

From Coverage to Care



CCIIO Assister/Navigator Webinar

March 16, 2pm ET

Ashley Peddicord-Austin

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

From Coverage to Care (C2C)

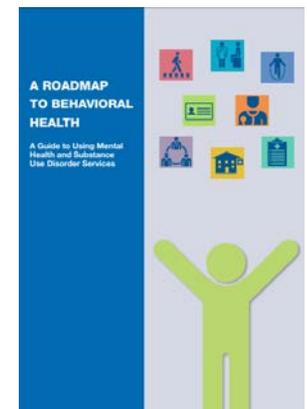
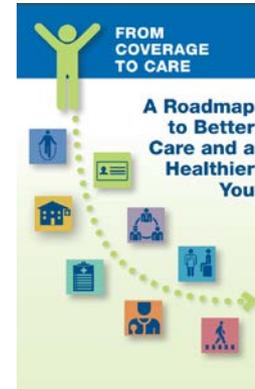
What is C2C?

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



C2C Webpage

go.cms.gov/c2c

En Español

CMS Equity Plan for Medicare

From Coverage to Care

C2C Consumer Resources

Prevention Resources

5 Ways to Make the Most of Your Coverage

Roadmap to Better Care

C2C Partner Resources

Get Involved

Connected Care: The Chronic Care Management Resource

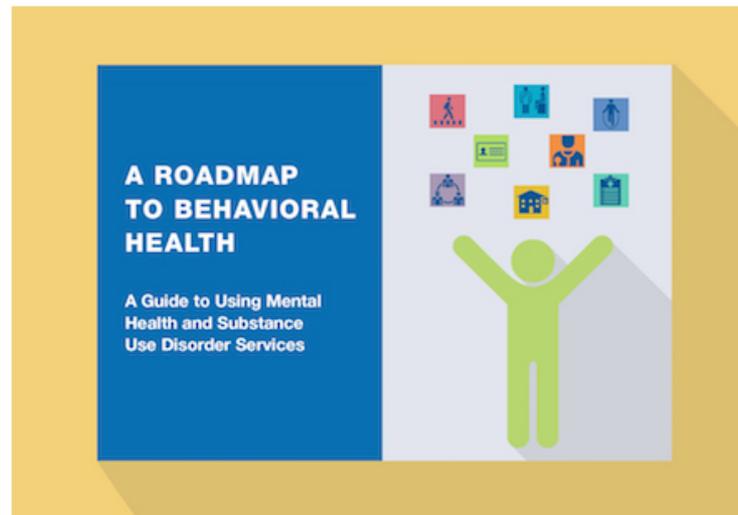
Rural Health

Advancing Health Equity R & D

Health Observances

Webinars & Events

From Coverage to Care



Spotlight

A Roadmap to Behavioral Health

This new resource focuses on behavioral health as a companion guide to the Roadmap to Better Care and a Healthier You to offer important information about mental health and substance use disorder services, finding a behavioral health provider, defining behavioral health terms, receiving services, and following up on care.

[Download the Roadmap to Behavioral Health](#)

