



NC Get Covered Coalition Meeting - Notes
Open Enrollment Period 6 (OE6) Debrief and Celebration
Friday, January 18, 2019, 10:00 - 11:30 a.m.
NC Community Health Center Association
4917 Waters Edge Drive #165, Raleigh, NC 27606

Zoom Link: <https://zoom.us/j/945186075>

Dial by your location: +1 929 436 2866 US OR +1 669 900 6833 US (San Jose)

Meeting ID: 945 186 075

Desired Outcomes

- Reflections from OE6 – proudest moments, greatest challenges, consumer stories, etc.
- Shared understanding of post-OE6 plans and priorities.
- Celebration of North Carolina’s ACA outreach and enrollment success during OE6.

Meeting Notes

Special Remarks

Maani Stewart, National Training and Consumer Education Manager, Young Invincibles

- **See attached PowerPoint slides.**

OE6 Debrief/ Partner Announcements

- Sherry Hay, UNC Family Medicine
 - Pre-enrollment outreach to 1,700 households
 - During OE6 – 1:1 assistance with patients and resource table in clinic
 - Saw a decrease in enrollment this year, perhaps due to people aging into Medicare or enrolling on their own.
 - Student counselors at UNC were able to learn how health insurance works.
- Joe Langley, UNC Wayne Health
 - Had an enrollment counselor in the lobby
 - Successful partnership with NC Works; presented to their staff
 - Great enrollment event with Goshen Medical Center
- Jennifer Grady, Blue Cross and Blue Shield of NC
 - Still doing data clean-up
 - Happy to receive data from CMS on a regular basis during OE6
 - Saw earlier rates in premium payments
 - Preparing for 2020; proposed Payment Notice just released/Comments due mid-February
- Mark Van Arnam, Legal Aid of NC/NC Navigator Consortium
 - Encouraged by enrollment numbers and how busy assisters were
 - Pushed for people to make binder payments; happy this strategy seemed to work
 - Enrollment events a little slower this year in metropolitan areas – Perhaps folks are more used to signing themselves up/ACA has become institutionalized.

- After judge's Texas vs. Azar ruling, people showed up to enrollment events because they were afraid the ACA might go away.
- Alice Pollard, NC Community Health Center Association
 - Saw some returning consumers as well as new folks and more complex cases
 - Providing tax help and support to consumers during the Special Enrollment Period
 - Doing a training on the connection between the ACA and Medicaid for Wake County staff
 - Providing education to Medicaid beneficiaries
 - Some Certified Application Counselors used the Get Covered Connector or their own system to schedule enrollment appointments.
- Cheryl Hallock, Access East
 - Pushing outreach and enrollment paid off – In the past two years, eastern NC has really blossomed
 - 40 active sites/ 768 appointments
 - Great Communications person
 - Working with H&R Block and ramping up for farmworker season
 - Appreciate churches that offered their space for enrollment appointments
- Dylan Simosko, Pisgah Legal Services
 - Two full-time staff/ 30 volunteers
 - Over 800 appointments/ 1,100 consumers served
 - Walked some people through the application over the phone
 - Parents brought in children to enroll and the children brought in their friends
- Jan Plummer, Mountain Projects
 - Grateful for bridge funding from Care Share Health Alliance and funding from the Kate B. Reynolds Charitable Trust
 - Hosted 10 enrollment events
 - Collaborated with AARP to host Hardship Exemption events
 - Lots of earned media and Facebook posts
 - TV ads (WLOS-TV) were also very effective
 - Parents seeking coverage for children
 - More referrals from the Indian Health Service
 - More college students seeking Marketplace coverage
 - Challenge: Huge snow event/ Thanks to the NC Department of Insurance for their help with the winter storm SEP.
- Sherie Bryan, Health Plans Raleigh
 - Craziest, busiest year – Saw people who thought they had enrolled but hadn't
 - Agents/brokers working with higher income individuals
 - Social media was insane (e.g., Facebook, Mommy groups)/referrals were high/conducted most of her business by phone

**Next NC Get Covered Coalition Meeting:
Friday, February 15, 2019
Location TBD**