

January 19, 2018

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# Open Enrollment 5 Community Health Centers



# New for OE5: Peer Learning Calls

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- Dedicated time for health center assisters to ask questions, share best practices, etc.
- The calls provided an opportunity
  - For NCCHCA to hear how things were going on the ground
  - To update health center assisters about time-sensitive issues
  - To learn about challenging cases that needed additional support
- Calls were conducted in webinar format and recorded
  - Follow-up emails were sent and included slides, recording, and summary of items discussed
  - If a health center wasn't able to participate in the weekly call, they still received the information in the follow-up email

# New for OE5: Strategizing Workgroup

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Small group of veteran assisters from community health centers and the Navigator Consortium met by phone in September and October to discuss and develop resources for assisters to use during OE5.

- Tip sheets
  - Selecting a plan
  - Enrolling over the phone
- Pre-Open Enrollment Workflow Sheet