be.

• Check what mental and substance use conditions the provider treats, or describe what you have been experiencing to be sure they offer the right help.

• Tell the office now if you have limited mobility, need an interpreter, or other assistance for your appointment.

Key Questions for Consumers

• Did you write down the appointment information where you will remember it?

• Do you know how to get to the provider’s office?
Step 6: Prepare for Your Appointment

**Key Points for Consumers**

- Know what to take to your appointment: insurance card, photo ID, payment, and a list of any health history, known allergies, or current medications.
- Write down any questions you have for your provider.
- Make a list of symptoms you have been experiencing, how long you’ve had them, and how they impact your life.

**Key Questions for Consumers**

- Do you currently take any medications? Do you have a list?
- Would you feel more comfortable if a family member or friend came with you?
Step 7: Decide if the Behavioral Health Provider is Right For You

Key Points for Consumers

• You should feel you can work with, trust, and be comfortable talking to your behavioral health provider.

• It is also important to share in decision-making about your treatment. Make sure you are comfortable with the treatment plan and it fits your needs. Talk about any concerns and questions you may have.

• Trusting and working with your provider will help you feel and stay better. Trust is built over time through repeat appointments and open communication.

Key Questions for Consumers

• Did you feel like you were respected and listened to? Were your needs addressed?
• Is this provider someone you will go back to and work with over time?
Step 8: Next Steps to Stay Healthy on the Road to Recovery

Key Points for Consumers

• Routine appointments can help you build a trusted partnership with your provider.
• Follow the treatment plan and take any medications as prescribed.
• Tell your provider if your behavior or thoughts change.

Key Questions for Consumers

• Do you understand your treatment plan?
• Did you make your next appointment?
How to Get Involved
Using C2C Resources

• **Start the Conversation.** Use the Roadmap as a tool to help people understand their new coverage and understand the importance of getting the right preventive services.

• **Help Consumers Understand.** The Roadmap has a lot of information for consumers. You can help them use it as a resource to refer back to as they journey to better health and well-being.

• **Personalize It.** You know your community. Consider adding local resources and information.
How to Get Involved

There are many ways to get involved!

- Order and share C2C resources, free of charge to you and your organization.
- Use the C2C Community Presentation.
- Plan an event in your community.
- Send us stories.

Get involved: coveragetocare@cms.hhs.gov
Partner Toolkit

- To become a C2C partner, email coveragetocare@cms.hhs.gov.
- Download the Partner Toolkit, which includes an article for a blog or other publication, newsletter text, social media posts and graphics, and a web badge.
- All sample language is available in English & Spanish.
How to Order Resources

- Order printed copies and have them shipped at no cost to your organization directly to you.
- Many resources are available in English, Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish, and Vietnamese.
- Resources for a Tribal audience are also available.
How to Get Involved

C2C Community Presentation

• Consider using community presentation materials to help people learn about the C2C initiative and how to make the most of their coverage.

• Materials include:
  – Presentation slides
  – Presenter’s guide
  – Resources handout
How to Get Involved

Plan an event in your community

• Work with local hospitals, clinics, health centers and community centers.

• Host an Awards Breakfast to recognize patients.

• Help coordinate education classes at your local clinic, adult education institution, civic club, or fitness center.

• Engage your local church or place of worship.

• Host an educational Web conference.

• Host a workshop.

• Hold a “Meet Your Provider” open house.
Guest Speakers
Subscribe to the C2C Listserv

Become part of our network by subscribing to the C2C listserv:

How to Get Involved

Send us stories or videos of how your organization uses C2C resources!

CoverageToCare@cms.hhs.gov
Thank You!

Visit our website: 
[go.cms.gov/c2c](go.cms.gov/c2c)

Contact us: 
[CoverageToCare@cms.hhs.gov](CoverageToCare@cms.hhs.gov)

C2C Listserv: 

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