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.
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 sent 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 Workforce to Expand Access:

147 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-Cs 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.

In preparing for the new Health Care Marketplace, UHCAN Ohio realized that 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:

47 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.

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:

166 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 based print materials. And we used social media to strategically connect with communities of color and adults under 35.

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.

4037 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.