From Coverage to Care

CCIIO Assister/Navigator Webinar
March 16, 2pm ET

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Centers for Medicare & Medicaid Services
Office of Minority Health
Agenda

• Overview
• Available Resources
• Closer Look at the Roadmap
  – 8 Steps
  – Behavioral Health
  – Put Your Health First: Prevention
• How to Get Involved
What is C2C?

C2C aims to help individuals understand their health coverage and connect to primary care and the preventive services that are right for them, so they can live a long and healthy life.
C2C Resources

- Roadmap to Better Care and a Healthier You
- 5 Ways to Make the Most of Your Health Coverage
- Roadmap to Behavioral Health
- Manage Your Health Care Costs
- Enrollment Toolkit
- Prevention Resources
- Partner Toolkit and Community Presentation

go.cms.gov/c2c
A ROADMAP TO BEHAVIORAL HEALTH

A Guide to Using Mental Health and Substance Use Disorder Services

From Coverage to Care (C2C) is an initiative, developed by the Centers for Medicare & Medicaid Services, to help you understand your health coverage and connect to primary care and the preventive services that are right for you, so you can live a long and healthy life. We understand health insurance can be a bit overwhelming and confusing at first, however there are many ways you can make the most of it.
5 Ways to Make the Most of Your Health Coverage

- A quick reference material to start the journey from coverage to care
- Available in Arabic, Chinese, English, Haitian Creole, Korean, Russian, Spanish, and Vietnamese
5 Ways to Make the Most of Your Health Coverage

1. Confirm your coverage
   - Be sure your enrollment is complete. Contact your health plan and/or state Medicaid office.
   - Pay your premium if you have one, so you can use your health coverage when you need it.

2. Know where to go for answers
   - Contact your health plan to see what services are covered, and what your costs will be.
   - Read the Roadmap to Better Care and a Healthier You to learn about key health insurance terms, like coinsurance, and deductible.

3. Find a provider
   - Select a health care provider in your network who will work with you to get your recommended health screenings.
   - Remember you might pay more if you see a provider who is out-of-network.

4. Make an appointment
   - Confirm your provider accepts your coverage.
   - Talk to your provider about preventive services.
   - Ask questions about your concerns and what you can do to stay healthy.

5. Fill your prescriptions
   - Fill any prescriptions you need.
   - Some drugs cost more than others. Ask in advance how much your prescription costs and if there is a more affordable option.

For more information about From Coverage to Care, visit go.cms.gov/c2c

CMS Product No. 11968
March 2016
How to Maximize Your Health Coverage

Animated Video “How to Maximize Your Health Coverage”

All videos available in English and Spanish.

Shorter Series:
• Confirm Your Coverage
• Know Where to Go for Answers
• Find a Provider
• Make an Appointment
• Fill Your Prescriptions
Roadmap to Better Care and a Healthier You

- Explains what health coverage is and how to use it to get primary care and preventive services
- Roadmap Poster
- Consumer Tools:
  - Insurance card
  - Primary Care vs. Emergency Care
  - Explanation of Benefits
- Pull-out step booklets
- Available in 8 languages
- Tribal version
- Customizable version

[go.cms.gov/c2c]
From Coverage to Care Roadmap

Your ROADMAP to health

1. Start here
   Put your health first
   - Staying healthy is important for you and your family.
   - Maintain a healthy lifestyle at home, at work, and in the community.
   - Get your recommended health screenings and manage chronic conditions.
   - Keep all of your health information in one place.

2. Understand your health coverage
   - Check with your insurance plan or state Medicaid or CHIP program to see what services are covered.
   - Be familiar with your costs (premiums, copayments, deductibles, co-insurance).
   - Know the difference between in-network and out-of-network.

3. Know where to go for care
   - Use the emergency department for a life-threatening situation.
   - Primary care is preferred when it’s not an emergency.
   - Know the difference between primary care and emergency care.

4. Find a provider
   - Ask people you trust and/or do research on the Internet.
   - Check your plan’s list of providers.
   - If you’re assigned a provider, contact your plan if you want to change.
   - If you’re enrolled in Medicaid or CHIP, contact your state Medicaid or CHIP program for help.

