

Our Racial Learning Community:



In 2013, the UHCAN Ohio staff created an internal "Racial Equity Learning Community." We were not satisfied either by our efforts to engage communities of color in health reform or our working relationships among our inter-racial staff. Blessed with a committed staff - and an amazing facilitator funded by W. K. Kellogg - we began exploring the influence of race on our own lives, our relationships with each other, and our daily experiences - at work and beyond. We named it our "Racial Equity Learning Community," because we are on a continuous journey to make

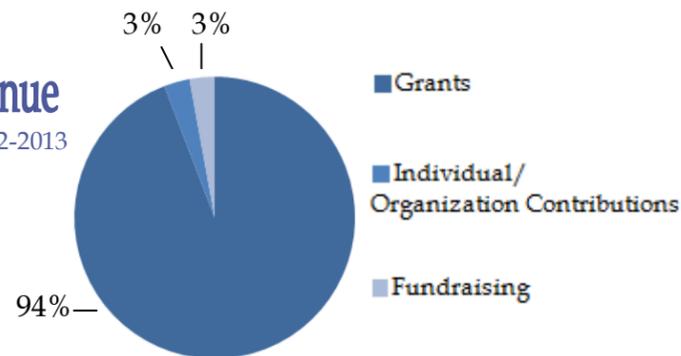
UHCAN Ohio a work environment where our behaviors and interactions reflect our commitment to interrupting racism.

Deeply ingrained racial attitudes and institutional policies that perpetuate racial inequity (think voting rights, criminal justice, housing, etc.) continue to hold back US and Ohio public policy from serving the interests of all consumers. We hope our Learning Community enables UHCAN Ohio to contribute more effectively to eliminating the deadly scourge of racism.

Financials

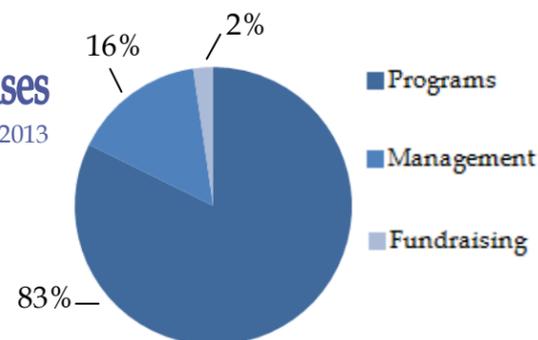
Revenue

FY 2012-2013



Expenses

FY 2012-2013



Thanks to Our Major Funders!

ACA Implementation Fund
 CareSource Foundation
 The Cleveland Foundation
 Community Catalyst
 Families USA Foundation
 The George Gund Foundation
 Interact for Health
 Mt. Sinai Health Care Foundation
 Saint Luke's Foundation
 W.K. Kellogg Foundation

Thanks to Our Generous Donors!

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Our Work In Review:

January 1, 2013 - March 31, 2014

Our Health Care System Now



Fragmented Care



Health Disparities



Dental Care #1
Unmet Health Need



Uninsured



Consumer Voice
Shut Out



Unsustainable

UHCAN Ohio's Solutions



Coordinated Care



Equal Care
and Outcomes



Mid-Level
Dental Provider



Everyone Has
Coverage



Strong
Consumer Voice



Better Quality,
Lower Costs

From the Executive Director, Cathy J. Levine



At the risk of exaggerating, it's hard to name too many years more crucial to health reform in Ohio than 2013. I'm very proud of UHCAN Ohio's unique contributions - both in promoting consumer-friendly policy changes and building the consumer voice in health reform.

We worked on many issues, always with our eyes focused on reshaping health care to work for diverse consumers and ensuring that they have a voice in shaping

the system. We made unique contributions to each area of work and undertook campaigns that wouldn't exist without us. We excelled in this work by combining our expertise on complex policies and building effective coalitions with a passion for fairness.

In the next few pages, we describe our unique role in strategic areas for achieving health reform's "Triple Aim" of better care, better health, and lower costs - for every Ohioan.

We're looking beyond coverage to building the system Ohioans

need. We're advocating to expand the health care work force to help people navigate the system and receive quality dental care. We're advancing policy changes to lower costs while improving the care we receive. And we're looking at ways outside the doctor's office to improve our health and eliminate health disparities.

Here's to better health at lower costs for all Ohioans!

Regards,

Working to achieve quality, accessible, affordable health care for all Ohioans
www.uhcanohio.org

Expanding Health Coverage to Low Income Ohioans:

In June 2012, the US Supreme Court ruled the ACA's Medicaid expansion voluntary for states, in June 2012, we knew we faced a battle in Ohio, and went into campaign mode. We produced a paper (for Advocates for Ohio's Future) on the impact of the expansion on Ohio's economy, met with Kasich administration officials, educated consumers, and reached out to other stakeholders. In early 2013, we aligned with the Ohio Alliance for Health Transformation - an unprecedented coalition of "strange bedfellows" - insurers, hospitals, consumers, business groups, etc. - supporting expansion. UHCAN Ohio brought its unique talents to the Big Table:



We coordinated several regional coalitions; helped organize local events; recruited clergy to raise the moral voice at mega-rallies, news conferences, and legislative visits. We partnered with Advocates for Ohio's Future in organizing call-in days and e-blasts. We found consumers to "put a face" on the expansion. We brought grassroots concerns to the Big Table and stood up for consumer interests in talks about compromise. When the legislature passed the budget without the Medicaid expansion, we kept people engaged, through summer and fall, until expansion was adopted in December.

