



**Connecting Kids to Coverage National Webinar:  
Medicaid and CHIP Outreach and Enrollment Considerations in  
Immigrant Communities**

July 17, 2014

# Agenda

- Topic Overview
- Eligibility Rules: Enrolling eligible immigrants and individuals in mixed immigration status families
- Applying the Rules: Enrollment scenarios
- Spotlight on States: Illinois and Washington
- Q&A Sessions
- Connecting Kids to Coverage Campaign Resources



# What Are Special Considerations in Immigrant Communities?

- Enrolling immigrant children or children in mixed immigration status in Medicaid and CHIP presents unique challenges. You can address some of these challenges through a better understanding of the following:
  - Eligibility rules
  - Enrollment procedures
  - Effective communication with families



# Eligibility Rules for Non-Citizens for Medicaid and CHIP



- **Sarah Lichtman Spector**, Technical Director  
Division of Eligibility, Enrollment and Outreach  
Children and Adults Health Programs Group  
Centers for Medicaid and CHIP Services



# Overview

Eligibility for Non-Citizens (PRWORA)

Lawfully Residing Option for Medicaid/CHIP

Eligibility for Medicaid, CHIP, and Marketplace/QHPs

Application and Enrollment Tips for Non-Citizens

Accessibility/Language Services



# Eligibility for Non-Citizens in Medicaid and CHIP

## Under Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA):

- The following groups may be eligible for Medicaid and CHIP:
  - Qualified non-citizens who entered before 8/96
  - Qualified immigrants who reach end of 5-year waiting period (i.e LPRs/green card holders)
  - Qualified immigrants exempt from 5-year waiting period (e.g., refugees, asylees, Cuban/Haitian entrants, trafficking victims, veteran families)
- There is no federal funding to cover undocumented immigrants, except for payment for limited emergency services



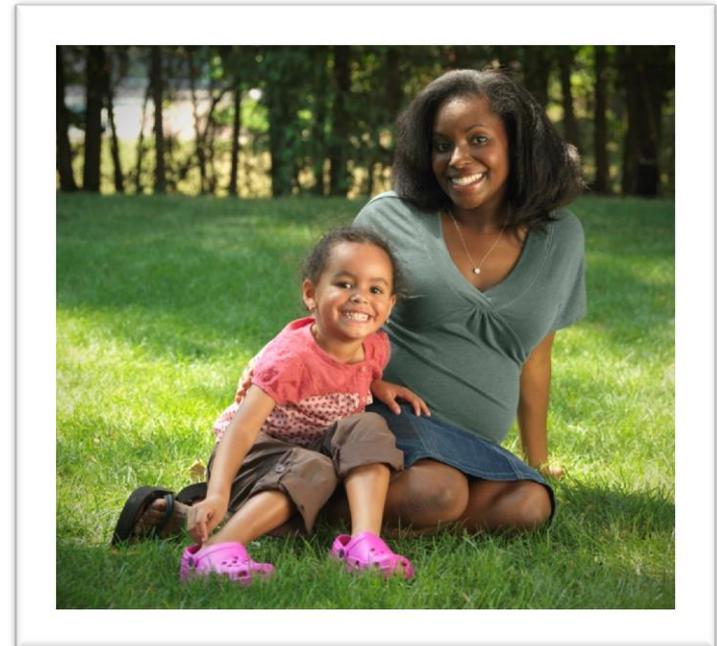
# Who is a “Qualified Non-Citizen”?

- Specific list includes:
  - Lawful permanent residents (LPRs or green card holders)
  - Asylees and refugees
  - Cuban/Haitian entrants
  - Parolees for more than 1 year
  - Battered non-citizens, spouses and children
  - Victims of trafficking
  - Veterans and active military, and their spouses and children
- Note: Many of these groups are exempt from the 5-year waiting period



# Option to Cover Lawfully Residing Children and Pregnant Women

- CHIPRA made available a state option to cover children and/or pregnant women who are:
  - Lawfully present, and otherwise eligible
  - Without a 5-year waiting period
  - Regardless of date of entry into the U.S.
- 29 states, DC and CNMI