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



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



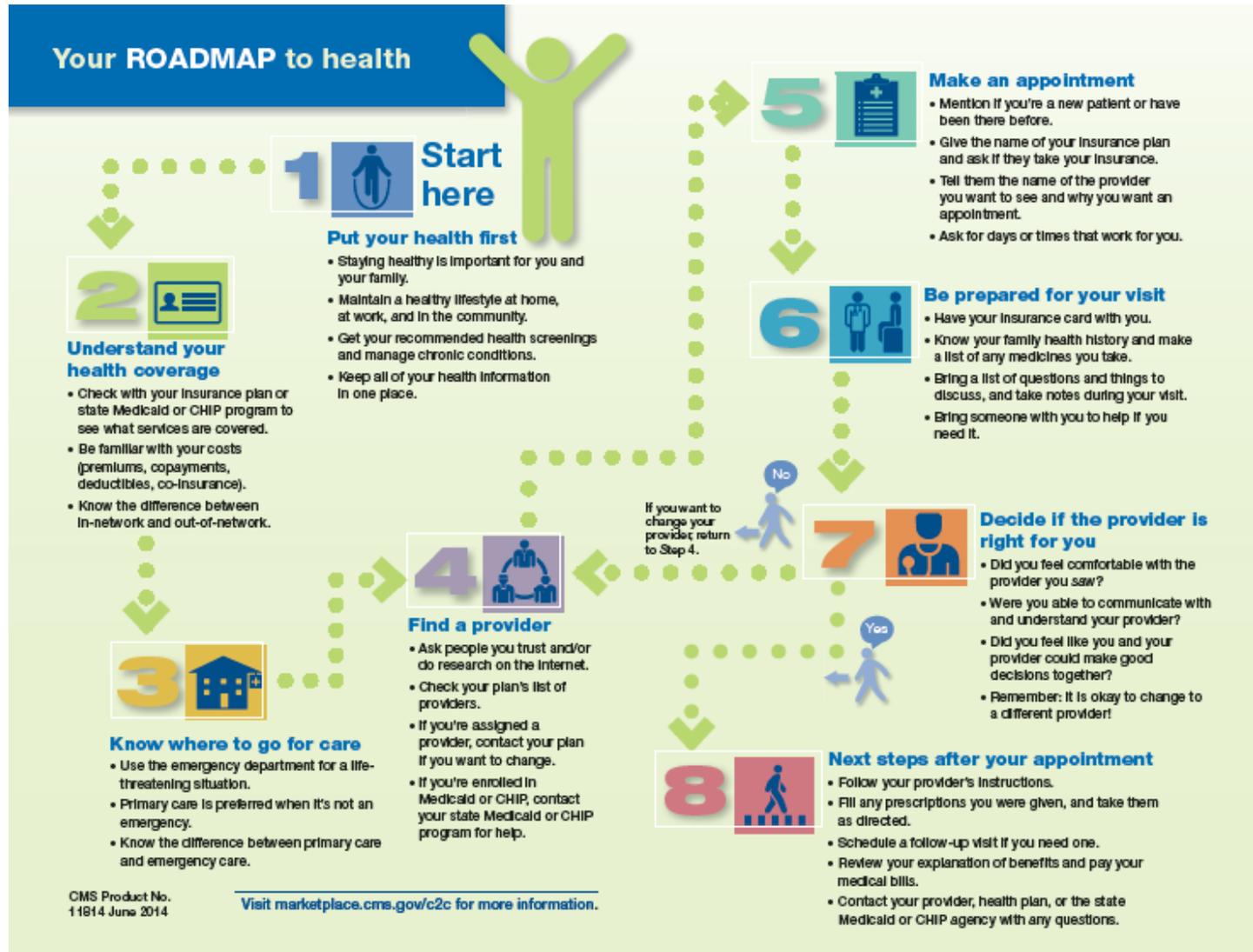
Roadmap to Better Care and a Healthier You

- 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



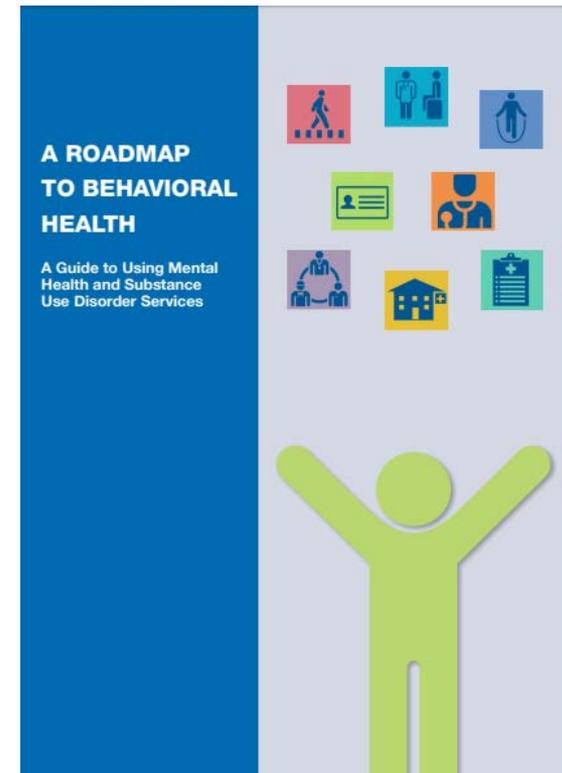
go.cms.gov/c2c

From Coverage to Care Roadmap



Roadmap to Behavioral Health

- 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.



