Hello, and thank you for joining us today for the Centers for Medicare & Medicaid Services Office of Minority Health, or CMS OMH, Coverage to Care partner webinar on updated resources for understanding health coverage.

On this slide is the agenda for today's event. We will begin with an overview of OMH and the Coverage to Care, or C2C, as you may hear us refer to it today, the C2C initiatives. Then we will discuss the relaunch, review the updates to our materials, and provide insight into how to use the resources and how you can get involved in the initiative. Following these items, we will hold a brief Q&A session to answer any questions that you may have. Now we would like to introduce our speaker, Ashley Peddicord-Austin from the CMS Office of Minority Health. Ashley, you may begin.

Thanks, Haley, and thanks, everyone, for joining us today. We're really glad you could join to learn a little about some of the exciting updates that we have from our Coverage to Care resources and materials. And we've been working pretty hard to update these, and there's a lot of it out there now and still coming. So, I'm so glad that you could join us today to get an idea of what we have. So, we do want to start though with just a brief overview of who is CMS and who is this office in particular?

So, CMS is one of the largest providers -- it is the largest provider of health insurance in the United States and is responsible for ensuring more than 150 people are supported by Medicare, Medicaid, CHIP, or the Marketplace and able to get care and health coverage that they need and deserve. In our office in particular within CMS is the Office of Minority Health. There are eight other minority health offices within the Department Health and Human Services. But we serve as a principal advisor to CMS for the needs of people from minority or underserved populations. And those, for us, include racial and ethnic communities, people with limited English proficiency, lesbian, gay, bisexual, transgender, and queer persons; persons with disabilities; persons who live in rural areas; and persons otherwise adversely affected by persistent poverty or inequity.

On this slide we have listed our office's mission and vision statements. Our mission is to lead the advancement and integration of health equity in the development, evaluation, and implementation of CMS's policies, programs, and partnerships. Our vision is to see all those served by CMS achieve their highest level of health and well-being, and to see the elimination of disparities in health care quality and access. Or maybe if you haven't considered the health equity impact, or understanding of health coverage, thinking about how these populations in our mission here could be useful for you as well. We can go to the next slide, please.

I'm sorry. Ashley, you cut out for just a second, so do I need to go to the next slide for you?

No, you're fine. My Internet was blinking, but it seems happier now, so we're good on this slide. So, Coverage to Care was created with the idea that we help people to understand their health coverage and use it to connect to primary care and preventative services that are right for them. So, we know health insurance can be confusing, and we want to help people understand their health coverage, whether they are new to this particular coverage, or finally trying to be a little bit more active in their health, or maybe they were kind of forced into it. But we want to help people to understand, understand it enough to be able to make an appointment with a provider who takes their coverage and get into regular care. That's why we focus on preventive and primary care services. And then, ultimately, that'll help people to live longer and healthier lives. And now, Haley, we'll go ahead to the next slide.

So, we're going to provide an overview, as Haley said, updates of the Coverage to Care materials and what we've been calling a relaunch, so we can go ahead to the next one.

So, the initiative was started, gosh, at this point, eight years ago, so we did recognize that, you know, in hearing from our partners that we needed to update a few things. And some of it was based on partner feedback, and some of it was, oh, and things that we noticed here too. But these were mostly based on conversations with our partners and those who are using the materials themselves directly with consumers. But as well as research and some new information that was out. So, we've set up some objectives. We want to continue with that original goal of improving understanding of health coverage and helping people connect to these primary care services, but we also want to make sure that we have a focus for partners and giving them tools that they need to customize their own efforts. And then, of course, just generally increase awareness of Coverage to Care so that more people can get these resources if they need them. We'll go ahead to the next slide.

So, to accomplish this, what we've been working on is updating materials, engaging partners, conducting outreach to people who are of interest, and then of course, looking at research and metrics that we were able to gain, to put together, to inform how we want to refocus the resources and what we wanted to do. So, in addition to events like this, we are, of course, also going to be focusing on digital media such as e-mails, listservs, social media to help promote our resources and increase awareness as well. We can go to the next slide.