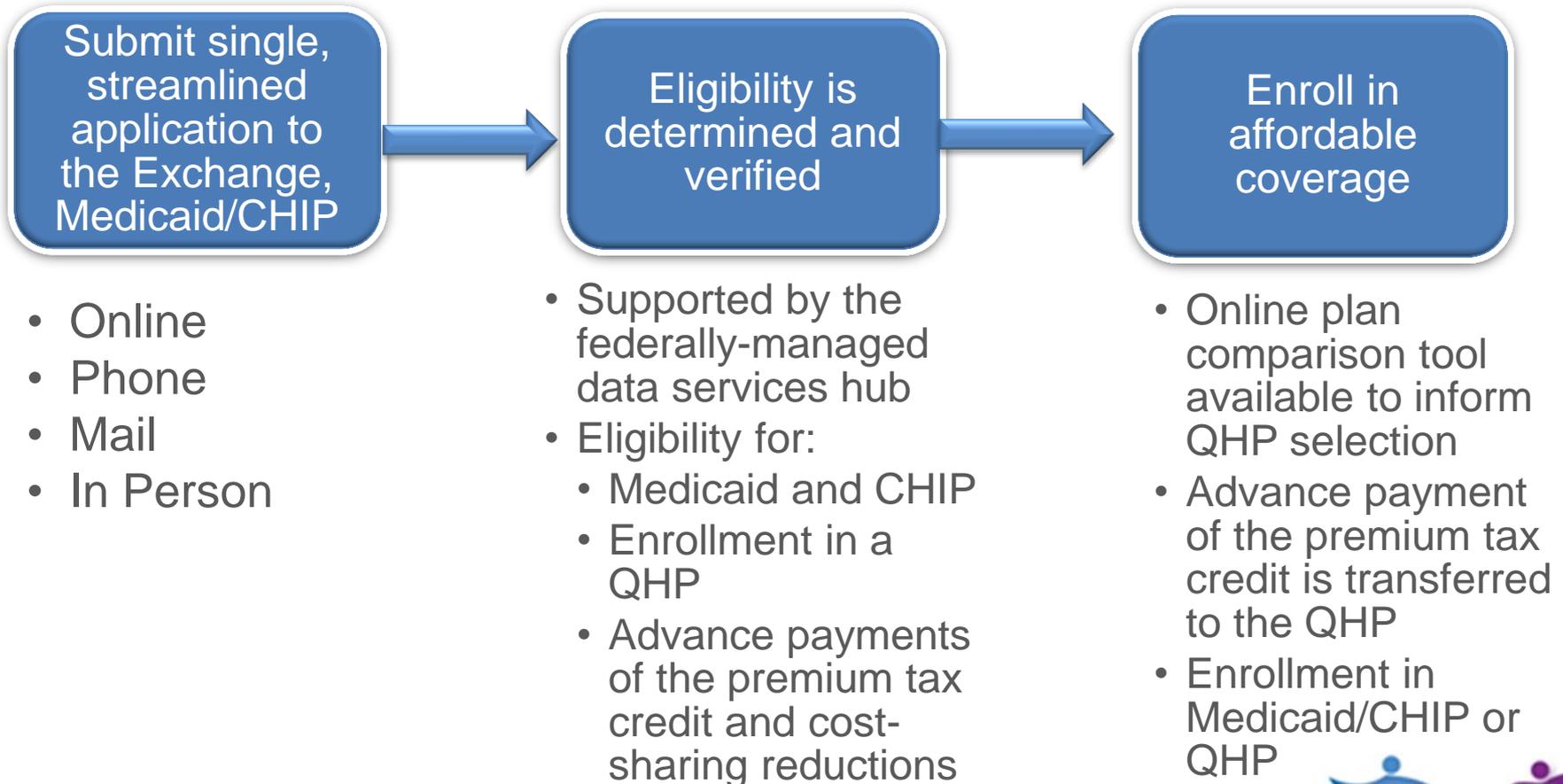


# “Lawfully Present” includes:

- Qualified non-citizen, regardless of a waiting period
- Humanitarian statuses or circumstances (Temporary Protected Status, Special Juvenile Status, asylum applicants, Convention Against Torture)
- Valid non-immigrant visa holder
- Legal status conferred by other laws (temporary resident status, LIFE Act, Family Unity individuals)
- Lawfully present in American Samoa and the Northern Mariana Islands



# Seamless, Streamlined System of Eligibility and Enrollment



# Minimizing Burden in Application Process



The state may only require an individual to provide the information necessary to make an eligibility determination



Applications may ask a non-applicant for certain information necessary to determine eligibility for an applicant (i.e. income, tax filing status, relationship)



# Application Process Cont.

- Request for SSN of a non-applicant is permitted if:
  - It is voluntary
  - It is used only to determine eligibility for applicant/beneficiary or for purpose directly connected to Medicaid program
  - Clear notice is provided to individual
- States should not ask for citizenship/immigration information from a non-applicant



# Public Charge

- Applying for Medicaid or CHIP does not make someone a “public charge.”
  - It will not affect someone’s chances of becoming an LPR or U.S. citizen.
  - The one exception is for individuals receiving long-term care in an institution at government expense. These people may face barriers getting a green card.



# Accessibility and Federal Funds for Language Services

- Information must be accessible to individuals who are limited English proficient and individuals with disabilities.
  - Entities receiving federal funds have a responsibility to provide these services and not to discriminate based on national origin for individuals who are limited English proficient under Title VI of Civil Rights Act of 1964
  - Based on disability under section 504 of the Rehabilitation Act of 1973
- Federal funds are available for oral interpretation and written translation to be provided to Medicaid and CHIP applicants and beneficiaries.



# Eligibility Options for Non-Citizens

Program	Summary of Eligibility Rules
Medicaid/CHIP	<ul style="list-style-type: none"><li>• Qualified non-citizens</li><li>• Must apply the 5-year waiting period to certain non-citizens</li><li>• State option to cover lawfully residing children and/or pregnant women (removes the 5-year waiting period)</li></ul>
Marketplace/QHP	<ul style="list-style-type: none"><li>• Must be <u>lawfully present</u> to purchase insurance in a Qualified Health Plan, or to be eligible for an Advance Payment for Premium Tax Credit (APTC) or Cost-Sharing Reduction (CSR)</li><li>• Under 100% FPL of household income, may be eligible for APTC and CSRs, if lawfully present and ineligible for Medicaid due to immigration status</li></ul>



# Applying the Rules: Enrollment Scenarios

- **Shelby Gonzales**, Senior Policy Analyst

Center on Budget and Policy Priorities



- **Jenny Rejeske**, Health Policy Analyst

National Immigration Law Center



# Scenario 1:

## Nadif, Fatima and Amina

- Nadif and Fatima are married.
- Amina is the daughter of Fatima and step-daughter of Nadif.
- Nadif became a naturalized citizen last year.
- Nadif submitted a visa petition for Fatima and Amina last year which was approved in February, and Fatima and Amina are applying to become lawful permanent residents.
- Nadif earns \$18,553 a year.
- Nadif and Fatima file taxes jointly and claim Amina as a dependent.



