



# We make health insurance easy



Oh...and we're free.

# TAKE CARE UTAH



# Billboards



We make health insurance easy.  
Call 2-1-1 for free help.



We make health insurance easy  
(oh...and we're free).

visit [www.takecareutah.org](http://www.takecareutah.org) or call 2-1-1



# Who are the helpers?



Navigator

Certified Application  
Counselor

**Experts** trained to help others with their health insurance

## The Salt Lake Tribune

November 11, 2014

“First, the HealthCare.gov website had her application "processing" for two months. Then the exchange needed a



form from her employer. When she finally got insurance, it was at a rate far higher than it should have been and she was never given a card or even an address for sending a payment.”

....

It’s irritating, because I really tried.”

## The Salt Lake Tribune

January 15, 2015

Alicia Hobson, whose attempt to get insurance last year was bungled by bureaucratic mistakes...



A navigator from Community Health Connect in Provo, a TakeCareUtah.org partner, met her at the library near her Lehi home, and helped her with some of the questions on HealthCare.gov. [*Thanks to Dodd, Alicia and her daughter ended up getting health insurance.*]

# Troubleshooters

## TOP STORIES



(KUTV) Maggie and Jason Long, Robin Williamson and Shawnsi Szerszen each had a similar complaint. They were finding it impossible to add their new babies to their health insurance policies.

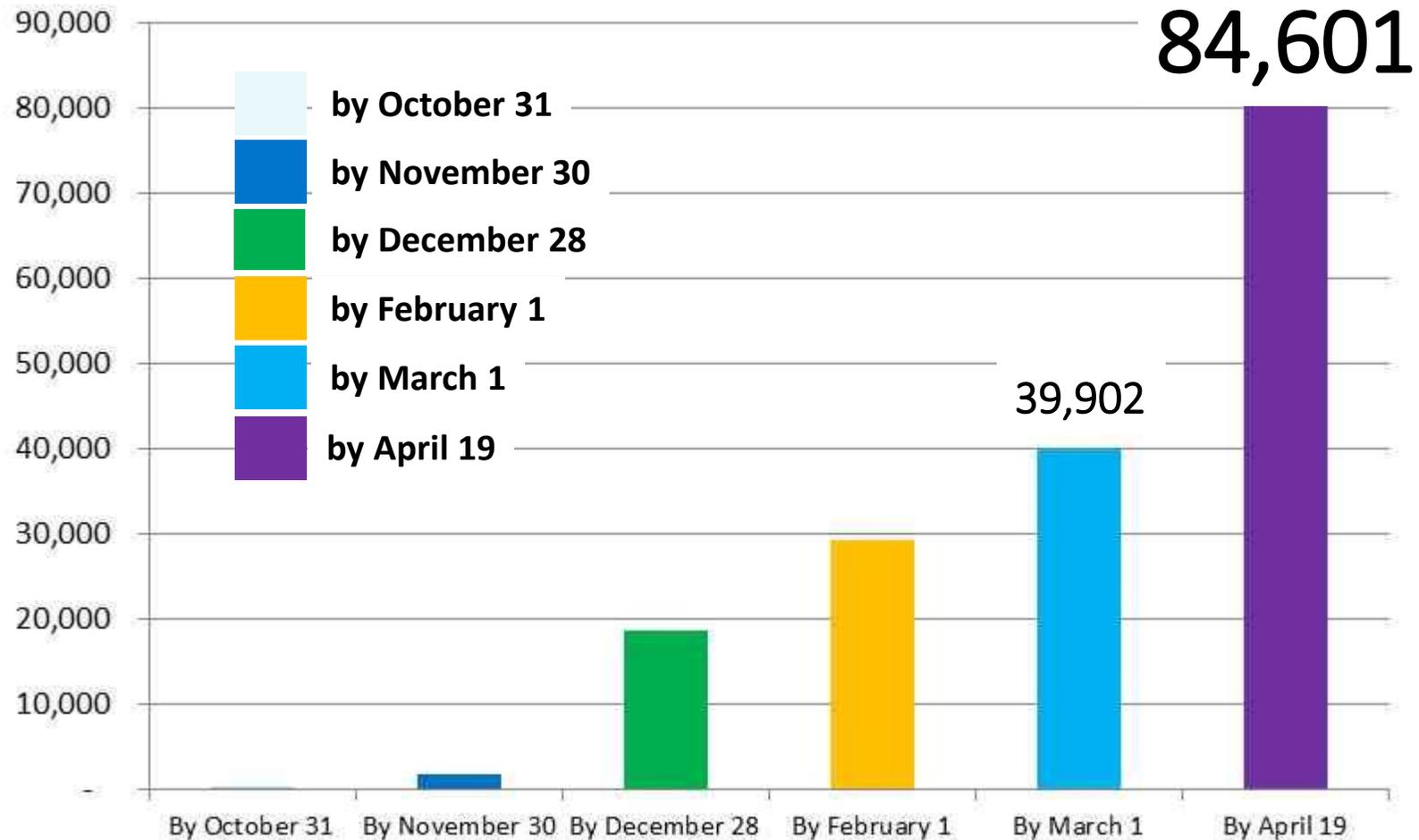
Each new parent says they had fought and fought on their own getting nowhere with the marketplace.