So, here, we'll start by looking at the materials themselves and what we did to update those. We'll go ahead to the next one.

So, as part of our materials updates, we've been making revisions to content design and user experience, and that is for Roadmap to Better Care, the Roadmap to Better Behavioral Health, but another 15 additional resources as well, My Health Coverage At-a-Glance, all of our Prevention Flyers, Put Your Health First poster. Those named a few of the most popular ones, but it's, all in all, once we're finished with the translations, it's about 100 resources. So, we're going to give some little bit of detail about a few of those now. We can go to the next slide.

So, for content, in particular, our updates to the Coverage to Care resources address timely topics, such as behavioral health and telehealth, and we also introduced partner input and metrics about downloads, and orders, about which high priority materials we would want to refresh. But truly, we went through every single document and looked at every single one of them, whether we kept it or refreshed it, or decided nobody was using it, but most of them have been updated. For example, we refreshed language with health literacy and keeping that in the front of our minds, reformatting the design to make the content more visually digestible, and then on the back end, we leveraged keyword analysis to ensure that some of the most frequently searched terms are actually used in the materials and to help make sure that we're coming up when people are searching and know, if people are searching for things, to be help address that. So, we can go to the next slide.

So, looking at design, if you, just looking at the graphics in the slides here, if you're familiar with our older resources, you'll see right away that this is a cleaner, modern, and on the whole, more cohesive approach. The new materials adhere to what we kind of outlined as an updated visual guide so we could have a more modernized identity across all of our resources and have them all -- You look at them and, oh, that's a Coverage to Care material. So there's updated icons, updated visuals to help convey messages and bring your eye to certain things to help know and summarize where you need to go in the document. And you'll notice this more once we show the examples or if you start digging through the resources yourself, which are live on the website, of course. Next slide, please.

So, in terms of the overall user experience, the relaunch aimed to make the process of accessing, downloading, and using the material simpler. The resources themselves are now able to include some interactive elements to capture attention. So, like the Roadmap to Better Care has a hover text feature, or key terms and definitions in the glossary, so you don't have to necessarily scroll. We also include customizable features within the resources so you can use the tool directly without the need to tailor them. So for example, the My Health Coverage At-a-Glance resource is a fillable document, so that means that the reader can go and enter their own information about their own plan directly into it. So, as

an example, we get the definition of a co-pay, but there's a chance for the person to go and write their co-pay in there so that they can have those side by side. So, finally, we expanded the translations and the cultural appropriateness of our materials. So, nearly all the materials now are available in eight languages, as with English and Spanish are already out. And we're finalizing Arabic, Chinese, Asian, Creole, Korean, Russian, and Vietnamese to be out later in the summer. And we're going to be able to add a few more in Ukrainian as well. You can go to the next slide.

So, here you'll see the side by side, the older and the new one. So, on the left is the original version of the Roadmap to Better Care. I call this kind of the visual roadmap or the poster. You will recognize it as a poster, but it's also the inside cover. And then on the right, is the newer version. So, that kind of gives you a sense of the appearance and how much easier it is to kind of read and follow. And if you look at this, in particular, I think you'll see the original one was a little bit of a windy path. And now the second one, we know health coverage isn't a linear path, but it's a little less overwhelming too. So, we hope that people will kind of take this well and be able to digest the information and these eight steps, in particular, a little bit easier. We can go to the next slide.

So, to focus on the Roadmap to Better Care, as a refresher, this is our kind of main or signature resource. It's big, but it is also what you would call the soup-to-nuts version, if you like that term. So, it explains what health coverage is and how to use it to get primary care and preventive services. It's structured so that you can read it all at one time, if you need to, or you can focus on particular pieces, maybe just focus on the stuff that the person needs the most. Or maybe you want to take the whole journey together. But the resource includes supplemental materials, so there's the poster that we had discussed that was from the previous slide. And then we have consumer tools, which, in particular, means a sample insurance card, a sample explanation of benefits, to help tell people what those different fields mean. And then we have a chart about differences between your primary care doctor's office and an emergency department care because that is still a need for people. So, this relaunch version is available in those eight languages that we named and a ninth to come. The updated versions of the translations, we'll send out a listserv when those are posted, but the English and Spanish are up now. So, we can go ahead to the next slide.