Nadif, 27  
Fatima, 27  
Amina, 5



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# Eligibility Based only on General Citizenship / Immigration Status Rules

Fatima



- Applying for coverage
  - Yes
- Citizen
  - No
- Immigration status
  - Applying for lawful permanent residency; has approved visa petition
- “Qualified” noncitizen
  - No
- Lawfully present
  - Yes

## MAY BE ELIGIBLE FOR:

- ✗ Medicaid
- ✓ QHP Enrollment

Amina



- Applying for coverage
  - Yes
- Citizen
  - No
- Immigration status
  - Applying for lawful permanent residency ; has approved visa petition
- “Qualified” noncitizen
  - No
- Lawfully present
  - Yes

## MAY BE ELIGIBLE FOR:

- ✓ Medicaid (depending on state)
- ✓ CHIP (depending on state)
- ✓ QHP Enrollment

Nadif



- Applying for coverage
  - Yes
- Citizen
  - Yes

## MAY BE ELIGIBLE FOR:

- ✓ Medicaid
- ✓ QHP Enrollment



# Eligibility for Tax Credit and Medicaid in Michigan

	Medicaid/CHIP				Premium Tax Credits			
	Eligible?	HH	Income	FPL	Eligible?	HH	Income	FPL
Fatima	No	3	\$18,553	95%	Yes	3	\$18,553	95%
Amina	No	3	\$18,553	95%	Yes	3	\$18,553	95%
Nadif	Yes	3	\$18,553	95%	No	3	\$18,553	95%

- **Fatima** and **Amina** are not eligible for Medicaid based on their immigration status.
- **Fatima** and **Amina** are eligible to enroll in Marketplace coverage because they are lawfully present. Although their income is below 100% FPL, they are eligible for premium tax credits because they are not eligible for Medicaid based on their immigration status.
- **Nadif is eligible for Medicaid.** He is a citizen and his income is below the 133% income limit.



# Eligibility for Tax Credit and Medicaid in Virginia

	Medicaid/CHIP				Premium Tax Credits			
	Eligible?	HH	Income	FPL	Eligible?	HH	Income	FPL
Fatima	No	3	\$18,553	95%	Yes	3	\$18,553	95%
Amina	No	3	\$18,553	95%	Yes	3	\$18,553	95%
Nadif	Yes	3	\$18,553	95%	No	3	\$18,553	95%

- **Fatima** is not eligible for Medicaid based on her immigration status.
- **Amina** is lawfully present and therefore eligible to enroll in Marketplace coverage. Although her income is below 100% FPL, she is eligible for premium tax credits because she is not eligible for Medicaid based on her immigration status.



# Eligibility for Tax Credit and Medicaid in Virginia, continued

	Medicaid/CHIP				Premium Tax Credits			
	Eligible?	HH	Income	FPL	Eligible?	HH	Income	FPL
Fatima	No	3	\$18,553	95%	Yes	3	\$18,553	95%
Amina	No	3	\$18,553	95%	Yes	3	\$18,553	95%
Nadif	Yes	3	\$18,553	95%	No	3	\$18,553	95%

- **Amina** is eligible for Medicaid because her income is below the 143% FPL Medicaid limit for children in Virginia and Virginia provides Medicaid and CHIP to lawfully present children.
- **Nadif** is not eligible for Medicaid because Virginia did not expand Medicaid and his income is above the 49% FPL limit for parents in Virginia.
- **Nadif** is a citizen and therefore eligible to enroll in Marketplace coverage. He is not eligible for premium tax credits or cost sharing subsidies because his income is below 100% FPL.



# Important to Know: ID Verification is Required to Set Up an Account

## Step 1

The person completing the application is asked to provide information

**Tell us about yourself. Use your complete name, as it appears on legal documents (like your Social Security card).**

All fields are required unless they're marked optional. Don't enter any letters with special characters, like accents, tildes, etc.

<b>First name</b>	<b>Middle</b> <i>optional</i>	
<input type="text"/>	<input type="text"/>	
<b>Last name</b>	<b>Suffix</b> <i>optional</i>	
<input type="text"/>	<input type="text" value="Select..."/>	
<b>Date of birth</b>	<b>Social Security number</b> <i>optional</i>	
<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="XXX-XX-XXXX"/>	
<b>Email address</b>		
<input type="text"/>		
<b>Street address</b>	<b>Apt./Ste #.</b> <i>optional</i>	
<input type="text"/>	<input type="text"/>	
<b>City</b>	<b>State</b>	<b>ZIP code</b>
<input type="text"/>	<input type="text" value="Select..."/>	<input type="text" value="XXXXX-XXXX"/>
<b>Phone number</b>	<b>Ext.</b> <i>optional</i>	<b>Phone type (Select one.)</b> <i>optional</i>
<input type="text"/>	<input type="text"/>	<input type="text" value="Select..."/>

## Step 2

Experian provides customized credit-related questions

### Identity questions

Answer these questions so we can verify your identity.

1. You may have opened a mortgage loan in or around February 2005. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- CHAMPION MORTGAGE
- INDEPENDENCE ONE
- LOAN AMERICA
- CITIMORTGAGE INC
- NONE OF THE ABOVE/DOES NOT APPLY

2. You may have opened an auto loan in or around March 2012. Please select the lender for this account. If you do not have such an auto loan, select 'NONE OF THE ABOVE/DOES NOT APPLY'.

- TRANSAMERICA
- NISSAN MOTOR ACCEPTANC
- MITSUBISHI MOTORS CRED OF AMERICA
- GEC AUTO LEASE
- NONE OF THE ABOVE/DOES NOT APPLY



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# Scenario 2:

## Rashid, Miriam and Leila

- Rashid and Miriam are married and live with their daughter, Leila
- Rashid and Miriam:
  - Entered the US as refugees 4 years ago
  - Became Lawful Permanent Residents (LPR) last year
- Leila was born last month
  - No Social Security number yet, but applied for one
- Family income: \$17,577
- Rashid and Miriam file taxes jointly and claim Leila as a dependent
- Everyone in the family is interested in getting health coverage



