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Event: Getting the Right Health Care

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>> Alex: Good afternoon, everyone. For you joining us for this we are I that are on the national disability navigator resource wreck I that are. We'll be starting in a couple of minutes. And just to let you know, there is CART information listed on the right side of your screen. And this presentation will be available on our website so we can share that website with you later in the presentation. But just to let you know as we're waiting, it's going to be at www.spinalcord.org. I'm just going to get started now, why don't we? Just a couple minutes after 2:00. Thanks again for joining us. My name is Alex Bennewith, I'll be moderating this webinar today. And we do have -- this is one of a series, first for the year.

We have a couple of webinars every month throughout the year. So again, you can check out all of our presentations at [spinal cord.org](http://spinalcord.org). There will be time for questions at the end. I'm happy to take a look at those and have our presenter look at those and any questions that we don't get a chance to answer now, we, of course, have everyone's e-mail and we can follow up with everybody with all their questions.

So I'm just going start off by introducing our presenter. He is Karl Cooper. He spent most of his professional career addressing the needs of individuals with disabilities. Since October of last year he's been the project associate of the American association on health and disability for the national disability navigator resource collaborative. And that's what we're going to talk about here during this webinar. Before that, he was a policy assistant at the national disability rights network and a policy associate before that at the national association of states united for aging and disabilities here in DC. Prior to moving to DC in 2012, he practiced law for 14 years in the greater Philadelphia area, opening his own firm in 2006 where he was able to devote time to pro bono advocacy for those affected by physical and developmental disabilities. As part of that work, he helped consumers validate the opportunities available in employment and education, drawing on his own personal experiences as a person with physical disabilities. He received a law degree from Villanova university School of Law in 1997 and a CA in communications, political science, from

Peterville university in 1994. So we're very happy to have him here to speak about this initiative and our final goal as well. Why don't I just get started? When we go to the second slight, I want to just right off the bat give a thank you to our sponsors for supporting our policy efforts throughout the year. Allergan, permobile, astellas.

Next slide. Just one of you coming events that we have every year in June. Please take note of those dates, June 22nd through the 25th. All the information you need to know, and we'll be updating the website, you know, in the coming weeks as well. That's the website to take a look at. That's our annual policy and legislative conference that we have here in DC. A great event. Just giving you the FYI about that. So if you're interested, you can always reach me, and I have my e-mail listed later. Let me just quickly go onto the next slide. We see that who our presenters are in the webinar. We wanted to explain to you the mission on the association of -- American association of health and disabilities and our mission. Our mission is to improve the quality of live of all people living with spinal cord injuries and disorders. So we want to take a look at all aspects of that life. You know, health insurance, transportation needs, social security benefits. Everything that impacts a person with a spinal cord injury and disorder. And more broadly, the disability community.

And the mission of AAHD is to promote health and wellness initiatives for children and adults with disabilities. And they have a wealth of information on their website as well, with resources and newsletters and things that you can take a look at. So I definitely recommend it and we can share all of that information with you later as well. Why don't I go on to the next slide? Mr. Karl Cooper, please take it away. Karl: Thanks again, Alex, I appreciate this opportunity to share this with you. We're excited about the project and what it's going to mean with those assisting with enrollment and ultimately people who enroll in healthcare through marketplaces. So the obvious question is, the national disability navigator resource collaborative, what is the DNDNRC? It came out of a 10 of disability organizations that navigate wore not have a sufficient knowledge base to assist individuals with disabilities as they made healthcare assist individuals with disabilities. At the healthcare task of the consortium or citizens with disabilities, CCd, a national coalition of individuals with disability organizations located in the DC area, several of these organizations have begun discussing ways to reach out to the navigator to provide some technical assistance and information to better prepare them for assisting this population of consumers as they are shopping for healthcare.

So the national disability navigator resource collaborative is an initiative of seven national cross disability organizations in order to provide disability information and support to navigators and other enrollment specialists as they assist consumers with enrollment through the Affordable Care Act insurance marketplace. The next obvious question as well, who makes up the NDNRC or who are those seven national organizations? We have seven partner organizations. Of those, as Alex has already mentioned, the American association on health and disability or AAHD is one of them. And United Spinal is also one of the partner organizations. AAHD, my organization, is the project major on it and the implementing organization, so we're the ones who are responsible for maintaining the website and everything that we'll be talking about later, and our partners are very important to us in helping us make sure that the content is adequately prepared and addressed all the various needs of the various different types of disabilities that individuals have.