# Troubleshooters

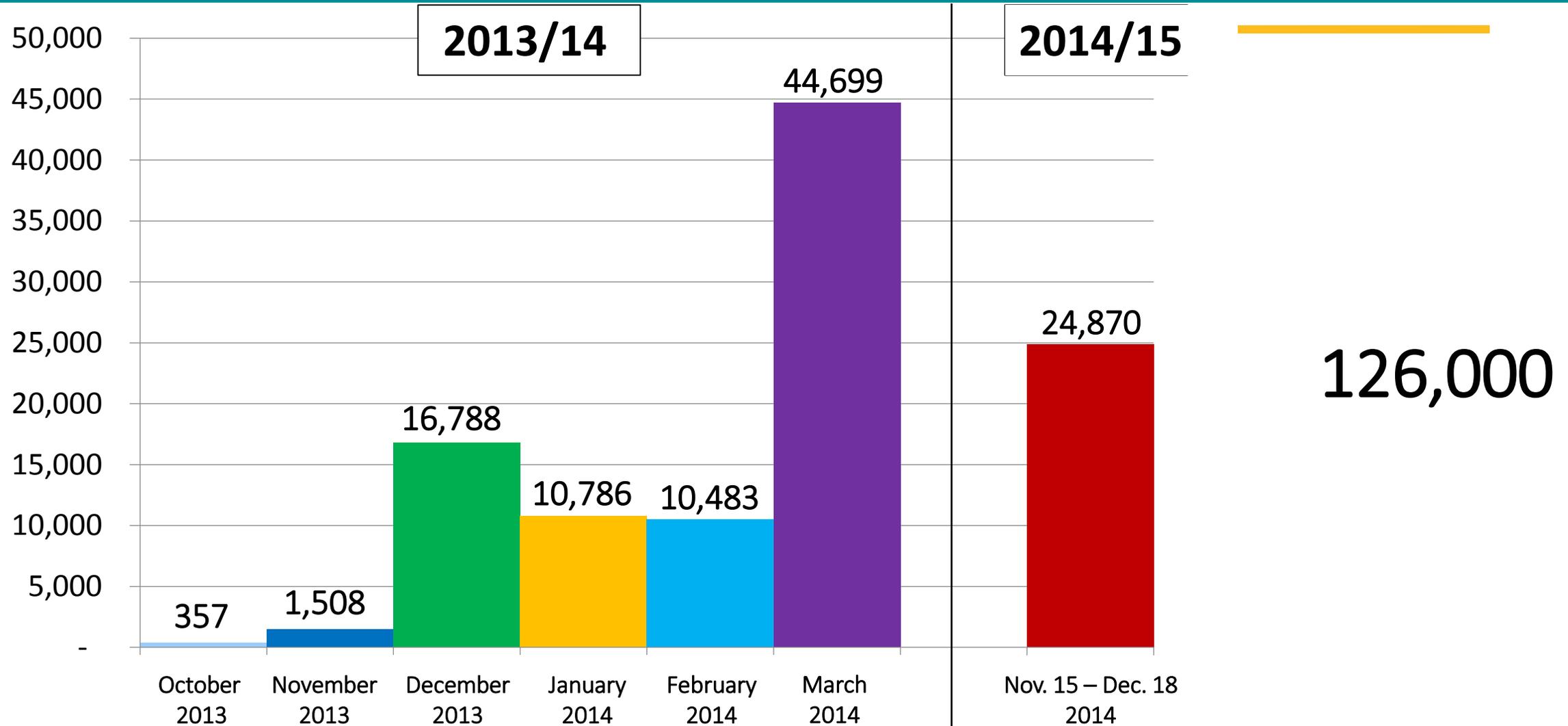


If you're among them, or if you have any other questions about getting enrolled, Take Care Utah is ready to help. It's easy to reach them; from any phone in Utah, just dial 2-1-1.