So, similar to the Roadmap to Behavioral Health, if you recall, and I'll talk through this one in a second, but it's a companion guide to the original Roadmap. So, it's got a similar approach in how we went about it, but again, here on this slide, you'll see on the left is the original version, which looks a little bit like the original version. But now on the right, you can see that there's a little bit more of a clearer connection to the overall C2C look and something a little more modern looking, as well. So, you can see how we know

that these pieces go together and stylistically that they do match. And we'll advance to the next slide to talk just a touch about the Roadmap to Behavioral Health.

So, if you recall, if you've used this piece before, or heard one of our webinars before, we did this in partnership with SAMHSA, the Substance Abuse and Mental Health Services Administration. So, the original was done with them, and the revision was done with them as well. And the behavioral health piece is meant to be used along with the Roadmap to Better Care in that the same eight steps are generally followed. They're not exact, but they follow that same type of path and care. So, we can now, though, without having to make the original Roadmap ridiculously long, we can address conditions like substance use disorder and mental health more directly. So, each of those eight steps, we add in information that person would want to know, for taking care of substance use disorder or mental health, along with their physical health. So, the resource was designed to help consumers understand, first off, what is behavioral health? How do they use it? How do they get it? And this was originally only in English and Spanish, but we are now finalizing the translations for it as well. All right, and we'll go ahead to the next one.

Okay, so this one's exciting, because it -- actually, the original version was started with some colleagues of ours here in CMS OHM. As you remember, we said in the beginning that one of our focus populations is people with disabilities, so that team had created this resource. And we looked at it and said, well, it's very Coverage to Care-esque, so let's bring it into the family. Let's update it. They did a lot of great work or talking directly with people who had used the document or trying to get care in this situation and what they could do to improve the document. So, we used all of that, came back to it with the updated style, and it's now in the Coverage to Care family. So, this one is something that you might want to kind of hold on to for people as needed, and there's certain advocacy groups, of course, that would use this more than others. But it's a very similar approach as the Roadmap as well, and that's why we want to talk about it now. Because it's making sure that people are really getting that care that they need, that their needs are addressed, if they have any concerns, that they're addressed, and how to talk with providers and kind of help advocate for yourself. So, this one is new to our suite of resources, but it provides a point and checklist for scheduling, preparing for the appointment, and following up on visits with a provider. And then what do you do if you do experience difficulties? So, that one is in English and Spanish now and then more to come. And we can go to the next slide.

So, here we have similar in that way, actually. So, this was done with the CDC, in our office, originally just for Medicare. So, it was originally out there as a Medicare resource, but diabetes is, of course, something that affects people of all ages and types. And then with increased possibilities for COVID, Long COVID,

we wanted to make sure that we were bringing this into the Coverage to Care family as well. So, likewise, it had gone through similar testing and user feedback, working with the CDC to make sure that we have their 10 helpful steps. So, we are able to offer this one now is posted in an English and Spanish. The newer version is the one on the right there. So, you'll see where it's stepping away from that kind of Medicare, look into the Coverage to Care feel so that anybody with any insurance type can make use of this. So, we do still have some particulars on what to do with Medicare or other insurance types. And hopefully, that will be a helpful document for people of all insurance types, and working on -- those translations will be added soon as well. Next slide.

Thank you. So, if you do work with Medicare patients a lot, you might have previously used our Connected Care chronic care management resources. So, these are originally done as they are right now for Medicare. So, under Medicare, there are chronic care management codes they renew. They've been around a couple years, but when they were new, we came out with these resources to help people understand what they were, how to use them, how to get started if you're a provider, and if you're a patient how to talk to your provider about it. So, we have now brought those as well into the Coverage to Care realm. They are still Medicare focused in that they talk about the Medicare Chronic Care Management program itself directly. But in the background, we've been thinking about how we can work on chronic care management from other insurance types as well and what other kinds of care management needs there are. So, for now, we have these available under C2C, but they are pretty Medicare particular, so just been mindful of that. But if you work with a lot of Medicare folks, you might find these very helpful. They've been pretty popular. Let's go the next slide, and we'll show you a little bit more.