So with that in mind, the other organizations that are also our partners is AAPD or the American association of people with disabilities, DREDF, which is the disability rights education and defense fund; NAMI or the national alliance on mental illness; the national multiple sclerosis society, and the Arc, which helps individuals with mental disabilities. The seven organizations we have there, one of the main strengths of our collaborative is in the cross disability makeup of the partners, and that was very important to us that we tried to hit many different areas of disability so weren't singularly focused on just one particular type of disability. The mission statement of the organization is that the NDNRC is to provide cross disability information and support to navigators and other enrollment specialists, thereby insure people with disabilities receive accurate information once selecting them and enrolling in insurance through the Affordable Care Act marketplace. It's estimated when the Affordable Care Act was enacted that 53 million people were uninsured and had preexisting medical conditions. These individuals are going to face multiples when they look to he know roll for healthcare coverage under the Affordable Care Act, which includes Medicaid in their state, possible Medicaid buy in in their state, possible Medicaid extension in their state, depending on whether their state is expanding Medicaid or not, and of course the exchange of marketplace insurance coverage.

And as you can see, that mission statement there on the slide is to, basically, try and provide as much information as we can to navigators that are assisting them, that those individuals, as they're weighing all of those potential options. So who is the NDNRC designed to help? The NDNRC is

meant to assist the CMS funded navigator programs. That's what we're originally focused on. When we talk with the CMS navigator funded programs, we're talking about the navigator programs in the federally facilitated marketplaces, but that being said, we're also trying to assist other enrollment specialists such as the state based navigators, any connectors, sisters, certified application counselors, and generally, we're going try and develop all of the material in sort of a consumer friendly approach so that it will be of use to disability advocate and consumers with disabilities or family members with disabilities that are enrolling in insurance plans. So those are things that we sort of want to -- that's the target of who we're trying to help and who we're trying to reach. With that, we would like to ask our first poll question of the day. And that is are you -- we want to know how many of the people that are on the webinar today, how many of you are assisting with enrollment? So at this point we're going to put that poll question up and we'll get those results. So are you assisting with enrollment? Alex: Yes, are you insisting in enrollment in the healthcare market place just click yes or no right now. And we'll have an immediate response as far as what the results are take action now and we'll tell everybody what the results are. Okay. We're going to ask the IT personal to post the results.

Okay. We got 42% say yes, they are assisting with enrollment, and 58% said no. So pretty big chunk. That's good to know that we have you folks on the phone right now. Thanks. And we'll do another poll shortly. In couple slides down. Thanks. Carl, go ahead. Okay. Thank you very much, and that's good to know. It looks like we've got almost an even divide of people that are assisting with enrollment and those that are either -- either have disabilities of their own or are maybe looking out for people that are close to them and have disabilities. The main thing we have in terms of our resource or where all the resources are located is going to be at the website. The url is there at the top: www.nationaldisabilitynavigator.org. To get an idea of what you'll see when you go there, this is a screen shot of the home page. You'll see across the top there, there are several buttons there that turn into drop down menus. The first, the about us section has the partners that I listed before. There's also what we call the friends of NDNRC which are organizations that support our project that are helping us get the word out about it and are helping us promote the project and what we're trying to accomplish through it, so that has the list of those organizations.

And if anybody out there is listening and would be interested in joining that group of friends of the NDNRC, my contact information will be

up at the end and you can feel free to contact me and we'll be sure to reach out to you and see how we can get your organization listed on that page as well. The next button you'll see there is conversations. Under conversations we have various things where people can sort of interact with us and try and help get answers to any questions they might have. Under that is a section for ask a question where you can submit a question to the NDNRC and try to get you an answer or get you to the people who know the answer to your question. There's also an FAQ section under there which currently kind of background information about the project.

As people submit questions and we see trends and get common questions in to us, we'll be adding them there as well, so you'll be able to see what sort of questions people are asking and what the answers to those are. We also, as you can see, another conversation section and towards the bottom of the screen shot you can see there's a blog. The blog is going to be where we're going to be featuring some stories of people that are dealing with what their experience has been with enrollment. It will also be for piloting resources and trends, and we're discussing with some organizations that are out there with boots on the ground, so to speak, in terms of what they're dealing with and issues is that they come up with. And we want them to sort of also help us provide some insight on that so you'll be seek maybe some special guests block posts in the future with organizations that are going to be sort of providing that, that look from the ground. Under the material section, the NDNRC materials is where we have the disability guide and also some fact sheets that we're going to be putting out.

