



# NC Get Covered Coalition Meeting

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# Who are Certified Application Organizations (CAO) in NC?



- An organization who is a community health center or other health care provider, hospital, a non-federal governmental or non-profit social service agency who would like to help by training staff to assist people applying for coverage through the Marketplace
- Apply on-line to be a CAO at:  
<https://marketplace.cms.gov/technical-assistance-resources/assister-programs/cac-apply.html>
- Ensure staff is trained, have processes in place to offer assistance, and sign an agreement.
- Once the agreement is signed, then you will be issued a set of numbers to issue staff so they can access training on-line.



# What is UNCHCS and its' regional partners engaged in for OE4?



- Convening regional and county partnership meetings to discuss strategies – staying connected to NC Get Covered
- Conducting outreach to uninsured households alerting to open enrollment and the ability to receive free assistance
- Educating patients and community “at-large” about the ACA and events. Sharing key messages and phone #.
- Assisting patients with applications on the marketplace by individual appointment throughout open enrollment as well as one day events called Enroll-a-thons (1/21/17)
- Capacity to serve consumers is increasing- three of the Elon-Alamance Health Partners have been trained as CACs - offering appointments at the Alamance County Health Department throughout open enrollment.



# The Outcomes.....

**Consumer gets covered at UNC FM**  
**with help from partner and friend,**  
**Martha Samaniego!**



# A “Snapshot” of the Data Within our Region.....



# of people assisted = 2383\*  
# of apps submitted = 1904\*  
# of estimated enrolled = 888\*  
*\*Note: Includes Medicaid*



# of people touched\* = 1000  
*\*emails and letters*  
**# of people with 1:1 assistance = ~ 50\***  
*\* (includes enroll-a-thon)*



- **Elon-Alamance Health Partner Consumer Contacts 2017**
- 40 total referrals
- 11 appointments held (27.5%)
  - 6 appointments (8 people) enrolled in Medicaid or Marketplace insurance (15%)
  - 5 appointments – Medicaid gap (12.5%)
- 2 no shows without successful follow-up (5%)
- 6 referred to Piedmont Health appointments (15%)
- 5 already enrolled in Medicaid or Marketplace (12.5%)
- 2 already decided not to purchase (5%)
- 14 unable to contact (35%)



# Student Health Action Coalition (SHAC)

- 13 student volunteers complete CAC training
- We did weekly outreach and enrollment sign ups at the SHAC dental clinics
- Assisted with three enrollment events this year, two at Lincoln Community Health Center and then the Family Medicine Enrollment Drive.
- Total: Served approximately 29 consumers, about 20 in-person and the rest over the phone.
  - ~41% these we successfully enrolled ~30% fell into the coverage gap ~30% other reasons



# Get Covered!