# Sign-ups in 2013-2014



# Sign-ups in 2014-2015



# Going forward

- Over **150,000** Utahns enrolled through healthcare.gov
- Over **200,000** Utahns assisted by Take Care Utah
- Over **550** outreach/education events



# Going forward

- **Expanding focus** into Davis, Weber, Summit, Washington, and Wasatch Counties
- **Over 55** events already planned



# Free help is available



Over **126,000** Utahns have enrolled  
through [healthcare.gov](https://healthcare.gov)

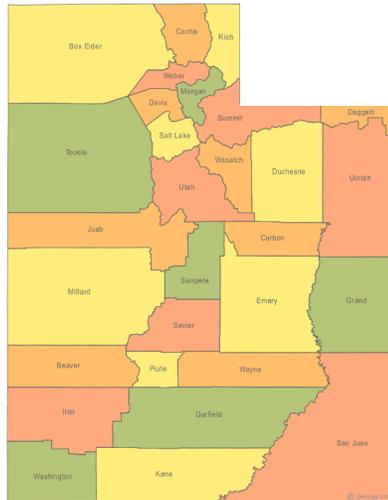
Where are they?

# In 2015, 7 of Utah's top 10 ZIP codes for ACA enrollment were outside of Salt Lake County



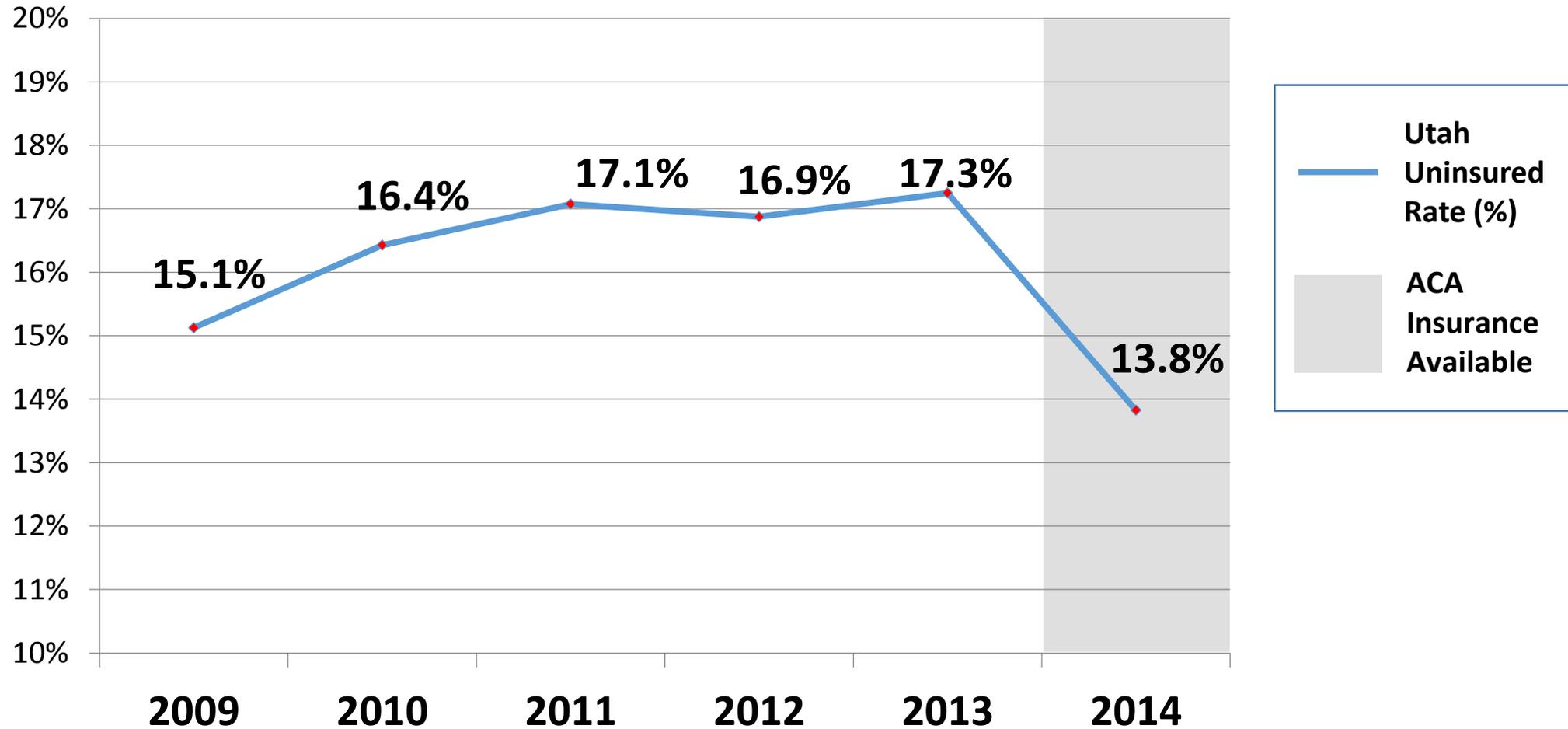
2015 Rank	City (ZIP Code)	Number Enrolled
1	South Jordan (84095)	2,988
2	Lehi (84043)	2,944
3	St. George (84790)	2,564
4	American Fork (84003)	2,518
5	St. George (84770)	2,477
6	Pleasant Grove (84062)	2,439
7	Bountiful (84010)	2,340
8	Draper (84020)	2,321
9	West Valley City (84119)	2,308
10	Clearfield (84015)	2,190