And you also see resources and links, which we'll get to later. And then, of course, there's a general place for you to contact us with questions, especially more technical in nature if you're having issues with the website or whatever. The slider you'll see there is right now -- it's on the picture for the disability guide, but that is a picture of the changes, depending on what is going on at the time at the website. We then have three pictures right now that are cycling through there. The guide is one. There's also a link to the partners again, and our general mission statement as an initiative. I would like to .1 thing out on the screen shot. You'll see at the top there where it talks about my appoint and logout. I took the screen shot when I was logged in. You might have saw, if you saw any of the promotional material we did about this initiative early on, there was a registration requirement that was in places for you to access most of the information, I should say, on the website. That registration

requirement has been removed since. So the registration is still there as an option. It's voluntary, but it is not a requirement any more to get to the resources that are located on the website.

So that is something, if you would try to use the website before and maybe saw that and were leery of putting your information in the registration, we understood that and some feedback we got, we decided to remove that registration. We originally had had that, because we were trying to track how many of the navigators and enrollment specialists we were really addressing, and we were trying to figure out if there were trends in certain states, but ultimately, we decided it was important for people to have access to the information rather than to get the trends and we figured there was other ways for us to track that information down. At any rate, like I said, the registration requirements have been removed, so feel free to go on there and use the site as much as you want without having to register.

The next -- if you go further down on the home page, this is another screen shot down further on the home page. I would point out on the left tweets that were put out by our organization or by this initiative. This is a little older of a screen shot, because we've gotten, obviously, if more recent tweets than January 14. But for those of you that are interested in following us on Twitter, the handle is @NDNRC, and we would income you to join us on social media to follow and track what we're doing so that you can be aware of any additional resources that we put out. We try to make all of those announcements through our Twitter account. To the right there was what I really wanted to you see on this particular screen shot. That's our state resources guide and map. These are links to all the various states and territories, and we'll take you to information that is specific to every state.

As we know with anything that's related to healthcare policy, especially when Medicaid gets involved, everything is going to be different from state to state because of all the various policies that are different in every state and how different states handle certain things especially. Also with insurance and how states operate that differently as well. So as a result, we want to try and make sure we have as much state-specific material as possible. So if you click on one of the states, there's a drop down menu there, you can see as well or you can click directly on a state. It will take you to a state-specific page. The state page, obviously, I have here is just the first one, Alabama.

And you'll see the top right there, it has two of the questions that most people want to know about a state. What type of marketplace do

they have? Is it a federally facilitated one? Is it state based or is it a combination of the state partnership with the federal -- so it will be -- one of those three categories will be each one, and the next question is whether or not that state is doing Medicaid expansion or not. So those basic questions will be answered for every state. You also see listed there that state specific fact sheets, later on in the presentation I'm going to get into the fact sheets that the NDNRC is going to be putting out. Right now we don't have any that are state specific, but that's one thing we'll be looking to do is increase the amount of state specific fact sheets we have, because we know a lot of the issues that we're going to be addressing in the fact sheets are going to change, also, from state to state.

So we want to make sure that we're trying to get as much state specific information as we could get, and any information that people could pass along to us, we're more than willing to take a look at and see how we can utilize that as well to find out exactly what's going on and each individual state. You also see there a category for state enrollment specialists. That is -- right now we've got a database for all the navigators and the federally facilitated marketplaces that we're going to be enabling here pretty soon. We're also going to be trying to get as much information for every state we can on federally qualified centers, other in partner sifters, or as four other states are calling them, connectors, so that you can click on that and you can find who's doing various things in your state if you want that specific information. We also, and this did you want apply for Alabama, but if a state is a state-based marketplace, we have the contact information, just basic information of a website and a phone number for all the state based marketplaces that's also listed on the state page. And then the assistive technology program, which is so vital to people with disabilities as they acquire some of those extra technologies.