Put Your Health First

1 Make time for physical activity, healthy eating, relaxation, and sleep.



EXERCISE

Even 10 minutes a day can help increase your chances of living longer and healthier.

fitness.gov



DIET

A healthy diet can help protect you against heart disease and certain cancers.

myplate.gov



RELAX

Prevent and manage stress to lower your risk of serious health problems like high blood pressure or depression.

mentalhealth.gov



SLEEP

Make small changes to your daily routine to help you get the sleep you need.

go.usa.gov/3wcyf

2 Get the preventive services that are right for you.



Talk to your provider about which services are right for you.

cdc.gov/prevention/



Mental and emotional health are important. Find behavioral health treatment and prevention services.

findtreatment.samhsa.gov/

Take advantage of these and other services available at no cost to you with most health coverage, thanks to the Affordable Care Act.

<p><i>Immunizations</i> Blood pressure screening</p> 	<p><i>Obesity screening</i> Diabetes screening Diet counseling</p> 	<p><i>Alcohol screening and counseling</i> Tobacco counseling</p> 
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Unique services are also available for women, children, and older adults. For more information on the free preventive services specific to women, children, and older adults, visit go.cms.gov/c2c.

3 Take an active role in your health care.



Ask your provider questions.

ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/index.html

Talk to your family and friends about staying healthy — it may be difficult but it's important!

go.usa.gov/3tfrw

4 Keep track of your health information.



Keep a list of your family's health history. Take it with you when you see your provider.

familyhistory.hhs.gov

Keep a list of your medicines and show your provider. Use the FDA's My Medicine Record.

fda.gov/Drugs/ResourcesForYou/ucm079489.htm

Infographic/Poster

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.
4. Keep track of your health information.



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

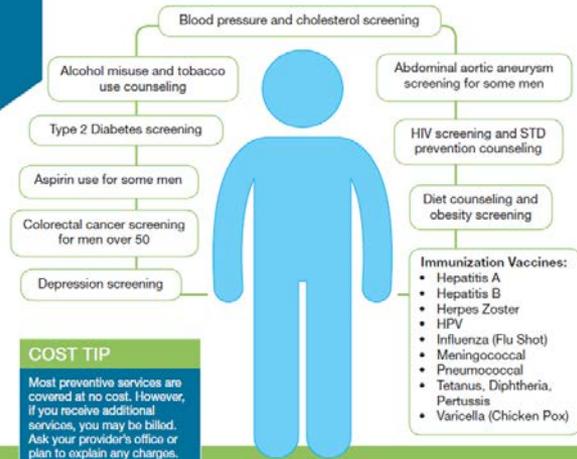
COVERAGE TO CARE >>> Prevention

MEN

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 men under most health coverage, thanks to the Affordable Care Act.



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 go.cms.gov/c2c.

CMS Product No. 11943
April 2016

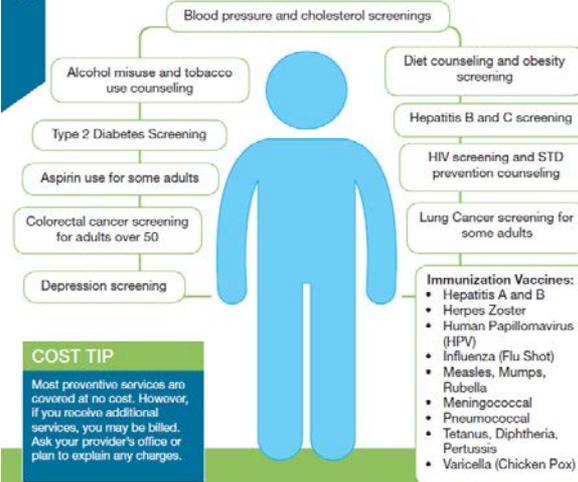
COVERAGE TO CARE >>> Prevention

ADULTS

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 adults under most health coverage, thanks to the Affordable Care Act.



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 go.cms.gov/c2c.