5. Make an appointment
   - Mention if you’re a new patient or have been there before.
   - Give the name of your insurance plan and ask if they take your insurance.
   - Tell them the name of the provider you want to see and why you want an appointment.
   - Ask for days or times that work for you.

6. Be prepared for your visit
   - Have your insurance card with you.
   - Know your family health history and make a list of any medicines you take.
   - Bring a list of questions and things to discuss, and take notes during your visit.
   - Bring someone with you to help if you need it.

7. Decide if the provider is right for you
   - Did you feel comfortable with the provider you saw?
   - Were you able to communicate with and understand your provider?
   - Did you feel like you and your provider could make good decisions together?
   - Remember: It’s okay to change to a different provider!

8. Next steps after your appointment
   - Follow your provider’s instructions.
   - Fill any prescriptions you were given, and take them as directed.
   - Schedule a follow-up visit if you need one.
   - Review your explanation of benefits and pay your medical bills.
   - Contact your provider, health plan, or the state Medicaid or CHIP agency with any questions.

Visit marketplace.cms.gov/c2c for more information.
Use this guide with the *Roadmap to Better Care and a Healthier You* to understand how to use your coverage to improve mental and physical health.

This guide adds to the 8 steps to give important information about behavioral health.
Step 1: Put Your Health First: Prevention
Step 1: Put Your Health First

• Staying healthy is important for you and your family.

• Maintain a healthy lifestyle.

• Get recommended health screenings & manage chronic conditions. Many screenings are available with **no** cost sharing.

• Keep all of your health information in one place.
1. Make time for physical activity, healthy eating, relaxation, and sleep.

2. Get the preventive services that are right for you.

3. Take an active role in your health care.


For more resources and information on free preventive services, visit https://www.cms.gov.
Preventive Services

• Most health plans must cover a set of preventive services at no cost to you.

• This includes vaccinations and immunizations, like the flu shot.

• Also includes wellness visits, blood pressure screenings, and depression screenings.
Free Preventive Services Flyers

**Coverage to Care >>> Prevention**

**Put Your Health First**
Get the preventive services that are right for you!

*Men*
- Blood pressure and cholesterol screening
- Alcohol misuse and tobacco use counseling
- Abdominal aortic aneurysm screening for some men
- Type 2 Diabetes screening
- Aspirin use for some men
- Colorectal cancer screening for men over 50
- Depression screening

**Cost Tip**
Most preventive services are covered at no cost. However, if you receive additional services, you may be billed. Ask your provider’s office or plan to explain any charges.

For additional resources and a full list of the preventive services covered at no cost sharing under the Affordable Care Act, please visit [gop verschiedenen].

**Coverage to Care >>> Prevention**

**Put Your Health First**
Get the preventive services that are right for you!

*Adults*
- Blood pressure and cholesterol screenings
- Alcohol misuse and tobacco use counseling
- Type 2 Diabetes screening
- Aspirin use for some adults
- Colorectal cancer screening for adults over 50
- Depression screening

**Cost Tip**
Most preventive services are covered at no cost. However, if you receive additional services, you may be billed. Ask your provider’s office or plan to explain any charges.

For additional resources and a full list of the preventive services covered at no cost sharing under the Affordable Care Act, please visit [gop verschiedenen].

**Coverage to Care >>> Prevention**

**Put Your Health First**
Get the preventive services that are right for you!

*Women*
- Blood pressure and cholesterol screenings
- Alcohol misuse and tobacco use counseling
- Domestic and interpersonal violence screening and counseling
- Osteoporosis screening
- Breast cancer screening
- Prenatal care screenings

**Cost Tip**
Most preventive services are covered at no cost. However, if you receive additional services, you may be billed. Ask your provider’s office or plan to explain any charges.

For additional resources and a full list of the preventive services covered at no cost sharing under the Affordable Care Act, please visit [gop verschiedenes].