The state assistance technology program for every state, that our information is also listed on the state page as well. We also have state specific resources. You can see Alabama does have some for state specific resource there that we have. Currently, we have nine different states that have state specific resources, and if you're interesting in knowing, you know, obviously, you can click on your state, on the home page, and find out if your state is among those that we have state specific resources for. Hopefully we'll be able to eventually get to the point where we have something specific for every state. So everyone will be able to utilize various resources on there so we'll be able to find something that's specific to their state. We also will be including any of the news blurbs we do or blog posts that we do that have state specific information in them

that will be cross-referenced on this page, so you'll be able to see that as well in terms of the specific information that exists in those states.

The next thing, as I mentioned, I wanted to point out on the top of the home page was a resources and links page. This is where it will take you. It will take you to the basic resources and links web page that we've got. Once again, at the top there there's a place where you can go, individual state, and find out if they're state-specific resources your state. And then there's just general resources that are available to everyone. We had them broken up by category, which I'll go over briefly. First of all, is enrollment resources, which are disability specific. Many of these are from our partner or friend organizations, such as a tool kit that's up there from the arc. There's also draft questions on rehabilitation from the American occupational therapy association. So those are things that deal with a specific disability and are disability specific. The next category we have is for mental health and behavioral health. Among this is resources from the national council for behavioral health and mental health of America. The next category she have is enrollment resources for populations with special healthcare needs. This section, you could find resources from the American Heart Association and the national health council.

We also have two categories that are important to the national programs that exist for coverage of medical and healthcare. These next two categories have resources from CMS specifically, as well as organizations that are specific to each program such as the national council on aging and the national senior citizens law center for Medicare and the national academy for state -- excuse me. The national academy for state health policy for Medicaid. We also have sort of a general overview category, which is obviously our largest category any terms of resources. We would like to make a special note of something for those of you that are doing assisting and navigating in the states. There is a great guide that was put out in October by the Georgetown University center on health insurance reforms. That guide is available under this particular category, and that's one thing you're going to want to make sure that you take a look at. It's got a great amount of information in there that's helpful for people that are helping, just assisting in general with enrollment. That program at Georgetown is also funded by Robert Wood Johnson foundation, which is the people that obviously are the ones helping us with our funding for this project as well. The newest category of our resources that we have up there right now is enrollment statistics.

This contains just some basic information that was recently put out

by the Kaiser Family Foundation with some of the basic enrollment statistics now that we're almost four months into the open enrollment period for the Affordable Care Act marketplaces for this year that will have basic enrollment statistics up there, such as broken down by age, gender, what plan they've picked. So it gives a lot of basic information in terms of statistics that are very helpful to those that are trying to track what's going on with enrollment. We also have some basic government resources related to the Affordable Care Act, which is information from healthcare.gov, HHS, and there's also a link there to YouTube link, Spanish resources that they have that are available, and it will give you more information for those of you that are dealing with consumers that have Spanish as their primary language. And then finally, we have basic ACA enrollment resources, and this includes links to organizations that have been assisting on encouraging enrollment on the national level. One of the most important resources that we've got on the website currently is the disability guide or the guide to disability for healthcare insurance marketplace navigators.

This is the cover sheet that you'll find for that. It was released a couple weeks ago and provides information to navigators and other enrollment specialists about special considerations. People with disabilities faced as they shopped for healthcare coverage. The basic information there, or I should say the acknowledgments page that we have there, thanking the organizations that reviewed this guide and especially a special thanks to Mary Lou Breslin and Sylvia Yi who are the authors of the guide there with the disability rights education defense fund. We wanted to make sure we thanked them. And of course we want to make sure we thank Robert Wood Johnson foundation, because due to their generous contribution to this program, we're able to do this and make this a reality and hopefully be an assistant to navigators and other people that are helping with enrollment. So what exactly is in the guide? A basic table of contents. In the introduction, the disability guide is meant to supplement the training for navigators.

Those of you that are navigators and went through the training by CMS, they put out a training called consumers, or helping consumers with disabilities. This is meant to supplement that and act as sort of a disability 101 for people helping with enrollment. So you don't necessarily need to have done that CMS training that was specific, but it also is meant to sort of supplement what was in that, so you can go ahead and utilize this. This doesn't just repeat everything that was in that training as well. What are the purposes of the supplemental disability guide? This provides the

objectives of the guides, just strengthening, disabilities literacy, helping identify and provide appropriate accommodations, and assisting in identifying issues central to the healthcare people with disabilities. We also have key questions for navigators, and this just gives a basic overview of some of the important questions that are answered by the guide. So if there's something you want to know if it's in the guide, that's a section that you'll want to go to and that will be able to tell you whether or not the guide will answer that particular question. Who are people with disabilities?

