

NC Get Covered Coalition Meeting

July 14, 2023

Purpose of Meeting:

- **To convene and educate organizations interested in connecting North Carolinians to health coverage**
- **Collaborative learning**
- **Understand what is working well**
- **Find solutions to challenges**

This Meeting Will Be Recorded



NC Get Covered



Today's Meeting

- **Friday Health Plans of NC in Receivership**
- **Marketplace Opportunities & Resources**
- **Guest Presenter: NC Medicaid Ombudsman, Nicollette Adams, Outreach Coordinator**
- **Partner Updates**

Photo by [Georg Eiermann](#) on [Unsplash](#)

NC FFM Friday Health Plans SEP

- All NC Friday Health Plans through the FFM will end Sept. 1, 2023
- An SEP is available for FFM NC Friday Health Plan enrollees Jul. 2 - Oct. 30, 2023
- Consumers **MUST** enroll in a new plan through the FFM by Aug. 31, 2023 in order to avoid a gap in coverage

Resources

- [Friday Health Plans of North Carolina in Receivership](#)
- [Insurance Commissioner Causey places Friday Health Plans of North Carolina Inc. into receivership](#)

Share Your Unwinding Success Story!

The Marketplace wants to hear your Unwinding Consumer Success Stories! Please share stories of consumers successfully transitioning from Medicaid to the Marketplace or other coverage (e.g., employer coverage, Medicare, re-enrollment in Medicaid) with the assistance of Navigators, Enrollment Assistance Personnel or Certified Application Counselors.

How you can submit your success Story:

- **Navigators:** Submit success stories to your organization leadership. Organization leadership are encouraged to detail these success stories in Question 8: Consumer Success Story or the Monthly Health Insurance Oversight System (HIOS) report.
- **Enrollment Assistance Personnel:** Submit success stories to your organization leadership. Organization leadership are encouraged to detail these success stories the Monthly report.
- **Certified Application Counselors:** Submit success stories to cacquestions@cms.hhs.gov, title the message 'Unwinding Success Story'

Please note the instructions on how to submit based on your assister type.

Here are some recent success stories we have received:

“Navigators attended a local home and garden fair, providing education to everyone who walked by about the unwinding of Medicaid and reporting changes. They assisted consumers immediately while at the event by creating them an account on the state's benefits portal to report any necessary changes. This was so successful that we have since started encouraging all our Navigators to do this during their outreach events and presentations.”-Navigator Grantee Organization

“We had a consumer whose family enrolled in Medicaid and CHIP during the pandemic. Even with all the attention given to Medicaid Unwinding, the consumer was unaware that renewal was necessary. One of our Navigators worked with one of our Navigator-Medicaid Application Administrators to not only update contact information but begin the paper based renewal process. The consumer was overjoyed after our assistance.”-Navigator Grantee Organization

We look forward to hearing from you!

Marketplace Assister Microlearning Modules

[Marketplace Assister Microlearning Webpage](#)

Marketplace Assister Microlearning is designed as an optional supplemental education resource for assisters. These new microlearning modules guide assisters through the process of helping consumers apply for Marketplace coverage, enroll in Marketplace coverage and understand their Marketplace Eligibility Determination Notice (EDN).

Marketplace Webinar: Assisting Rural Consumers Wednesday, July 19, 2023, from 2:00 PM to 3:00 PM ET

CMS Office of Minority Health staff will provide an overview of the CMS Framework for Advancing Health Care in Rural, Tribal, and Geographically Isolated Communities and how it relates to Marketplace navigators, enrollment assistance personnel (EAPs) and certified application counselors (CACs). Geographically diverse communities face unique challenges, but also have unique strengths and opportunities. The audience will learn about the Framework's six priorities and the resources available to them to assist individuals residing in geographically diverse communities.

Register: Go to https://regtap.cms.gov/reg_events_view.php?class=567 and log into your REGTAP account and select Register Me. If you do not have a REGTAP account, please visit <https://regtap.cms.gov> and select "Create an Account" before registering for the series.

Guest Presenter



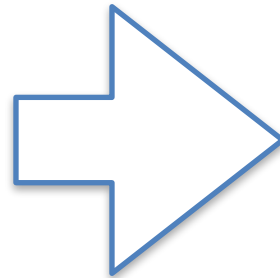
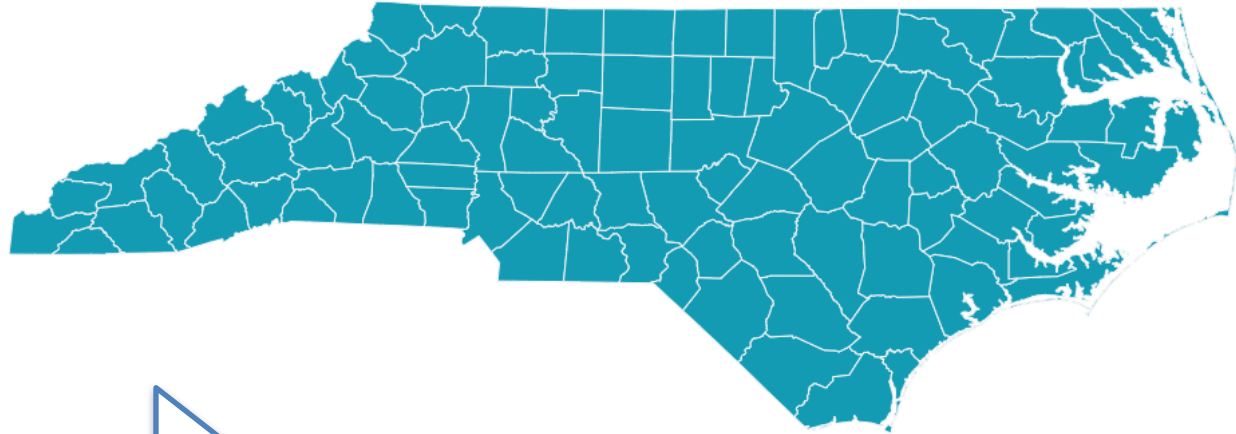
NC MEDICAID
OMBUDSMAN

Nicollette Adams, Outreach Coordinator



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New Sign-Up Form!

Add my organization to the Resource Map

✓ Select Services

- Access to Healthcare (1)
- Education (2)
- Family Literacy (1)
- Food (2)
- Housing (2)
- Interpersonal Violence / Toxic Stress (1)
- Workforce Development Programs (1)

Select County



Search terms...



www.EquityPN.org

Thank You!

Erin Storie

NC Get Covered Coordinator

Director of Communications

Care Share Health Alliance

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Next Meeting - August 11, 2023 at 1:00pm



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