Rashid, 27  
Miriam, 27  
Leila, 1 month



# Eligibility Based Only on General Citizenship/Immigration Status Rules

Rashid



- Applying for coverage
  - Yes
- Citizen
  - No
- Immigration status
  - Refugee
  - Lawful Permanent Resident
- “Qualified” noncitizen
  - Yes
- Subject to 5 year bar
  - No
- Lawfully present
  - Yes

MAY BE ELIGIBLE FOR:

- ✓ Medicaid
- ✓ QHP Enrollment

Miriam



- Applying for coverage
  - Yes
- Citizen
  - No
- Immigration status
  - Refugee
  - Lawful Permanent Resident
- “Qualified” noncitizen
  - Yes
- Subject to 5 year bar
  - No
- Lawfully present
  - Yes

MAY BE ELIGIBLE FOR:

- ✓ Medicaid
- ✓ QHP Enrollment

Leila



- Applying for coverage
  - Yes
- Citizen
  - Yes

MAY BE ELIGIBLE FOR:

- ✓ Medicaid
- ✓ CHIP
- ✓ QHP Enrollment



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# Eligibility for Tax Credit and Medicaid in Oregon

	Medicaid/CHIP				Premium Tax Credits			
	Eligible?	HH	Income	FPL	Eligible?	HH	Income	FPL
Rashid	Yes	3	\$17,577	90%	No	3	\$17,577	90%
Miriam	Yes	3	\$17,577	90%	No	3	\$17,577	90%
Leila	Yes	3	\$17,577	90%	No	3	\$17,577	90%

- **Miriam** and **Rashid** are eligible for Medicaid. They are “qualified” immigrants and as refugees are not subject to the 5-year waiting period and their income is below the Medicaid income threshold of 133% FPL in Oregon.
- **Leila** is eligible for Medicaid. She is a citizen and her income is below the 185% income threshold for infants in Oregon.



# Eligibility for Tax Credit and Medicaid in Virginia

	Medicaid/CHIP				Premium Tax Credits			
	Eligible?	HH	Income	FPL	Eligible?	HH	Income	FPL
Rashid	No	3	\$17,577	90%	No	3	\$17,577	90%
Miriam	No	3	\$17,577	90%	No	3	\$17,577	90%
Leila	Yes	3	\$17,577	90%	No	3	\$17,577	90%

- **Miriam** and **Rashid** are not eligible for Medicaid. They meet the immigration status requirements but they are not eligible because their income is above the 49% FPL limit for parents in Virginia.
- **Miriam** and **Rashid** are eligible to purchase marketplace coverage because they are lawfully present. They are not eligible for PTC in the marketplace because their income is below 100% FPL (people with income below 100% FPL, can only get PTC if they are lawfully present but not eligible for Medicaid based on immigration status).
- **Leila** is eligible for Medicaid. She meets the citizenship requirement and her income is below the 143% FPL Medicaid.



# Scenario 3:

## Nina, Tanya and Amelia



- Nina lives with her daughters, Tanya and Amelia
  - Nina is undocumented
  - Amelia has deferred action under the Deferred Action for Childhood Arrivals (DACA) program
  - Tanya is a US citizen
- Tanya is applying for coverage
- Nina files taxes using an ITIN and claims both children as dependents
- Nina earns \$37,107 a year

Nina, 42  
Tanya, 8  
Amelia, 17



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# Eligibility Based only on General Citizenship / Immigration Status Rules

Nina



- Applying for coverage
  - No

Amelia



- Applying for coverage
  - No

Tanya



- Applying for coverage
  - Yes
- Citizen
  - Yes

## MAY BE ELIGIBLE FOR:

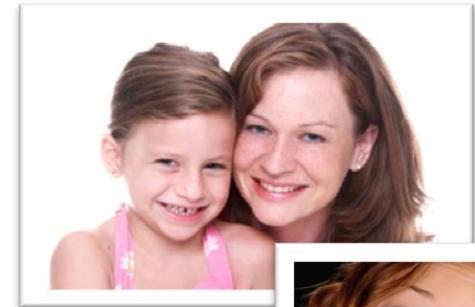
- ✓ Medicaid
- ✓ CHIP
- ✓ QHP Enrollment



# Eligibility for Tax Credit and Medicaid

	Medicaid/CHIP				Premium Tax Credits			
	Eligible?	HH	Income	FPL	Eligible?	HH	Income	FPL
Nina	N/A	--	--	---	N/A	---	---	---
Amelia	N/A	--	--	---	N/A	---	---	---
Tanya	Yes	3	\$37,107	190%	No	3	\$37,107	190%

- **Nina** and **Amelia** are not applying for coverage, they would not meet the immigration requirement for insurance affordability programs. *(Note: they are not subject to the penalty for going without coverage)*
- If **Nina** or **Amelia** were to become pregnant, they may be eligible for CHIP coverage for pregnant women in some states (16 states and DC).
- **Tanya** is eligible for CHIP.



# Important to Know: Some Individuals Have Concerns about Immigration Enforcement

*Nina is undocumented and may worry that the government will find out that she is undocumented. She may also be worried about what information she may have to share about herself and if Medicaid or the Marketplace will report her to immigration authorities.*

- ***IT'S SAFE TO APPLY***

- Medicaid and the ACA include strong protections for personally identifiable information; some privacy provisions were written to encourage participation of mixed-immigration status families.
- Agencies can collect, use, and disclose only that information strictly necessary for enrollment in health coverage.
- Information about applicants/household obtained for health insurance eligibility will *not* be used by ICE/DHS for immigration enforcement.