Creating a Culturally Competent Health Care Work Force to Expand Access:

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Consumer Stories Collected About Lack of Dental Access



Our Dental Access Now! campaign moved oral health care into Ohio's deliberations over health care reform and moved our workforce proposal into center stage. We've made friends in the legislature. We launched a successful Facebook campaign connecting with new supporters. We added eleven major endorsing organizations We formed a team of supporting dentists. Policy and advocacy groups increasingly consult us. We're more committed than ever to bringing quality dental care to every community by adding mid-level providers to the dentist-led team.

Community health workers are recruited, trained and returned to their own communities to help people navigate the health care system, use services effectively, and overcome non-health barriers to improving their health. For decades, community health workers have reduced racial and ethnic disparities and improved health outcomes in underserved communities. In 2013, UHCAN Ohio conducted an extensive survey of Ohio programs using community health workers. Our report, to be released in spring 2014, will recommend ways to expand CHW use in Ohio to improve community health.

Helping Ohioans Navigate the Health Insurance Marketplace:

With insufficient navigation funds coming to Ohio, UHCAN Ohio held statewide conversations with community organizations about navigation opportunities and challenges. To build enrollment capacity in communities of color, We hosted meetings in the 3-C's and Toledo on outreach and enrollment options and recruited 9 organizations to become Certified Application Counselor (CAC) organizations. We secured funding to hire staff in Columbus to work in African American and Hispanic communities and to create a pilot project in Cleveland, with Lutheran Metropolitan Ministries, to conduct church-based outreach, enrollment and follow up.



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Consumers UHCAN Ohio Assisted with Enrollment

In preparing for the new Health Care Marketplace, UHCAN Ohio realized it couldn't advocate for needed improvements without getting into the trenches. In October 2013, we became a CAC organization. We trained staff and volunteers, who began providing enrollment assistance in December and kicked into high gear in early 2014, after Medicaid expansion took effect and the federal Marketplace became more user-friendly. With our policy expertise and national contacts, we used enrollment snags to advocate successfully for Marketplace repairs.

Building Capacity in Local Communities:



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Orgs UHCAN Ohio Engaged to Do Enrollment Outreach

In 2013, UHCAN Ohio built on strong relationships we had developed with community and faith based organizations by educating organizations and recruiting some to engage in Marketplace/Medicaid outreach, enrollment, and follow-up efforts. Some hosted enrollment events; others became CACs. We also secured funds to hire 3 temporary staff in Columbus and contract with congregations in Cleveland to enroll and follow up with people to see how they are using their coverage and what help they need. Through this work, we are building infrastructure in communities of color across the state. The organizations we are working with will increase outreach and enrollment capacity in communities of color and will be invaluable in identifying what strategies, benefit packages, and models of care delivery work best in communities of color.

Reshaping the Health Care System to Work for Ohioans With Complex Needs:

Seniors and people with disabilities on both Medicare and Medicaid often have complex needs, but face fragmented, even unsafe care. When Ohio sought a federal waiver to coordinate care for 114,000 "dually eligible" consumers through private managed care plans, UHCAN Ohio knew that consumers needed an organized voice in "MyCare Ohio." We convened a

coalition, **Ohio Consumer Voice for Integrated Care.** OCVIC is advocating for policies to improve enrollees' quality of life and building a robust consumer voice in *MyCare Ohio.* In 2013, OCVIC won a voice with state and federal regulators and the managed care plans. And, through community outreach, we're engaging *MyCare Ohio* enrollees.



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Contacts with Regulators for Dually Eligible Ohioans

We secured consumer advisory committees and community meetings from plans. We won a delay in Medicare enrollment to work out "bugs," and an Implementation Council to monitor and improve the plans. We've focused more attention on provider compliance with the Americans with Disabilities Act and self-directed care for people with disabilities.

Making Insurance Work for Consumers:



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Times UHCAN Ohio Provided Consumer Perspective

Working with **Ohio Consumers for Health Coverage**, we submitted comments on federal regulations to restrict unscrupulous marketing practices, to ensure that insurance plans have adequate provider networks and benefits that meet the needs of persons with chronic illnesses.

We intervened in a bill to restrict Ohioans' access to navigation help in the new Marketplace. We identified problems, testified, and mobilized other witnesses in

every step of the process. We highlighted the bill's potential harm to people with cultural and language barriers. The final rules were more consumer-friendly due to our action - and we drew national media attention. We continued our second year as a National Association of Insurance Commissioners Consumer Representative, providing testimony at national meetings to protect consumers. In February 2014 we launched a "Feedback Loop," with an on-line survey and monthly phone calls to identify the difficulties consumers have with coverage so that we can advocate with insurers and the Ohio Department of Insurance for improvements.

Providing Reliable Information on the Affordable Care Act:

The campaign of misinformation about "Obamacare" continued unabated, in 2013. UHCAN Ohio responded by using both traditional and new media to getting the word out about new coverage opportunities and providing accurate, unbiased information. We spoke to a wide range of community-based organizations and stakeholder groups. We produced 3 culturally specific Public Service Announcements (PSAs) for African American, Latino, and Somali communities about new coverage and placed them in key media markets. And we used social media to strategically connect with communities of color and adults under 35.



4,607
Ohioans Reached via Presentations