



Consumer Assistance Resources List

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On 21 July 2014, the [Maryland Women's Coalition for Health Care Reform](#) and the [Primary Care Coalition of Montgomery County](#) co-sponsored the consumer assistance convening - *Look Back Move Forward*. [Learn more](#) about the convening and view presentations.

The following is a list of resources related to the topics discussed. This is not a comprehensive list. Please send suggested additions to: [Leni Preston](#), Coalition Chair or [Mary Kate Brousseau](#) at the Primary Care Coalition. [Updated – August 13, 2014]

Affordable Care Act: Information and Resources

1. [Affordable Care Act Glossary](#)
2. [Department of Health and Human Services](#)
3. [Center for Medicare and Medicaid Services](#)
4. [CMS Center for Consumer Info and Insurance Oversight](#)
5. [Maryland Women's Coalition for Health Care Reform](#)
6. [Mental Health Association of Maryland](#)
7. [Maryland Mental Health Parity Project](#)

Enrollment - Challenges/Lessons Learned/ Consumer Experience

1. [State of Enrollment](#): Lessons Learned from Connecting America to Coverage 2013-2014. Enroll America June 2014
2. Three States Share Their [Keys](#) to Enrollment Success. Enroll America June 30, 2014 [Note: this was part of the Enroll America conference.
3. Enroll America Conference [2014 Resources, Presentations, etc.](#)
4. [Presentation](#) - What Worked and How Do We Know. [Presentations from Planned Parenthood and Enroll America, June 2014
5. [Report](#) - Connecting Consumers to Coverage. Mobilizing for Enrollment. Community Catalyst, June 2014
6. [Report](#) - In Their Own Words: Consumers' and Enrollment Counselors' Experiences with Covered California. California Healthcare Foundation April 2014
7. [Five Recommendations](#) to Make Renewal a Success. Enroll America
8. [Report](#) - Gaining Ground: American's Health Insurance Coverage and Access to Care After the First Open Enrollment Period. Commonwealth Fund, July 2014
9. [Report](#) - Promising Practices to Enroll Racially and Ethnically Diverse Populations. Texas Health Institute, May 2014

10. [Take Two Aspirin](#)... An Examination of Physician Visit Cost Sharing and Benefit Design in the New Health Insurance Marketplaces, July 2014

Enrollment - Population-Specific Resources

1. Asian American, Native Hawaiian and Pacific Islander, [Report](#): Improving the Road to Coverage: Policy Recommendations for Enrollment Success
2. [Guide to Disability for Health Insurance Marketplace Navigators](#)
3. Homeless: [Tip Sheet: Strategies for Building Client Engagement Practical Advice from Frontline Homeless Service Providers](#)
4. Homeless: [Outreach and Enrollment Quick Guide: Promising Strategies for Engaging the Homeless Population](#)
5. Immigrant issues - [National Immigration Law Center](#) has multiple resources that include: (a) Assisting Families that Include Immigrants; (b) Navigating the Application Process for Families that Include Immigrants; (c) FAQs on the ACA; and lots more.
6. Substance Use Disorder - [Checklist](#) for Selecting a Plan. University of Maryland Drug Policy and Public Health Strategies Clinic and Maryland Women's Coalition for Health Care Reform
7. LGBT - [Where to Start, What to Ask](#): A Guide for LGBT People Choosing Health Care Plans
8. Prison population - [Report](#): For Women Just Out of Jail, Health Care Could be Key to Better Life. Kaiser Health News, June 2014
9. Prison population. [Report](#): The Affordable Care Act; Implications for Public Safety and Corrections Populations. The Sentencing Project, September 2012
10. Prison population: [Little Known Health Act Fact](#): Prison Inmates are Signing Up. NY Times, March 2014
11. Medicare Population – CMS [FAQ](#) Regarding Medicare and the Marketplace. August 2014

Health Literacy: Health Insurance Literacy and "Care Aware" Consumers

1. My [Smart Choice](#) Health Insurance Toolkit. University of Maryland Extension
2. Health Coverage: Can You Believe - [Selecting a plan: your checklist](#) [Note: These cards are available through the Maryland Women's Coalition for Health Care Reform]
3. CMS - [From Coverage to Care](#)
4. CareFirst – Consumer Health Insurance Plans - [2014](#) While this is for current year, it provides useful information, charts and scenarios that can be used in working with consumers.
5. The Health Care Assistants [Guide](#) to Tax Rules. Center on Budget Policy and Priorities, July 2014

Maryland: Health Insurance Information and Resources

1. [Maryland Health Benefit Exchange](#) (policy and oversight)
2. [Maryland Health Connection](#) (marketplace)
3. [Maryland Insurance Administration](#)

4. [Maryland Attorney General, Health Education & Advocacy Unit](#)

Maryland: Planning, Initiatives, Resources

1. Department of Health and Mental Hygiene
 - [Behavioral Health Integration](#)
 - [Behavioral Health Administration Organizational Chart](#), Effective July 1, 2014
 - Health Enterprise Zones – [Annual Report Year One](#)
 - [Health Systems & Infrastructure Administration](#)
 - [State Health Improvement Process](#) (SHIP)
 - [State Innovation Model \(SIM\)](#)
2. [Department of Social Services](#) (SAIL)

Medicaid

1. CMS - Medicaid [Fact Sheets](#): Basics for Consumers
2. CMS - Medicaid Enrollment Fact Sheet Customization [Guide](#) - June 2014

Navigator/Assister Training and Resources - Other States

1. Connecticut Navigator Convening
2. Maine - [Report](#) on Navigator and Assister Roundtables - Consumers for Affordable Health Care June 2014
3. [Application Assistance 101](#). Enroll America December 2013

Small Business Exchange (SHOP)

1. [Health Care Reform FAQs](#)

Organizations that provide information, resources and networking - just a few examples

1. [American Association on Health and Disability](#)
2. [Center on Budget Policy and Priorities](#)
 - [Health Reform: Designing a Marketplace](#) - state by state interactive tool to compare implementation
3. [Community Catalyst](#)
- 4.. [Enroll America](#)
5. [Families USA](#)
6. [In the Loop](#) - an online community where people who are engaged in helping individuals enroll in health insurance can interact with others doing similar work.
7. [state reform](#)
8. [Out2Enroll](#) - resources for the LGBT population