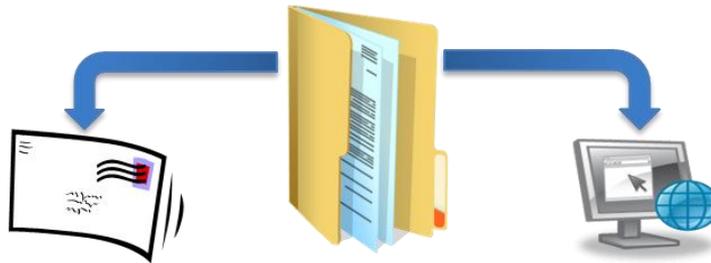
See resource materials— [ICE memo Oct'13 \(Spanish\)](#), [HHS FAQ](#)



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# Income Verification

- When no SSN is provided, income cannot be verified through a match with SSA or IRS.
  - Consumers may have to mail or upload paper documentation showing income.



- Flexibility is needed to account for immigrants' circumstances: pay stub may not be available.
- ***NOTE: ITINs should not be requested in the application process and will not be used to match with IRS data.***



# Concern About Privacy and Confidentiality

- The Marketplaces, Medicaid and CHIP agencies must require their employees and contractors to follow robust rules protecting privacy.
- Contractors include:
  - QHP issuers
  - Navigators
  - Certified application counselors
  - Agents
  - Brokers



# Concern About Discrimination

- Discrimination based on race, ethnicity, and national origin, including language spoken, is prohibited by Title VI of the Civil Rights Act and ACA Section 1557
- Title VI applies to all entities receiving federal financial assistance: consumer assisters, clinics, hospitals, insurers, Marketplace agencies, Medicaid and CHIP agencies, contractors, HMOs, and others.
- Applications, processes and procedures that have a chilling effect -- deterring eligible immigrants from applying -- may violate Title VI and Sec. 1557



# Resources

- List of Immigration Statuses that Qualify for Marketplace Coverage: <https://www.healthcare.gov/immigration-status-and-the-marketplace/>
- Verification and Documentation: <https://www.healthcare.gov/help/citizenship-and-immigration-status-questions/>
- Eligibility Details for Immigrant Families: <https://www.healthcare.gov/what-do-immigrant-families-need-to-know/>
- Memo from U.S. Immigration & Customs Enforcement (ICE): “Clarification of Existing Practices Related to Certain Health Care Information”: <http://www.ice.gov/doclib/ero-outreach/pdf/ice-aca-memo.pdf>
- Georgetown University’s Center for Children and Families (blog): [The Administration’s New Welcome Mat for Immigrants: “It’s Safe to Apply”](#)
- Immigrants and The Affordable Care Act (in English and Spanish): <http://nilc.org/immigrantshcr.html>
- Maps of Health Coverage for Immigrant Children and for Pregnant Women: <http://nilc.org/healthcoveragemaps.html>
- Materials in Other Languages: <http://marketplace.cms.gov/getofficialresources/other-languages/other-languages-materials.html>



# Downloadable Resources

- Overview of Immigrant Eligibility for Federal Programs: <http://www.nilc.org/document.html?id=108> (PDF)
- Quick Guide to Immigrant Eligibility for ACA and Key Federal Means-Tested Programs: <http://www.nilc.org/document.html?id=844> (PDF)
- “Lawfully Present” Individuals Eligible Under the ACA: <http://www.nilc.org/document.html?id=809> (PDF)
- Typical Documents Used by Lawfully Present Immigrants: <http://www.nilc.org/document.html?id=35> (PDF)
- Federal Guidance on Public Charge – When Is It Safe to Use Public Benefits?: <http://www.nilc.org/document.html?id=164> (PDF)
- FAQ – Exclusion of Youth Granted “DACA” from Health Coverage: <http://www.nilc.org/document.html?id=802> (PDF)
- Medical Assistance Programs for Immigrants in Various States: <http://nilc.org/document.html?id=159> (PDF)
- Sponsored Immigrants and Benefits: <http://www.nilc.org/document.html?id=166> (PDF)
- FAQ – The Affordable Care Act & Mixed-Status Families: [http://nilc.org/aca\\_mixedstatusfams.html](http://nilc.org/aca_mixedstatusfams.html)



# Contact

- **Jenny Rejeske**, National Immigration Law Center [rejeske@nilc.org](mailto:rejeske@nilc.org)
- **Shelby Gonzales**, Center on Budget and Policy Priorities [gonzales@cbpp.org](mailto:gonzales@cbpp.org)

*For more information and resources,  
please visit:*

[www.healthreformbeyondthebasics.org](http://www.healthreformbeyondthebasics.org)

[www.nilc.org](http://www.nilc.org)





# Questions & Answers

# Spotlight on Illinois: Strategies for Reaching and Enrolling Families in Immigrant Communities



- **Stephani Becker**, Senior Policy Specialist  
Sargent Shriver National Center on Poverty Law



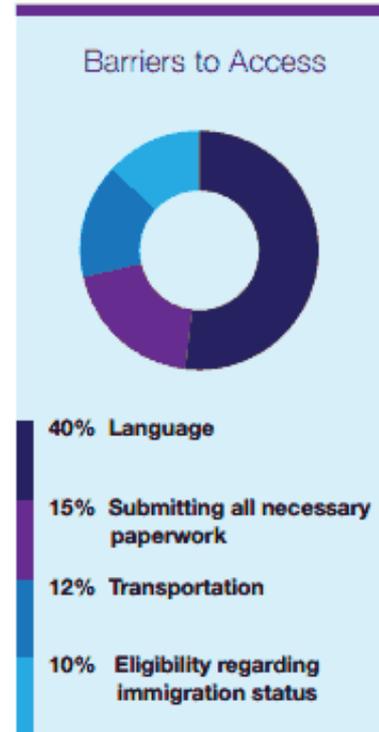
# Shriver Center's Engagement with Enrollment Specialists

- HelpHub: Online technical assistance center with over 1,200 enrollment specialists in Illinois (Navigators, In Person Counselors (IPCs), CACs and others)
- Part of the University of Illinois at Chicago - led/Illinois Marketplace Training team
- Building Refugee & Immigrant Communities (Project with Limited English Proficient populations)
- In-person feedback sessions in Winter/Spring 2014 with over 700 enrollment specialists



# Illinois is home to over 1.7 million immigrants

“An estimated **539,931 immigrants** (30% of total uninsured population in Illinois) are **uninsured** and about 259,073 (48 %) are eligible for coverage under the ACA.”