# Between 2014 and 2015, ACA enrollment grew fastest in **Utah and Washington counties**



County/ST	2014 Enrollment	2015 Enrollment	% Change
Salt Lake	31,722	48,872	+54%
<b>Utah</b>	15,457	28,115	+82%
Davis	7,871	12,990	+65%
<b>Washington</b>	4,968	9,285	+87%
Weber	5,729	9,270	+62%
Summit	1,778	2,678	+51%
Iron	1,248	2,122	+70%
Kane	309	504	+63%
<b>UTAH</b>	<b>84,601</b>	<b>140,612</b>	<b>+66%</b>

# How many people don't have health insurance?



Source: Gallup Healthways Well-Being Index; Survey of adults 18 and over

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**SIGN UP FROM**  
**Nov 1<sup>st</sup> to Jan 31<sup>st</sup>**

## Uninsured Hispanic Children

National Average

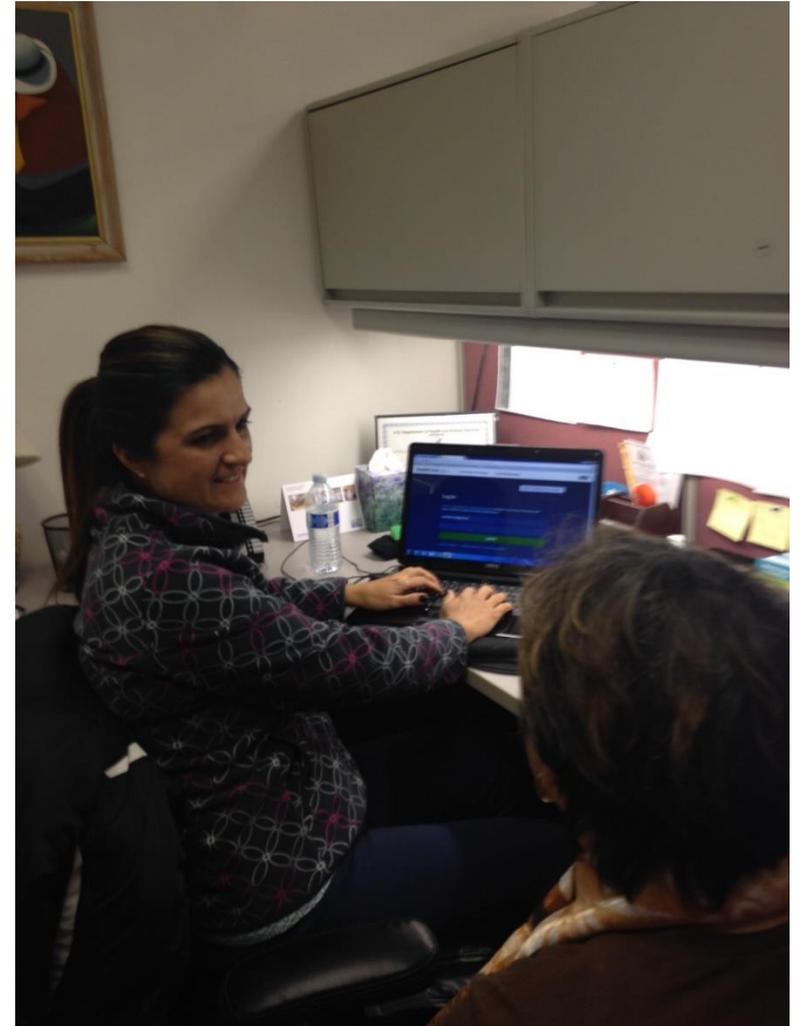
11%

Utah

22%

# Challenges for Latinos

1. Who qualifies for “Obamacare?”
2. Fear
3. Cost