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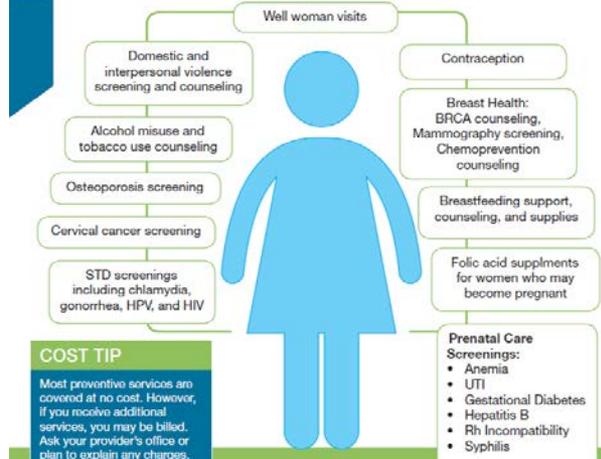
COVERAGE TO CARE >>> Prevention

WOMEN

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 women under most health coverage, thanks to the Affordable Care Act.



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 go.cms.gov/c2c.

CMS Product No. 11945
April 2016

Free Preventive Services Flyers

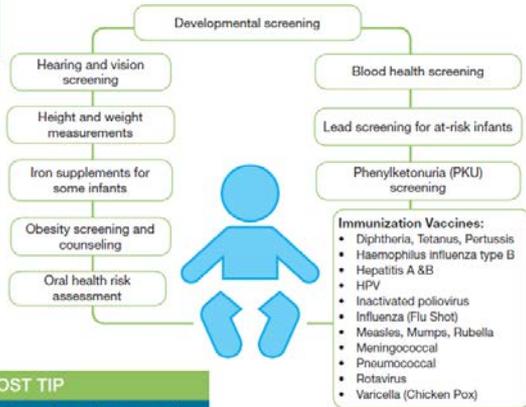
COVERAGE TO CARE >>> Prevention

INFANTS

Put Your Health First

Get the preventive services that are right for you!

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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 go.cms.gov/c2c.

CMS Product No. 11966
April 2016

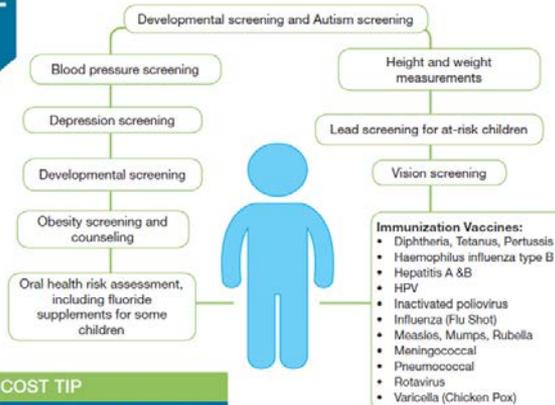
COVERAGE TO CARE >>> Prevention

CHILDREN

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.



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 go.cms.gov/c2c.

CMS Product No. 11946
April 2016

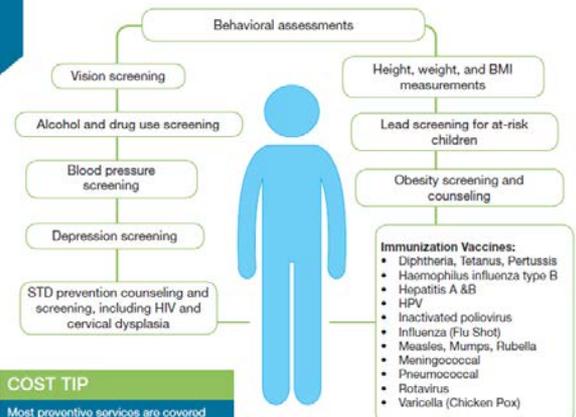
COVERAGE TO CARE >>> Prevention

TEENS

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.



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 go.cms.gov/c2c.

CMS Product No. 11967
April 2016

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.
4. Keep track of your health information.

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



CMS Product No. 11947
Revised June 2016

Questions About Your Health Coverage?

CONTACT US!

Organization: _____
Website: _____
Phone: _____
Email: _____
Contact Person: _____

Remember to keep your information updated with HealthCare.gov (or your State Exchange).
This includes your address, contact information, family size, and household income.

Contact Card

Thank you for taking time to put your health first!

Today, _____, I received a preventive health screening!
I had a screening for: _____
My result was: _____
The result means: _____
Need to follow-up for the results.
Need to make an appointment about the results.
My next screening will be: _____

If you have questions about your health or the result of a service you received,
call your primary care provider!

Screening or
Test Result
Card

Thank you for taking time to put your health first!