And the next section, what problems and barriers do people with disabilities historically encounter when obtaining healthcare insurance these two sections together provide a basic background those who are completely unfamiliar with disability issues as to who make the population for people with disabilities and historic disparities that people with disabilities have faced in obtaining and having healthcare, both insurance and just obtaining services as well. How do disability rights laws affect the operation of the marketplace? This is going to provide a basic exploration of how the Americans With Disabilities Act or ADA affects those who are enrolling or providing enrollment services and sort of what they need to know in terms of how that federal law, what requirements that federal law, I should say, puts on navigators who are providing services through the market place. What do navigators need to know about disability? A very important topic and I'm going to come back to this so I can go over this in a little more detail. How is Medicaid eligibility being determined for people with disabilities? This is going to begin the basic discussion of Medicaid categories for eligibility, for people with disabilities. As fact sheets are going to be released, more details and assistance are going to be provided to the navigators and enrollment specialists on these issues, so those are fact sheets and stuff you're going to want to also keep an eye out for.

I know that there's some sort of Q&A basic scenarios that sort of provide -- there's five scenarios specifically that provide a fact set and then some basic questions about it so that people will understand that reading it will sort of have that interactive part of it so that they can see some specific examples and how the marketplace and how requirements on navigators will play into that and what navigators should be keeping in mind as they're assisting people with disabilities.

What type after come occasion should navigators know about? This is going to review methods of communications, communicating effectively, and it's really designed to help navigators and enrollment

specialists understand how they can be prepared to indicate -- prepared, how they can identify, I should say, and assist individuals with visual or hearing impairments.

And finally we've got the NDNRC fact sheets. There's a list of fact sheets that are going to be released in the future. I'll also have assist individuals here later in the presentation. There's also linked in reference to the resources page in the website and also a link to the glossary section of healthcare.gov for giving an idea of what all the various terminology means as people are trying to laughy gate the complex world of health insurance.

I wanted to take time to look through the important section of what do navigators need to know to look at disabilities? The first is a question of how is disability designed? And this is going to go over some of the basics of the ADA definition of disability and how individuals that are assisting with enrollment could recognize disability among consumers, because sometimes the disability is not that redly apparent, so you need to know sort of questions that we'll be asked on the application and certificate of how to respond in those ways. And that's the next part is what disability questions appear on the screen application for health insurance or Medicaid submitted through the marketplace? And this section addresses the sex of the marketplace question which asks about disabilities and how navigator should approach that section.

Why is understanding disability so important? Navigators and enrollment specialists need to understand how disability not only affects choices that people with disabilities face in enroll, but also how the Navigator needs to make sure that they are doing everything they can to provide services for people with disabilities.

Also talk about what is disability literacy? This boils down to making sure organizations have an awareness of literacy and insure that there are appropriate accommodations that are in place and available for people that are coming into your organization as they seek assistance.

What is disability etiquette? This really can be summed up in one word. That's what the guy talks about, and that word is respect. You don't want to make assumptions about people with disabilities. Be careful what language you use, because some people can find certain things offensive. This goes over some of those basics.

As a person with my own physical disability, I'm more than willing to discuss in greater detail if you have more questions about this after you read the guide. My contact information is going to be at the end of the presentation, and I'm always more than willing to talk about what you

should be thinking about in terms of the way you address people with disabilities and what the appropriate way to do it and the way to respond to it is as well. What is physical accessibility? Obviously, addressing physical accessibility is critical to making sure that all consumers can utilize the services that you're going to be providing as navigators. You want to make sure you get them basically, so that is going to give you basic directions on the entrance to your building and also navigating the building to make sure you're going meet with people that is completely physically accessible.