4. No Medicaid expansion yet



# 1. Who qualifies for “Obamacare?”

- Undocumented population not affected
  - No penalty, no benefits
- Who qualifies for health insurance under Obamacare?
  - Anyone that is lawfully present (except DACA)
  - Legal Permanent Residents qualify for subsidies from 0%-400% FPL
- When can you apply for health insurance?
  - ACA - November 15<sup>th</sup> through February 15<sup>th</sup>
  - Medicaid/CHIP - year-round

# 1. Who qualifies for “Obamacare?”

Can you sign up outside of open enrollment period?

**YES!**

- Getting married or divorced
- Having a baby
- Adopting a child or placing a child for adoption or foster care
- Moving
- Losing insurance
- Gaining citizenship
- Leaving incarceration



# 2. Fear

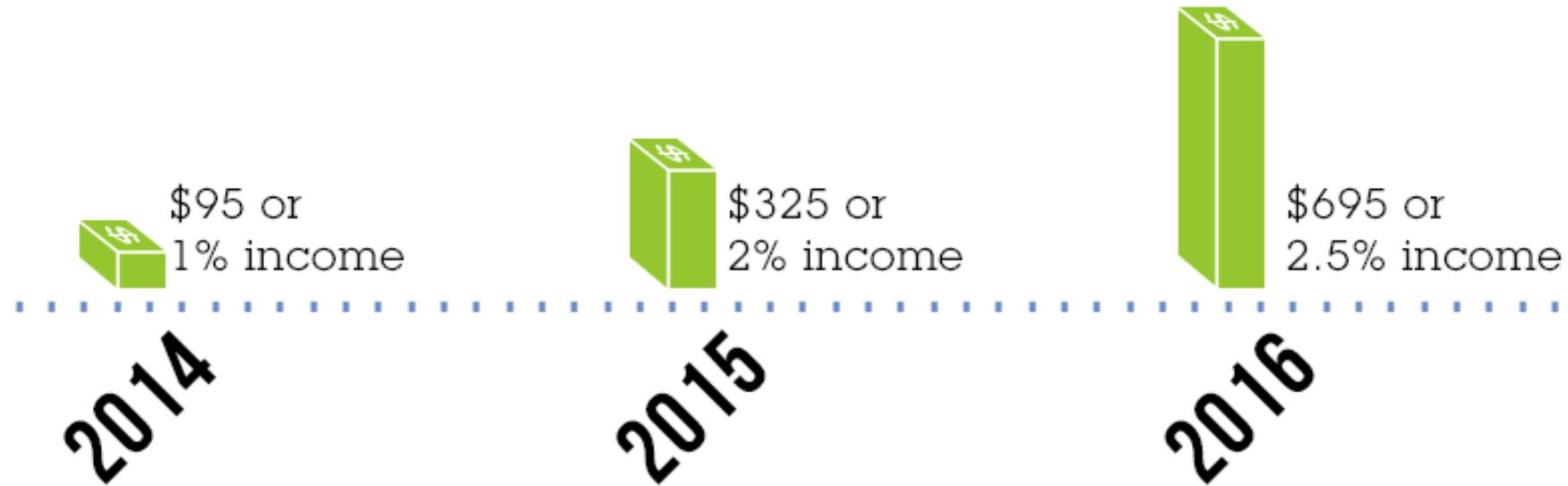
## Administration of the Medicaid Program