Parents who may be undocumented are afraid to come in contact with a governmental agency out of fear that their information could be given to Immigration and Customs Enforcement, and therefore they refrain from applying for benefits for their children.

**Source:** *Affordable Care Act Implementation in Illinois: Overcoming Barriers to Immigrant Health Care Access.* Illinois Coalition on Immigrant & Refugee Rights. May 2013



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# Medicaid Benefits Available in Illinois by Citizenship/Immigrant Status

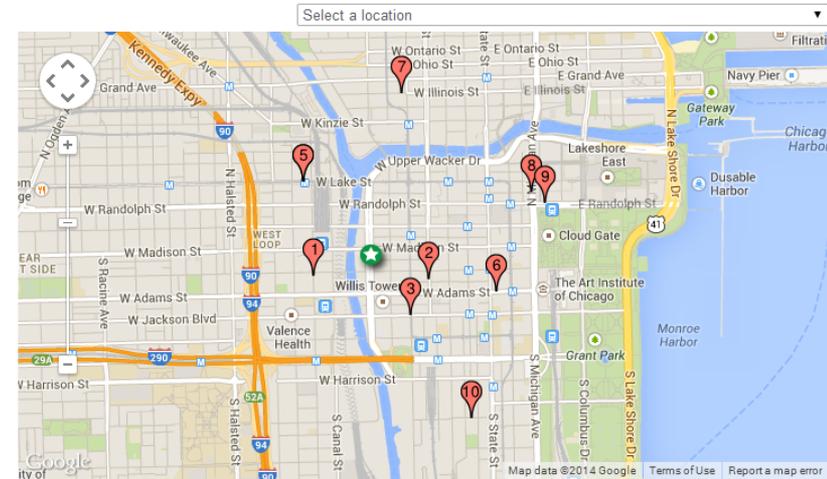
Program	Qualified Non-Citizen	Lawfully Present	Unauthorized Non-Citizen
ACA Adult Medical	X		
Family Care (parents/caretaker relatives)	X		
AllKids (if a child is under 19 or pregnant woman)	X	X	X
Aid to the Aged Blind or Disabled (AABD)	X		
Health Benefits for Workers with Disabilities (Medicaid Buy In)	X		
Emergency Medicaid (limited to life threatening care and would have qualified for Medicaid if citizenship status was met)		X	X



# Best Practice: Trusted Messenger

- In Person Counselors (IPCs) chosen from communities with high uninsured rates and shared similar backgrounds with uninsured
- In Person Counselors speak over 30 languages
- Search function on [Get Covered Illinois](#) allowed you to find an IPC who spoke the most common languages in IL

72 Spanish speaking navigators within 5 miles of Chicago, IL 60606, United States



## Get help in your area

Chicago, IL 60606, United States

Distance within: 5 miles

Select a language:

- Chinese
- English
- Spanish
- ASL
- Bosnian
- Chinese
- Hindi
- Laotian
- Polish
- Punjabi
- Russian
- Urdu

### 1. Illinois Migrant Council

LANGUAGES: English, Spanish

0.23 miles away

### 2. LAF

LANGUAGES: English, Spanish

0.27 miles away

### 3. AIDS Foundation of Chicago

LANGUAGES: English, Spanish

0.31 miles away



[InsureKidsNow.gov](http://InsureKidsNow.gov)

# Best Practice: Trusted Messenger

**Bilingual Navigators/staff members** present at all events to answer questions, go through the Get Covered Illinois screening tool and schedule follow-up appointments

**Bilingual call center/partner** with language access resource center

**Partnering with organizations** that already serve mixed status and immigrant families (e.g., churches/synagogues/mosques, schools, health departments, tax sites serving low income families, community centers, libraries)

**Go over ABE - Illinois Medicaid Portal - in Spanish** (where relevant)



[To use the ABE system in English click here](#)



Han ocurrido los siguientes hechos:  
✘ Favor de no utilizar los botones de Adelante(Forward), Regresar(Back), Actualizar(Refresh), o Detener(Stop) localizados en la parte superior de su navegador. Al utilizar estos botones para moverse dentro de ABE (Solicitud Para Elegibilidad de Beneficios) le pueden causar un error. Para moverse entre páginas en ABE (Solicitud Para Elegibilidad de Beneficios), por favor presione en un enlace, botón o imagen en la página Web de ABE.

**Esta página es sólo para iniciar una evaluación. Si está listo para empezar la solicitud para beneficios, abajo presione en el botón "Salida" y luego presione en el círculo azul "Solicitar Beneficios" en la Página Principal de ABE.**

#### Bienvenido

Bienvenido a ABE - El Instrumento ¿Soy elegible? Este sitio por Internet es una manera rápida y fácil para que las personas que viven en Illinois averiguen si son elegibles para:

Beneficios del Programa Asistencia Para Nutrición Suplementaria (SNAP)

✓ Programa Asistencia para Nutrición Suplementaria (SNAP) (anteriormente Estampillas de Comida) ayuda a personas y familias de bajos ingresos a comprar los alimentos que necesitan para una buena salud. Los beneficios se proporcionan en la tarjeta Illinois Link - una tarjeta electrónica que aceptan la mayoría de las tiendas o supermercados.

Asistencia

✓ Asistencia Temporal para Familias Necesitadas (TAFME) proporciona asistencia financiera



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# Best Practice: Community Engagement

- Personal stories
- Respect
- Conversations
- Go to the families/meeting them where they felt comfortable:
  - Schools, health fairs, non-health related events, religious services, men's soccer leagues, restaurants, supermarkets, libraries etc.