Next is how can navigators ensure effective communication with people with disabilities? And physical accessibility is not the only issue that navigators and enrollment specialists need to make sure that they're addressing. They also need to make sure that they can communicate effectively with individuals that have visual or hearing impairment. So making sure you've got everything at your disposal so that if someone comes in the door that has one of those disabilities, you're able to effectively communicate with them, and this section is going to provide some of the basics of what a navigator should consider and what's available, frankly, in this area. How can navigate ends insist people with disabilities? Evaluate the adequacy of specific plans. Fact sheets are going to address this in more detail, but this section, along with the next one, which is how can navigators assist people with disabilities evaluate the adequacy of the essential health benefits. These two sections are going to sort of begin to provide the basic explanation of what navigators need to look at and be considering as they're helping people evaluate these plans. So it's going to be critical for you to start to think about what it is that individuals with disabilities are going to be looking at in terms of these plans and sort of what considerations they need to take into account when they're making their enrollment decision.

Of the fact sheets, we want to point out that we have just released the first fact sheet, and that is a call comparing health plans, benefits, and coverage. Like I said, there's going to be 17 fact sheets and this is just the first one. This fact sheet I know is tended to help navigators answer specific questions that people with disabilities might ask about benefits and coverage available through the health insurance marketplace. It does this through a basic Q&A section, so it's something that you'll want to take a look at, especially if you're trying to understand the complicated coverage and the summary of benefits coverage that exists out there, and sometimes those things can be difficult to understand, so this will sort of help you have an idea of what we'll be able to do in terms of making sure

that you're looking at the right areas when you're trying to help people make those decisions.

And I realize I actually bypassed the second poll question we were supposed to do. We were supposed to do that before that slide. But the second poll question that we want to ask you is especially as you're looking at sort of the how many of you have applied -- so At this point, we'll open that.

>> Thank you, Karl. This is Alex. The second question for the poll is how do you apply for coverage through the healthcare marketplaces or Medicaid during the last four months. Obviously since the Affordable Care Act started? Please select one yes or no. Please take action now and select the results and tell everyone right away. Hopefully everyone has had a chance to click yes or no. I'd ask the IT person to show their results. The results should be showing up any second now. Great. We have had 20% of people that are on this call have applied for coverage. So that's a good number. So we're happy to be here to help as you go through the system, obviously, and that's what this collaborative is all about, navigating people through the system. So yes, 20% say yes. 80% say no. Of course, that may change as we go through 2014.

Over to you, Karl.

>> Karl: Thanks a lot. I didn't answer that poll question, but I'm a question as well. Maybe that increases it is number just slightly. I will point out that anybody who's interested in my story in terms of my enrollment, that was one of the blog posts I did for the NDNRC, so I'd invite you to go ahead and take a look at the website and look at my story and you can learn more about that. In terms of the 17 fact sheets, I don't want to take up a lot of people with reading through all of these, but this will give you sort of a preview of what is to come. The first one there is the one that I mentioned comparing health plans, benefits, and coverage summaries. And the rest of those, there's 10 here and then there are search more on the next page that sort of are the fact sheets that will be being released in the near future. So those are ones you're going to want to keep a lookout for, and we hope that in the next couple months we'll have those out, hopefully before the deadline of March 31st when it rolls around. We hope to have them all done so that people will be able to look at those and refer to them as they're making their enrollment decisions.

So with that, I'll turn it back to you, Alex.

>> Alex: Okay. Great. Go to the next slide. Perfect. Flush, as you see, there's a lot of information there for you to look at. And so a way to continue to stay in touch with everything that NDNRC is doing and AAHD

and united spinal, all of those links there are great resources for you. National disability navigator.org, AAHD dot us, a resource center there, obviously spinal cord.org I mentioned earlier, and a great magazine resource as well, new mobility.com is one of our publications.

So I'm going to, again, I know people will ask me about archives, and that can be those that are found at spinal cord.org for the web I signatures.

Go to the next slide. -- webinars.

Go to the next slide. And move to the next slide. Great. So that's all of our information, our contact info. I do have some questions here that I'd like to pose Karl. A couple of questions about your story, Karl. Did you mention it was a blog on NDNRC's website?

>> Karl: Yes. I think I did that at the beginning of January. I think it was the second blog post I did. It was under the share your story thing when I was talking about opportunities that people have with other organizations and also CMS has a share your story told. I'm toll it's available. So it highlights some of those, and in the course of that, I also sort of shared my story of declining coverage as we go.