**Centers for Medicare & Medicaid Services**
Office of Minority Health
Free Preventive Services Flyers

Put Your Health First
Get the preventive services that are right for you!
Take advantage of these and other services available at no cost to you under most health coverage, thanks to the Affordable Care Act.

**Infants**
- Developmental screening
- Blood health screening
- Lead screening for at-risk infants
- Phenylketonuria (PKU) screening
- Immunization Vaccines:
  - Diphtheria, Tetanus, Pertussis
  - Hemophilus influenza type B
  - Hepatitis A and B
  - IPV
  - Inactivated poliovirus
  - Influenza (Flu Shot)
  - MMR
  - Measles, Mumps, Rubella
  - Meningococcal
  - Pneumococcal
  - Rotavirus
  - Varicella (Chicken Pox)

**COST TIP**
Most preventive services are covered at no cost. However, if you receive additional services, you may be billed. Ask your provider's office or plan to explain any charges.

**Children**
- Developmental screening and Autism screening
- Blood pressure screening
- Depression screening
- Lead screening for at-risk children
- Vision screening
- Immunization Vaccines:
  - Diphtheria, Tetanus, Pertussis
  - Hemophilus influenza type B
  - Hepatitis A and B
  - IPV
  - Inactivated poliovirus
  - Influenza (Flu Shot)
  - MMR
  - Measles, Mumps, Rubella
  - Meningococcal
  - Pneumococcal
  - Rotavirus
  - Varicella (Chicken Pox)

**COST TIP**
Most preventive services are covered at no cost. However, if you receive additional services, you may be billed. Ask your provider's office or plan to explain any charges.

**Teens**
- Behavioral assessments
- Height, weight, and BMI measurements
- Alcohol and drug use screening
- Blood pressure screening
- Depression screening
- STD prevention counseling and screening, including HIV and cervical dysplasia

**COST TIP**
Most preventive services are covered at no cost. However, if you receive additional services, you may be billed. Ask your provider's office or plan to explain any charges.
**Fillable Hand Cards**

**FROM COVERAGE TO CARE >>> Prevention**

**Put Your Health First!**

1. Make time for physical activity, healthy eating, relaxation, and sleep.
2. Get the preventive services that are right for you!
3. Take an active role in your health care.

For more resources and information on free preventive services, visit go.cms.gov/c2c.

**Contact Card**

**Screening or Test Result Card**

**Appointment Reminder Card**
How to Get Involved
Using C2C Resources

• **Start the Conversation.** Use the Roadmap as a tool to help people understand their new coverage 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.
How to Get Involved

There are many ways to get involved!

• Order and share C2C resources, free of charge to you and your organization.

• Use the C2C Community Presentation.

• Plan an event in your community.

• Send us stories.

coverage@cms.hhs.gov
Become a C2C Partner

Partner Toolkit

• To become a C2C partner, email coveragetocare@cms.hhs.gov.
• Download the Partner Toolkit, which includes an article for a blog or other publication, newsletter text, social media posts and graphics, and a web badge.
• All sample language is available in English & Spanish.
How to Order Resources

• Order printed copies and have them shipped at no cost to your organization directly to you.

• Many resources are available in English, Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish, and Vietnamese.

• Resources for a Tribal audience are also available.
How to Get Involved

C2C Community Presentation

• Consider using community presentation materials to help people learn about the C2C initiative and how to make the most of their coverage.

• Materials include:
  – Presentation slides
  – Presenter’s guide
  – Resources handout
How to Get Involved

Plan an event in your community

• Work with local hospitals, clinics, health centers and community centers.
• Host an Awards Breakfast to recognize patients.
• Help coordinate education classes at your local clinic, adult education institution, civic club, or fitness center.
• Engage your local church or place of worship.
• Host an educational Web conference.
• Host a workshop.
• Hold a “Meet Your Provider” open house.
Subscribe to the C2C Listserv

Become part of our network by subscribing to the C2C listserv:

How to Get Involved

Send us stories or videos of how your organization uses C2C resources!

CoverageToCare@cms.hhs.gov
Thank You!

Visit our website:

go.cms.gov/c2c

Contact us:

CoverageToCare@cms.hhs.gov

C2C Listserv:


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