



Notes from the NC Get Covered Meeting February 19, 2016

NC Department of Insurance

- Consumers are asked to
 - Call 855.408.1212 for help or to register a complaint, or
 - Go online and fill out the Form for Assistance www.ncdoi.gov
- NCDOI is working with Blue Cross Blue Shield of North Carolina concerning the carrier's computer issues
 - 1,400+ complaints to date
 - 200 calls/day
 - Volume is continuing
 - Consumers are calling DOI because they cannot reach BCBSNC
- Consumers are encouraged to contact DOI so as to document their attempt to pay premiums and/or resolve issues with their insurance.
- Consumers in the Raleigh/Durham area are experiencing difficulty in locating a behavioral health provider. This is the result of the provider "look-up" function associated with the Blue Local QHP. BCBSNC is working to resolve the problem.

In-Person Assisters and OEP3

- Enroll America
 - Two-thirds of the consumers re-enrolling did so actively, i.e. updated information and/or shopped for another plan.
 - Made 51,000 calls to consumers during OEP3
 - Conducted 108 Events
 - Snapshot of 40 Events showed
 - 1,650 consumers attended
 - 1,200 were first-time consumers
 - 1,100 were walk-ins
 - 542 enrolled in FFM
 - Focused on Latino outreach, tiendas
 - Individualized engagement
 - Work with community to engage community organizations to send referrals, YMCA, TROSA, Public Health
 - Continue to integrate active outreach into our plans
 - Direct calls
 - Reminders

- Navigator Consortium
 - Continued to increase the availability of appointments
 - Rural engagement/rural trust continues to be a challenge, but making headway
 - Grow number of bilingual IPAs – more help to interpret and in variety of languages
 - Work more with brokers and agents
 - The December 15th deadline creates more demand for assistance than January 31st. Will reallocate resources accordingly in 2016/OEP4
 - OEP4- partnerships with medical providers, reaching out to businesses – temporary services, engage with municipal sites, etc.

- FQHCs
 - Looking forward to Special Enrollment Period
 - Professional development of staff
 - Effort to make targeted follow-up
 - Outreach and a lot of people making appointments- be strategic to use time appropriately
 - Help people understand and use their health insurance
 - Challenges included low income immigrants navigating the process and insurance correctly

- Aetna
 - Shifted to contacting consumers earlier – people understand the process better and are getting coverage
 - Charlotte was a good market – new product, Aetna worked with Legal Aid of Southern Piedmont to provide IPA trainings

- BCBSNC
 - Appreciate patience – many people working to figure things out
 - Great success with events this year

- NC Association of Health Underwriters
 - Busy enrollment
 - Challenges
 - Insurance companies are not paying commission to agents
 - Devastating to agent community
 - Many agents made investments in software and other resources to assist consumers based on Commission revenue
 - National association convenes week of 2/22 in DC, will strategize on next steps

- Mountain Projects
 - Successes
 - The year of collaboration!
 - Media
 - Direct IPA assistance to community members
 - Deadline oriented events
 - Connectivity
 - Currently, working with AARP tax sites to assist preparers in working with consumers.

- UNC Family Medicine
 - Using the EPIC patient data system to identify uninsured patients
 - Onsite appointments
 - Enrollment events
 - CACs worked closely with Legal Aid

- United Way
 - Premium Assistance help to consumers –
 - 634 applications, 607 approved
 - 300 in Wake County (currently has a waiting list)
 - 39 in Orange County
 - 257 in Durham
 - Challenges - has to be enrolled in a plan before they can help

- Lincoln FQHC
 - Used tools from Enroll America
 - Intake form at all clinic sites
 - Grant allowing for marketing coverage on buses, radio spots
 - Called back all patients to help with 1095
 - Strong in-reach- calling all folks on sliding scale
 - Working with DHHS so that calls to FFM/healthcare.gov will not be charged to Life link phone maximum minutes.