So, the Connected Care campaign sought -- and still does -- raise awareness about the benefits of what chronic care management can help patients with. So, that's for people who have two or more chronic conditions that are expected to last a year. So, for a lot of people that's pretty, especially our Medicare ages, you know, blood pressure, and cholesterol, or blood pressure and diabetes, whatever they the combination would be, those people might be able to be assisted by this sort of chronic care management. So, it is still kind of a new concept for a lot of people. So, these are still quite popular. But we've been able to redesign the toolkit that is for healthcare providers and partners who are trying to learn more, as well as the postcard and poster for patients. And those are available in English and Spanish, and the postcard is actually already posted in the additional languages. So, that is that the eight languages are listed on the slide here. But it's the same set as before -- English, Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish, and Vietnamese. Okay, we can go ahead.

So, speaking of keeping people healthy and keeping people in care, a big part of Coverage to Care is prevention. And prevention must be popular with our partners as well, because next to the Roadmap, these are the resources that are ordered the most. So, we look at prevention under step one of the Roadmap and focusing on why is this important in the first place? What do I need to worry about health coverage for? Well, it's to stay healthy. And it's not just in case you need it. It's also about staying healthy. And some of that is things that you can do outside of health coverage and outside of insurance, like a healthy lifestyle. And some of that is making sure that you take advantage of what you're paying for each month and what you're getting with your health coverage. So, there are preventive services that are available, those annual visits and things, at no cost under most health insurance plans. So, what we have are fliers that can talk about those different points. So, there's one that kind of focuses on general prevention, uses a lot of -- worked with our federal colleagues throughout HHS to come up with some of the best things to focus on and the best resources to bring up. And then we have a set of fliers that are good particulars for different populations. So, like there's might be different covered services that are recommended for men versus women versus a child versus an infant. So, we have fliers that give that specific information one general adult, one for men, one for women, one for children. That would be the adolescent age. We say -- children is a literacy term instead of adolescent, teenagers, and then infants or babies. So, similar to previous resources, we wanted to get the English and Spanish out there now. So, those are up now and the others to follow soon. All right, so we'll go ahead to this next one.

We talked about this one a little bit already. So, this is My Health Coverage At-a-Glance. It was one of our newer documents, but we went ahead and updated it so that we could kind of bring it into the field, because it was pretty updated, but kind of stood out. So, we went ahead and did that and also make sure that we can make it a very easily fillable PDF so people can download it and add in their information and save it or print it. Or if they prefer to print it out and write on it, they could, of course, do that, too. But this one is where we give you that idea of, here's the term co-pay. What is a co-pay? What is my co-pay? And so helping people think through what those insurance terms not just mean, but what does it mean for them? So, in Ashley's ideal world, maybe somebody would fill this out and hold on to it and stick in their desk drawer, maybe on top of their fridge so that they could go back and forth to it when needed. But on the front side is knowing those key terms and knowing what you're paying. And then on the flip side, knowing where to go. So, information about your doctor's contact information and other key things. So, if you want to make sure you put in a little reminder for your consumers to, you know, check back on -- make sure that this plan still works for you and in the fall or make sure you make that annual visit after this date, that sort of thing. There's a place for that sort of information as well. All right, we'll go ahead and advance one more.

