



From Coverage to Care: Using the Roadmap & Discussion Guide



Training for Community Partners

“Working to Achieve Health Equity”

Presentation Overview

1. What is *From Coverage to Care (C2C)*?
2. How to use the Roadmap and Discussion Guide
3. Step by Step: Walking Consumers Through the Roadmap
4. C2C Resources

Objectives

This session will help you:

- Understand the goals of *From Coverage to Care*.
- Talk to consumers about how to use new health insurance coverage.
- Explain key concepts to improve consumers' health insurance literacy.
- Teach consumers about using coverage to pay for preventive and primary health care services.
- Locate resources for consumers, providers and assisters.

Why From Coverage to Care?

- Nearly 13 million Americans gained coverage through the Marketplace and Medicaid and CHIP, and more than 500,000 uninsured 64-year olds will become eligible for Medicare.
- For many, this is the first time in a long time or they have ever had coverage.
- Unless we connect the newly insured to primary care and preventive services, we will not realize the other goals of the ACA – improving population health and reducing health care costs.

What is *From Coverage to Care*?

- C2C is an effort to help educate the newly insured about their coverage and to connect them with primary care and preventive services so they can live long, healthy lives.
- Resources include the Roadmap, Discussion Guide, videos, and more.
- C2C builds on existing networks of community partners to educate and empower the newly insured.

How to Use the Roadmap

- **Start the Conversation.** Use the Roadmap and Discussion Guide as a tool to help newly insured understand insurance 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.

Coverage to Care Roadmap



Coverage to Care Videos



<https://www.youtube.com/watch?v=4KAU45IHt4Q>

Step 1: Put Your Health First

Key Points for Consumers

- Importance of staying healthy.
- How to put your health first.
- Keeping health information in a safe place.



Key Questions for Consumers (Discussion Guide pp. 5-7)

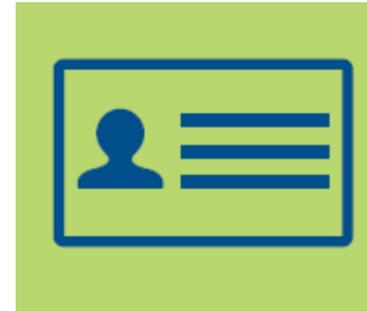
- *Do you have questions about healthy habits, including eating and exercise?*
- *Do you know what free screenings and preventive care you should get to stay healthy?*



Step 2: Understand Your Insurance Plan

Key Points for Consumers

- How to read an insurance card.
- Key terms including deductible and copayment.
- How to identify an “in-network” provider.
- Understand financial implications of getting health care.



Key Questions for Consumers (Discussion Guide pp. 8-9)

- *Do you know how to find a provider in your network?*
- *Can you estimate how much you will pay when you see a provider?*



Step 3: Find a Provider

Key Points for Consumers

- Find providers your insurance works with.
- Ask friends and trusted sources to find the right provider for you.
- Visit a provider to see if you like them.
- If you are assigned a provider you can change any time.



Key Questions for Consumers (Discussion Guide p. 10)

- *Were you assigned a provider by your insurance company?*
- *Can you find the list of different provider types your insurance works with – mental health, counselors, podiatrists, allergists?*



Step 4: Make an Appointment

Key Points for Consumers

- What to say when you call for an appointment.
- What questions to ask when scheduling your visit.
- Know how to make the most of your visit.



Key Questions for Consumers (Discussion Guide p. 11)

- *Did you tell your provider what you want from your appointment – a wellness exam? screenings? help managing a chronic condition?*
- *Do you know your providers' cancellation policy and when and how to pay?*



Step 5: Be Prepared for Your Visit

Key Points for Consumers

- What health information to bring to your visit.
- How to use your health insurance for payment.
- Bring someone with you if you feel more comfortable.



Key Questions for Consumers (Discussion Guide p. 12)

- *Do you have a list of the medications you take to share with your provider?*
- *Do you have information on your personal, and family, health history to share with your provider?*



Primary Care vs. Emergency Care

Newly covered consumers may not know when to visit a **Primary Care Provider** and when to use **Emergency Department** services.

Differences between visits to the Emergency or Urgent Care and visits to your primary care provider's Office.

PRIMARY CARE PROVIDER	EMERGENCY DEPARTMENT/ URGENT CARE
You go when you feel sick and when you feel well	You go only when you are very sick or have a life-threatening situation
You will usually see the same provider each time	You will see the provider who is working that day
Provider will check all areas of your health, and may focus on areas that you weren't concerned about	Provider will check mainly the problem/illness that brought you to the emergency department or urgent care center
You may have a shorter wait time in the office and a longer visit with your provider	You may have a much longer wait time and your interaction with the provider may be shorter
Provider will be able to access your complete health record and help you with your health over the long term	The provider who sees you may or may not be able to access your full health record or health history

It's important to remember that you may have a higher copay or coinsurance for visits to an emergency department or urgent care.

Step 6: Decide if You Like Your Provider

Key Points for Consumers

- Finding a provider you trust is important for your health.
- Is this provider someone you can work with over time?
- It is always okay to find another provider for any reason.



Key Questions for Consumers (Discussion Guide p. 12)

- *Did you feel like you could talk with your provider?*
- *If you didn't like your provider, what would have made it a better fit – language, culture, gender?*



Step 7: Next Steps After Your Visit

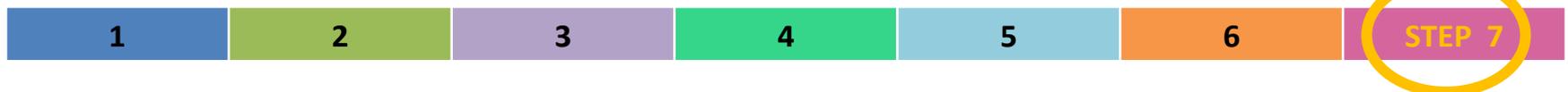
Key Points for Consumers

- Write down your providers' instructions and healthy living tips so you can act on them every day.
- Schedule any follow-up or other visits and fill prescriptions so you don't forget or get too busy.
- Contact your plan or state Medicaid or CHIP program if you have questions.



Key Questions for Consumers (Discussion Guide p. 12)

- *Do you know what to do now to keep yourself healthy?*
- *Do you know what number to call if you get sick and need to make a same-day appointment or come back?*



Resources Now Available

Resources:

- Roadmap (English/Spanish)
- Poster pull-out Roadmap (English/Spanish)
- Discussion Guide (English)
- Video vignettes (English/Spanish)

...and more to come!

What Can You Do?

- Share C2C resources with others.
- Continue to educate consumers.
- Provide feedback about what could be improved and added.
- Personalize it – you know your community.

Where to Get Resources

Learn more

Marketplace.cms.gov/c2c

Contact Us

Coveragetocare@cms.hhs.gov

Coming soon to the Clearinghouse