# Best Practice: Know Your Clients

Tailor your communication channels to different populations:

- Social media
- Ethnic newspapers
- Word of mouth
- Simple questions:
- Did you know you might be eligible for Medicaid?
- Have you heard about the penalty if you are not covered?
- I have only couple slots left, would you like to make an appointment now?



# Best Practice: Address Fears and Opportunities Up Front (& in Native Language)

## Fears

- Explain that Medicaid cannot be considered for public charge issue: (<http://www.uscis.gov/green-card/green-card-processes-and-procedures/public-charge>)
- Explain that information provided by applicants won't be used for immigration enforcement purposes: <http://www.ice.gov/doclib/ero-outreach/pdf/ice-aca-memo.pdf>

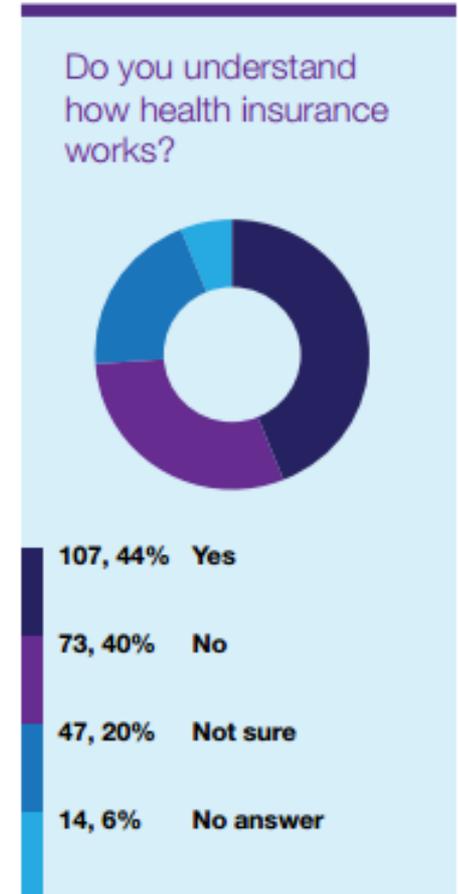
## Opportunities

- Medicaid fact sheets in many languages: <http://illinoishealthmatters.org/languages/>  
<http://getcoveredillinois.gov/fact-sheets/>
- Flyers: include fact that children and pregnant women can apply regardless of immigration status
- Explain that non-applicant can be undocumented and still apply for their child or eligible spouse.
- ICIRR Resource Guides “Navigating Healthcare Options as an Immigrant in Illinois” (Spanish, English, Arabic and Polish): <http://icirr.org/content/resources>



# Best Practice: Customer Relations/ Follow Up Matters

- Focus groups in Illinois found that only 44% of immigrants understand how insurance works
- Fact sheets must include follow up information:
  - What will happen once you have your medical card?
  - Preventive care
  - Medicaid managed care
  - Re-determinations
- Get Covered, Stay Covered



# How Did We Do?

Over 380,000 Adults Enrolled in Medicaid since October 2013. IL expects additional 360,000 more are eligible.

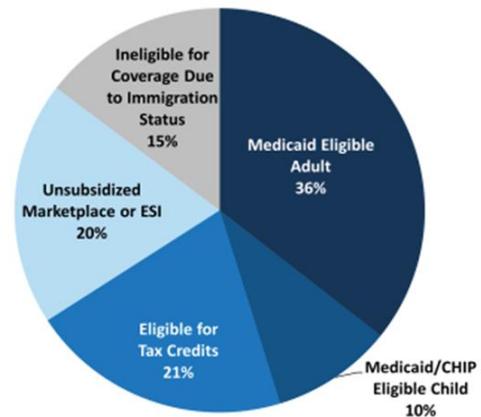
177,240 uninsured children eligible for Medicaid/CHIP

No data yet on immigration status

More work to be done!

Figure 2

## Eligibility for Coverage as of 2014 Among Currently Uninsured Illinoisans



**Total = 1.8 Million Uninsured Nonelderly Illinoisans**

Notes: Shares may not sum to 100% due to rounding. People who have an affordable offer of coverage through their employer or other source of public coverage (such as Medicare or CHAMPUS) are ineligible for tax credits. Unauthorized immigrants are ineligible for either Medicaid/CHIP or Marketplace coverage.

SOURCE: Kaiser Family Foundation analysis based on 2014 Medicaid eligibility levels and 2012-2013 Current Population Survey.



Sources: "Setting the Stage for Round 2 Nationally & in Illinois," Illinois IPC Learning Institute, June 2014; Kaiser Family Foundation



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# Contact



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  - Twitter: @shrivercenter



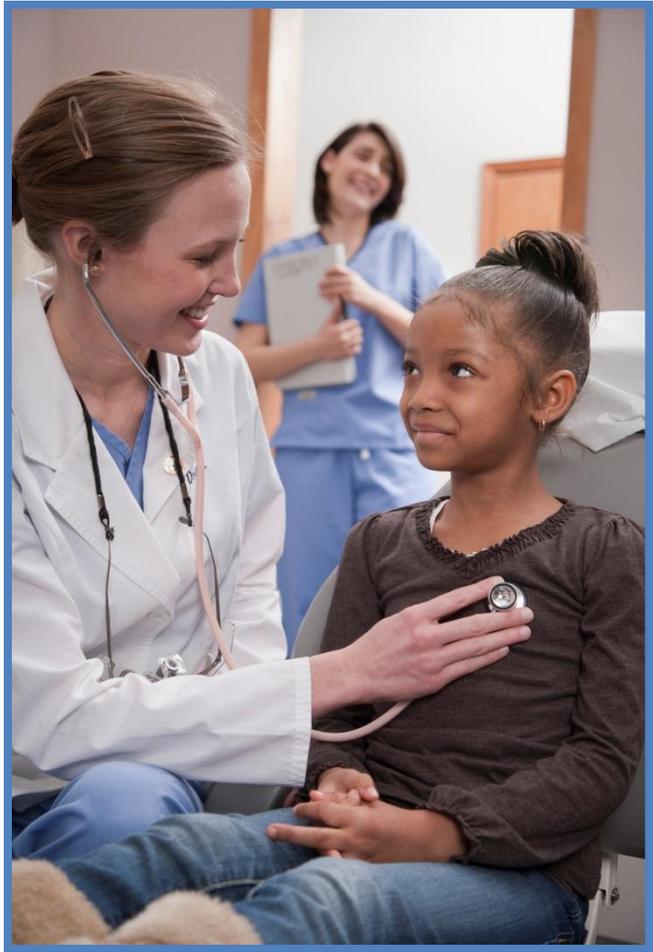
# Spotlight on Washington: Strategies for Reaching and Enrolling Families in Immigrant Communities