This is the last one I'll tell you about today. But it is timely. We are somehow, you know, coming up on August here, which means people are gearing up for open enrollment. You know it's coming. So, this is our last one that we wanted to talk through, which is the enrollment toolkit. The toolkit, it's actually designed for partners, but when we went back to update it, we knew that a lot of partners were handing it over to consumers. So, what we did was kind of make it a like an in-between. It's still mostly meant for partners to help consumers who are choosing the right plan. But should somebody want to give it to a consumer who wants to go through this process, you can certainly do that as well. And so we did some editing with that in mind to make it a little bit simpler, a little bit more streamlined, really. So, this toolkit is hopefully, hopefully to for people who were having consumers come to them. Maybe you're a navigator, or assister, or maybe you're new assister, or maybe they're coming to you otherwise, and you need something to point them towards. But it is to help people walk through, why is this important? What do I need to focus? What are those different tier levels? What are all these terms mean? And then gives a little bit of additional assistance for other populations as well. So, this one has been updated. This one is probably one of the documents that changes the most. So, it is now up to date and is currently available in English, the Spanish coming very soon. Wait, I should mention for the enrollment toolkit that the Spanish is actually new. We didn't previously have Spanish, so that's a new addition from us. Okay, so now that we've talked through all of those resources and what's been redesigned and what exactly they said, we want to cover a little bit about what do we actually do with all of this? And using C2C resources to help you in supporting consumers, anyone who maybe is just in a need of a little guidance when it comes to choosing a plan, changing, or actually using that plan. So, we'll go ahead to the next slide.

Where do we start? So, how do we start that conversation with consumers? And it can be difficult, of course, because they might come to you with lots of different levels of problems, so that's why we try and point to the Roadmap to Better Care to kind of give a little bit of a starting place. And it can give you a link or a paper, depending on how you've been meeting with people to kind of point them towards something and focus a little bit of the conversation. So, you can use that to assist people who just got health coverage, or maybe they had it, and they're just starting to look at it. Help understand preventative services, why they should go to the doctor even if they're not sick, and where to begin looking for a provider. So, you can cover the steps all at once. You can start -- maybe just do a couple one day, and next time you meet with the person, come back to it. Or maybe they get the idea. They just really need help finding a provider can sometimes that can be tricky, so we just want to focus on that stuff. So, you can refer to the Roadmap. You can give a copy out. You can send them the link and walk through it as they need it. But of course, what we try and make sure our partners is that we want you to personalize it. So, sometimes you might do that just by covering the stuff that they need the most and listen to their back conversation with them and think, okay, we need to focus on this area. But there can be other ways too.

Maybe it's as simple as adding your contact information to the cover. But you can think about, how will this message resonate with my community, with the people in this area? And if you need to tweak it, do so. And so, you can think about different ways to provide the information, add local resources to certain pages or your contact information, but you know your community, so do feel free to make the resource work for you and use it as it fits for your community. We can go to the next one.

So, there's lots of different ways to get involved in Coverage to Care, and it's going to vary by partner. Some partners will have health coverage, excuse me, health literacy as a big part of what they do. And others, it's just going to be kind of a side thing that they sometimes need to go and pull out. But there's lots of, you know, and the level of how you are involved is totally up to you. Everything with us is informal. You order the resources or download or use it as you need them in the way that works for your community and your organization. But one of the things that we've heard from people as a best practice and something that's really worked well -- and I've heard this from multiple partners -- is when they think about who else in their community might be using health literacy or might want to get involved with them and partner together. So, we've found that a lot of partners have found those kinds of partnerships very successful, and helped them reach more or new consumers or giving them a little support in what they're already doing. So, try and think about who in your area might be useful. But then it's, you know, it's your time to add in. So, you can plan events. We have a partner toolkit that can help give you some ideas about what those could be, but it could be an event that you do every year, and maybe you're just starting to add health literacy into it. You can subscribe to our listserv, and you'll get news of any information and any new resources that we have to make sure that, you know, if those come out, you know when to share them. It's also great for us if we hear stories from you about what worked or what didn't work or what you like or didn't like. We have our e-mail listed there on the screen. But that's really great because then I can kind of help relay those to other people. So, sometimes we hear about a library that hosted a event with primary care offices to have like a primary care open house for people who were actually taking new patients, and then you could come and meet and talk directly about, "Do you take my insurance?" and that sort of thing. We've heard about SHIP counselors in places of worship, getting together to talk through healthy living and using your insurance and knowing that -- you know, just helping remind people about checking on their plans. And of course, we've heard about navigators who, they help somebody enroll in a plan, and then a couple months later, the person comes back to them with all kinds of other questions, and sometimes they're financial questions, or sometimes they're very particular health questions. And having a partner in your community that you know you can kind of go to and help connect those people and using Coverage to Care as part of that to help guide them. So, there's lots of different ways that it can work. But we'd love to hear from you anytime.