- A. Confidential information may be disclosed and used **for purposes directly connected with the administration of the Medicaid program**. However, only disclose and use the information to the extent necessary to assure valid administration of the program. Purposes directly connected with the administration of the Medicaid program include activities such as:
1. Establishing eligibility;
  2. Confirming eligibility so the recipient may receive medical services;
  3. Computing the amount of medical excess or nursing home payment;
  4. **Assisting with a civil or criminal investigation, or proceeding, that is directly connected with the administration of the Medicaid program.**
    - a. If a court or law enforcement official asks for confidential information, **for a matter not directly connected to the administration of the Medicaid program, the court or law enforcement official is not entitled to the information.** If the individual persists in trying to obtain information, have a supervisor explain that Federal and State law prohibits the release of confidential information from a case file.

# 3. Cost

## THE AFFORDABLE CARE ACT

Penalties for Not Enrolling in Health Plan



# 3. Cost

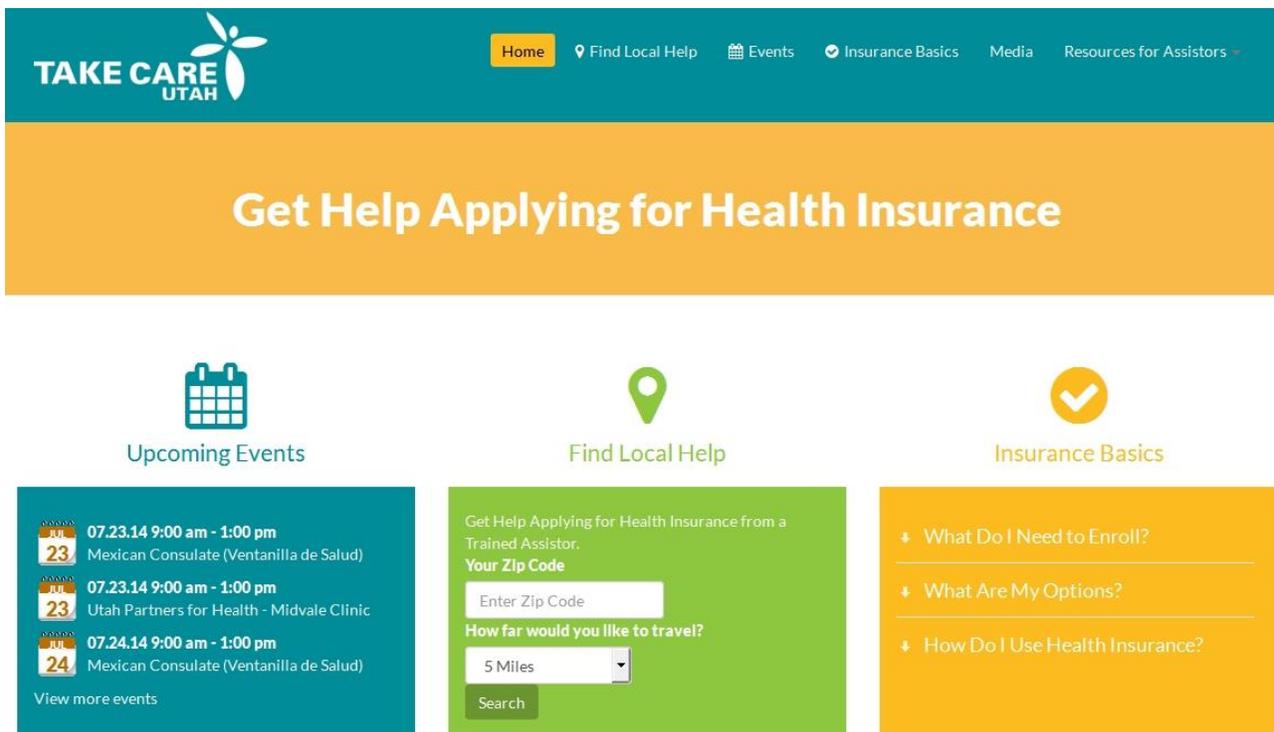


# 3. No Medicaid Expansion yet

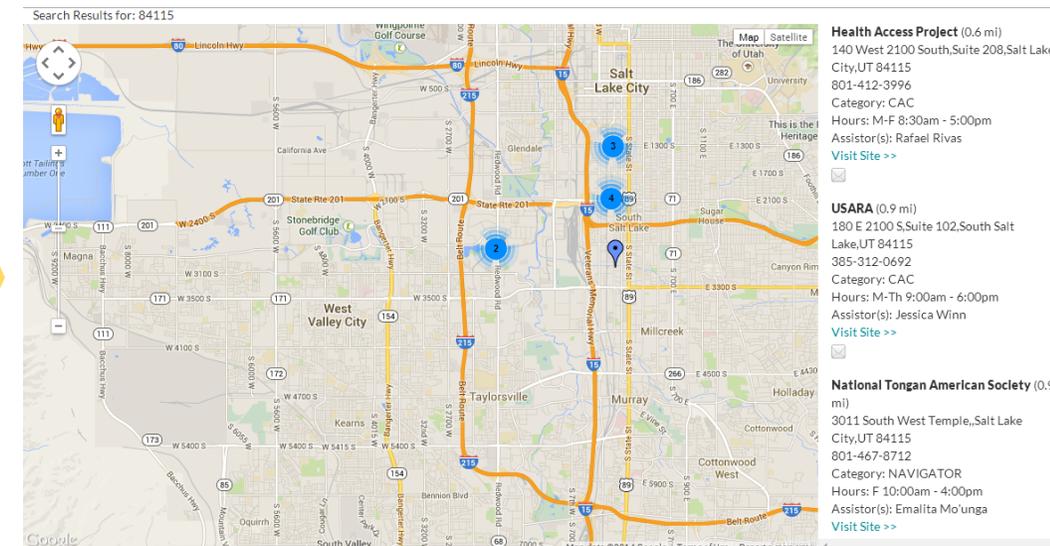


# Where can you find help?

## www.TakeCareUtah.org or 2-1-1



The screenshot shows the homepage of TakeCareUtah.org. At the top, there is a navigation bar with the logo and links for Home, Find Local Help, Events, Insurance Basics, Media, and Resources for Assistors. Below the navigation bar is a large orange banner with the text "Get Help Applying for Health Insurance". Underneath the banner are three main service categories: "Upcoming Events" (with a calendar icon), "Find Local Help" (with a location pin icon), and "Insurance Basics" (with a checkmark icon). The "Upcoming Events" section lists