APPOINTMENT REMINDER

_____ has an appointment scheduled with
_____ on _____ at _____ am/pm.
Be sure to ask about _____
Office Address: _____
Office Phone Number: _____

Note: If you cannot make your appointment, be sure to call your provider's office!
Give them plenty of notice, because there may be a cancellation fee. Ask about the policy now!

Remember... your provider wants to see you, even when you're well! Make an appointment for a
checkup and talk with your doctor about which FREE preventive services are right for you!

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.

coveragetocare@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.

Get Involved in *From Coverage to Care*



ABOUT FROM COVERAGE TO CARE

Thank you for your interest in *From Coverage to Care (C2C)*. There are many ways to get involved!

WHY IS THIS INITIATIVE SO IMPORTANT?

In the United States, an estimated [12.7 million](#) people signed up for coverage in the 2016 Open Enrollment, allowing them to gain or renew access to the health coverage they need. Enrolling in a health plan is only the initial step. The next step is to make the most of that coverage to maintain and improve health.

Developed by the Centers for Medicare & Medicaid Services (CMS), C2C aims to help people with health coverage, whether through an employer, Medicare, Medicaid, the Marketplace, or another type of health coverage, understand their benefits and connect to primary care and to preventive services, so they can live a long and healthy life. As part of the initiative, CMS has created [resources in multiple languages](#), free of charge to your organization and consumers, to help health care professionals and national and community organizations support consumers as they navigate their coverage.

WAYS TO COLLABORATE

<h5>BECOME A PARTNER</h5> <p>Your support is vital to help consumers make the most of their coverage and access preventive services to support their health goals. Getting involved is simple. Contact us at coveragetocare@cms.hhs.gov with any questions.</p>	<h5>SHARE THE TOOLS</h5> <p>Whether you represent an organization or are an individual community advocate, you can be part of an important effort to improve the health of our nation. We encourage you to share C2C resources in churches, clinics, health systems, and in your community settings.</p>
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go.cms.gov/c2c #Coverage2Care

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How to Order Resources

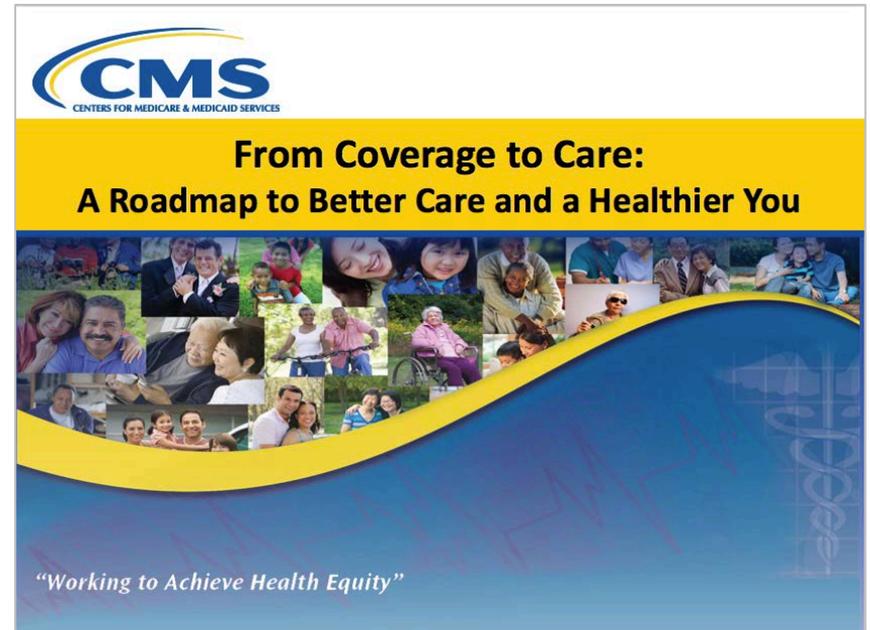
- Order printed copies and have them shipped at no cost to your organization directly to you.
- Many resources are available in English, Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish, and Vietnamese.
- Resources for a Tribal audience are also available.



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.



Username:

[Forgot your Username or Password?](#)

Password:

[Sign in >>](#)

[Request an Account](#)

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

<http://bit.ly/CMSOMH>



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To sign up for updates or to access your subscriber preferences, please enter your contact information below.

Email Address *

Your contact information is used to deliver requested updates or to access your subscriber preferences.

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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:

<http://bit.ly/CMSOMH>