All right, so we'll go ahead to the next slide. Because one of the biggest things is how you order these resources. So, I was hoping that by the time we had this webinar, I could tell you that the new ones were in the warehouse. They are not there yet, but they are on the way. So, Coverage to Care resources are available. You can print them. You can download them, whichever way it works for you. There's no cost obviously for the website, but if you order them, there's also no cost for that to your organization. So, if you go to the CMS product order warehouse, which is linked there on the screen, but if you go there you can find the Coverage to Care materials. Like I said, the older ones are still at the warehouse right now until the new ones come in, but we are reprinting all of the ones that we just walked through. So, if you're looking for that, it's productordering.cms.hhs.gov. If you order Medicare -- any new or any of the marketplacehealthcare.gov materials, it's all the same website. You do have to create an account. It takes a minute for the account to go through because a person actually, you know, authorizes it, but anybody can create one. And you're not going to be asked for any credit card information or anything like that when you place your order. It is kind of like an online ordering just like any other website. You know, get a shopping cart and check out, but there's no payment, so you don't have to worry about that. And it will ship if you want it shipped to your house or to your office, wherever it is that you need it. You add that in. It's usually pretty quick, I think. There are some limits on how much you can order, but that just means you can place an order twice or e-mail me if you need help. So, we'll go ahead to the next slide.

So, how are you going to know when those products are in the warehouse? Well, you make sure that you sign up for our listserv. And how are you going to know when the new languages are out? Sign up for our listserv, because we will definitely send out notices to people for that, as well as any webinars or other information. And sometimes we get things that we have from other programs that have similar interest or grants or things that we like to send out to Coverage to Care as well. Otherwise, the Coverage to Care ones don't get too much. It's usually just that there's something new from us. So, there's this link there of how to subscribe. If you have other CMS e-mails, this is the -- you'll get the whole long list of ones and where to go. So, if you look for Coverage to Care in order to get the ones about C2C. All right, we'll go ahead.

Okay, so we kind of ran through that pretty quickly, but we can take some questions now. We have plenty of time. So, if you have a question or something that you, even if it's not a question, but you want to share it because you think that people on the line might find it useful, please feel free to do so. So, we're going to open up for questions. There is a Q&A box. So, if you're not terribly familiar with the Zoom webinar platform, it's along the bottom of your screen. Look for Q&A, and you'll see the little chat boxes. So, go to the Q&A, and you can type in a question. And looks like we don't have any pending right now. So, we'll give people a minute to ask a couple questions. And in the meantime, I will kind of answer one that I

know people always ask the most, which is what is the product ordering warehouse site again? So, I'm going to go ahead and name it. Actually, I can put it in -- I think I can use the chat. There we are. And then also, while we're here, while I'm typing... I'm going to put our e-mail in there. And I know it looks like a generic e-mail box, but I actually check it myself, and I check it every day. So, do feel free to reach out, and it's way shorter than my e-mail. So, please feel free to hold on to that if you want to get in touch for things in the future. So, let's see, it looks like we did get a couple questions in. And let's see, Haley, are we planning to e-mail out the PowerPoint to everyone at the end of the call? Is that part of our follow-up plan?

Yes, so the slides, the recording, and transcript from today's webinar will actually be posted on the CMS OMH website, probably within one to two weeks following today's call, so check back there. And I'm sure that'll be included in some partner e-mails and listservs and things like that that'll be coming out soon.

Perfect. Thank you, Haley. All right. And so, we just shared the product ordering website and our e-mail there, if you have questions in the future.