three events for July 23rd and 24th, including the Mexican Consulate and Utah Partners for Health. The "Find Local Help" section includes a form to enter a zip code and a travel distance (set to 5 miles), with a search button. The "Insurance Basics" section lists three questions: "What Do I Need to Enroll?", "What Are My Options?", and "How Do I Use Health Insurance?".



The screenshot shows a map of Salt Lake City, Utah, with search results for zip code 84115. The map displays several locations marked with blue pins and numbered 1 through 5. To the right of the map, there is a list of search results for "Health Access Project", "USARA", and "National Tongan American Society". Each result includes the address, phone number, category, hours, and the name of the assistant. There are also "Visit Site" links for each location.

Search Results for: 84115

- Health Access Project** (0.6 mi)  
140 West 2100 South, Suite 208, Salt Lake City, UT 84115  
801-412-3996  
Category: CAC  
Hours: M-F 8:30am - 5:00pm  
Assistant(s): Rafael Rivas  
[Visit Site >>](#)
- USARA** (0.9 mi)  
180 E 2100 S, Suite 102, South Salt Lake, UT 84115  
385-312-0692  
Category: CAC  
Hours: M-Th 9:00am - 6:00pm  
Assistant(s): Jessica Winn  
[Visit Site >>](#)
- National Tongan American Society** (0.9 mi)  
3011 South West Temple, Salt Lake City, UT 84115  
801-467-8712  
Category: NAVIGATOR  
Hours: F 10:00am - 4:00pm  
Assistant(s): Emalita Mo'unga  
[Visit Site >>](#)

# Where can you find help?



**Need Health Insurance?  
Confused?**

**Get FREE Help Now.**

Visit [TakeCareUtah.org](https://www.TakeCareUtah.org) or call **2-1-1**



We need your help

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Do you know people that don't have  
health insurance?

Take Care Utah can help!

Need Health Insurance?  
Confused?

Get FREE Help Now.

Visit [TakeCareUtah.org](https://www.TakeCareUtah.org) or call 2-1-1



Thank you!