>> Alex: Okay. Great. We are getting, Unfortunately for some reason the NDNRC website is having some technical glitches right now, but I know folks are working on it to get it up as soon as possible and you'll be able to look at all of that good information that we've just gone through. So it shouldn't be long before that's fixed.

One question around I know we also have the friends ever NDNRC, which are separate from the partners. Just if you could go through that and talk about what other types of groups are included in that and they still are able to participate and communicate on this initiative.

>> Karl: Yes, that's a great question in terms of what organizations -- is the question, do they specifically want to know which organizations already are listed?

>> Alex: Well, there was a specific question one lady asked about whether there are pediatric organizations and used for special needs included in that list. Unfortunately since the website is down currently, I wasn't able to take a look. I know there's a lot of people included, different groups across the spectrum, but I wasn't able to look. Maybe you can remember or we can always follow up later with an e-mail.

>> Karl: If you let me look it up and maybe going to another question?

>> Alex: Absolutely. While he's doing that, I'm also happy to mention a really great list. It's a navigator grant recipient list that is

housed on CMS's website, central forces Medicare and Medicaid services. We can also post it on United Spinal's website, and it lists automatic of the organizations from, you know, across the country that received grant money to work with navigators, to fund navigators, to help people get enrolled in healthcare. So that's a great list for you if you're looking for who to contact. Obviously, you can contact NDNRC, but that's another resource for you. Oh, another question as Karl is looking for that, are you partnered with any rehab facilities? That's something that Karl can answer or we can once the website is up.

>> Karl: Yeah. I'm having trouble accessing the information that I need.

>> Alex: Yeah.

>> Karl: Without completely taking the slide showdown that we have and look at that time that way, but I don't want to do that.

>> Alex: Right.

>> Karl: To answer your question, I do know that the American occupational therapy association is one of our friends. I can't remember off the top of my head if there's other rehab organizations that are associated with this. But like I said, we're always more than willing to -- individuals are looking. It's become a friend of the NDNRC. Our e-mail address is there. They can feel free to e-mail me and we can be in touch with them.

>> Alex: Yeah, that's an easy thing to take care of. The question about one of the fact sheets, when do you think the fact sheet availability on mental health parenting will be available?

>> Karl: Good can he. We just -- good question. We just have the first draft of one of the mental health fact sheets that was put out for review among those of us looking at it yesterday. So hopefully that one will be up within the next week.

>> Alex: Great. Good timing. Good timing on that question, whoever asked that. There is a very detailed question around Social Security disability insurance, and not being able -- not being told that their account could not be transferred to their funds or something like that. I'm trying to read it as I'm saying it out loud. I'm going to look into this question a lot more, because there's a lot of detail there, so I don't want to have either of us respond to that incorrectly. So be sure to know that we will definitely follow up with you on that question. Let's see. I think those were the bulk of it. Those were the bulk of the questions. Another problem with detected health information. You know, Karl did reference that briefly in the beginning around the registration and putting your

information in, so I know, Karl, you decided as a collaborative to not include that, because people were concerned about providing personal information.

>> Karl: Yeah. And it was the basic information that we were requesting in the registration was just the name, what role they were in, if they were a navigator and a sister, if they were just a disability advocate or if they were a consumer in general. And we also wanted to know what state they were from. Those were the basic questions we were asking. And an e-mail address just so that you could confirm. But other than that, that was the only thing that was required for the registration. The registration is still available. It's still voluntary, but it's no longer needed if you need -- if you want to access the information.

>> Alex: Actually, somebody would like to hear more from us about the experience with individuals who are hard of hearing or hearing impaired related to this. So again, we can reference the disability guide and how we reference some of those issues in there.

>> Karl: There's a lot of great things in the guide I'd encourage that foreign take a look at in terms of, you know, getting sign language interpreters or if they need CART systems or tele-relay. All of those different things are addressed in the guide.

>> Alex: Uh-huh, right. Let's see if there are any other questions coming through.

>> Karl: Did we lose Alex? Okay. Well, we lost -- it looks like we lost connection with Alex. So at this point, it sounds like we've answered the questions. If there are more questions, I'm sure Alex will forward them along to me and we can address them on an individual basis then if people have questions. So I want to thank you and thank Alex for the opportunity to present the initiative to your audience, and we are excited about the possibilities of what this initiative can do. And like I said, my contact information is there, so feel free to ask me questions. At this time, I think we will end the webinar. Thank you.

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