So, let's see, we did get a question of, will CMS send the Coverage to Care flyers to the grantee organization? So, I'm not real sure what that means, which grantee organization we're thinking of, but, in general, anybody is welcome to order the products. If you go to the website there, you'll see that, again, you do have to create an account, but anybody is welcome to do so. You don't even have to be -- I actually created one as a personal individual one just to see if it would work, and it does, so that I could tell you that. But it's open and available to anybody at no cost. If you have problems with it, or you have questions about how to order it, send me a note to that e-mail address, and I will walk you through it for you or, you know, we'll help you figure it out. In general, people don't have any issues, or if they have an issue, we can work it out pretty easily. And then moving forward, you'll have no problems ordering. But if something comes up, do send us a note, and we'd be happy to help walk through that. But they, again, anybody is welcome to order these. We find that navigators, SHIP counselors tend to be pretty frequent users of them, but it's not that unlimited. There's lots of different advocacy groups -- libraries, churches. We've seen justice systems order them for people who are newly released. Lots of different types of organizations. So, that's one of the other points that I want to just kind of hone in on. It's think about, if you're using it, who else might be or maybe could be? And I know I've said that before, but it's worth repeating because there's so many different ways that you can interact and kind of share. Because the more people hear about the importance of staying connected to health, the more likely they are to actually do something about it. So, hearing it from those different avenues and multiple people is wonderful.

Oh, the person who submitted an earlier question about which grantees and navigators? We do not mail directly to navigators, but again, you're welcome to order them. And definitely, navigators tend to find these helpful.

One person asked, "Is this more for a physician office that's working with patient care?" And it can be, but it's not just for physicians.   So, providers, definitely, there's an obvious need there, right, and real connection there. So, we have heard of providers that keep them in the waiting rooms or if somebody asks them questions, and they're not able to kind of get into that sort of detail, they might hand over a Roadmap to the person to help them. So, it's definitely used in that way. Health clinics, especially the FQHCs, definitely use this because they kind of have a lot of that patient navigator work, so it is pretty popular in that realm, but it could be others, too. And you'd be surprised by some of the different types of groups that maybe aren't even working directly in enrolling somebody, but the healthcare situation comes up. So, if you think about the social determinants of health and how everything is connected, it makes a lot of sense. So, somebody who's maybe trying to get housing, and then you realize, oh, they haven't been to the doctor in years, and they have some sort of health coverage. So, you know, helping to connect them there as well. There's lots of different opportunities.

Someone asked a question about the product ordering website, yes, they do set quantity limits. So, if you're doing a larger quantity, there's kind of two ways you can go about it. The annoying, but quickest, way is to place multiple orders or to have multiple people place orders within your organization. I say annoying because then you have to do it multiple times, but it probably is the quickest way. The other option is to send us an e-mail, and we'll see if we can help get it lifted for you. That one takes a little bit of time because it involves other offices, because I don't have that kind of control over the website, but there is a way around it if needed.

Okay, so if you do have any questions, we have some time. So, just as a reminder, along the bottom of your screen, there is a Q&A box, and please just go ahead and submit questions there, and if we're able to, we will answer them. Okay, well, we'll give it another minute in case any questions come through. But as a reminder, you can find all of the resources -- Actually, let's go ahead and advance to the next slide, if you would, Haley.

So, here is all of our information. So, the website, go.cms.gov/c2c. That's where you're going to find everything. So, the Coverage to Care resources that you know and have been using for the last couple years, those, if you go -- it's all listed in the same place, but when you click the link, you're going to see these new versions instead. So, the former Roadmap, you will now see, instead, this new Roadmap.

These are basically the new versions, so I hope that is helpful. But when you go to the website, the website itself will look very familiar. So, don't be alarmed. You know, things are still in the same places for now, but the documents themselves have been updated. Here's our e-mail address again. Please feel free to contact us if needed. And then if you're looking for the listserv, there's a link there. But if you go to any cms.gov page, where it says sign up for the listserv, it will take you to the page where you have all the options, and you can look and find Coverage to Care and see and make sure that you're subscribed.

Great.

Well, if there's no further questions through the Q&A, you can go ahead and close out.