- **Jesus Bervis**, Eligibility Manager  
NeighborCare Health
- **Maya Berkowitz**, ACA Outreach Specialist  
NeighborCare Health



# Neighborcare Patient Demographics



- Patients at or below 100% of poverty: 71%
- Uninsured patients: 2013 - 44% /2014 - 23%
- Patients under age 18: 28%
- Patients of ethnic/racial minority: 71%



# Our Approach to Enrollment and Outreach

- In-clinic program serves patients and community members within our physical clinics.
- Community outreach program
- All Eligibility Specialists state certified as In-Person Assisters/ Navigators



# Outreach Strategies

- Building organizational partners
  - Cross disciplinary partnerships and partnerships with organizations that serve specific immigrant communities including religious organizations
- Building relationships in immigrant communities
  - Building and maintaining trust
- Culturally appropriate messaging and marketing



# Culturally Appropriate Messaging and Marketing

- Offer translated materials and targeted advertising in community publications
- Comprehensive community needs assessment
- Address population based concerns
- Never give a 'no'
- Encourage word-of-mouth
- Offer targeted enrollment events
- Social media in immigrant communities
- Participating in discussions with our state-based exchange and developing our own language to better market and advertise year-round Medicaid enrollment



# Success Since the Implementation of the Affordable Care Act

- Neighborcare enrolled over 13,000 people in the Affordable Care Act since October 1, 2013
- Neighborcare enrolled or renewed over 5,000 children (under the age of 18) in Medicaid/ CHIP since October 1, 2013
- Worked with the state to develop a process for enrolling homeless youth and undocumented children online
- Participating in the development of new training and certification of Navigators to better serve all WA state residents



# Contact



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# Questions & Answers

# Connecting Kids to Coverage Campaign Resources

- Customizable print materials
- PSAs
- Web videos
- Social media graphics and posts
- Web buttons and banners
- Radio Readers
- Template articles



[insurekidsnow.gov/professionals/year\\_round\\_enrollment.html](http://insurekidsnow.gov/professionals/year_round_enrollment.html)



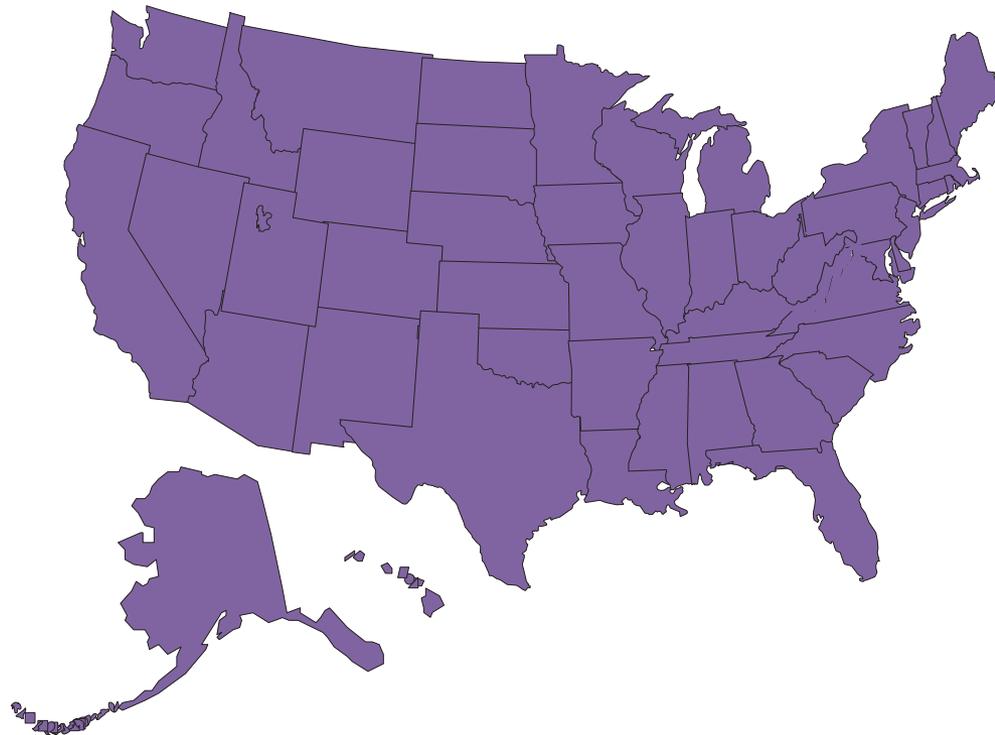
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# Contact our Field Desk

## Field Desks

Call: 1-855-313-KIDS (5437)

Email: [InsureKidsNow@fleishman.com](mailto:InsureKidsNow@fleishman.com)



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# Stay Tuned for Next Webinar

## Back to School Outreach and Enrollment: Tactics and Resources for Success

Thursday, July 31<sup>st</sup>

3:00 – 4:15 p.m. EDT



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**Thanks!**