



# Coverage to Care

Ashley Peddicord-Austin, MPH

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# Agenda

Welcome & Logistics

Helping Consumers Make the Most of Their Health Coverage

How to Get Involved

Question & Answer Session





# CMS Office of Minority Health



# CMS Office of Minority Health

## Mission

CMS OMH will lead the advancement and integration of health equity in the development, evaluation, and implementation of CMS's policies, programs, and partnerships.

## Vision

All those served by CMS have achieved their highest level of health and well-being, and we have eliminated disparities in health care quality and access.







# Coverage to Care (C2C)

## What is C2C?

C2C aims to help individuals understand their health coverage and connect to primary care and the preventive services that are right for them, so they can live a long and healthy life.

# Visit [go.cms.gov/c2c](https://go.cms.gov/c2c)

The screenshot shows the CMS.gov website interface. At the top left is the CMS.gov logo with the tagline 'Centers for Medicare & Medicaid Services'. To the right is a search bar. Below the logo is a horizontal navigation bar with eight yellow buttons: Medicare, Medicaid/CHIP, Medicare-Medicaid Coordination, Private Insurance, Innovation Center, Regulations & Guidance, Research, Statistics, Data & Systems, and Outreach & Education. A breadcrumb trail reads: Home > About CMS > Office of Minority Health > Equity Initiatives > From Coverage to Care. A dark blue navigation bar contains links for CMS Office of Minority Health, About CMS Office of Minority Health, Equity Initiatives, Research and Data, Resource Center, and Contact Us. An 'En Español' button is located in the top right corner. The main content area features a large illustration of a woman in a yellow shirt talking to a doctor on a smartphone. The title 'From Coverage to Care' is prominently displayed. On the left, a sidebar lists various resource links. On the right, a 'Spotlight' section highlights 'New COVID-19 Resources to Stay Safe and Healthy' with a brief description and a link to view materials.

**CMS.gov**  
Centers for Medicare & Medicaid Services

Home > About CMS > Office of Minority Health > Equity Initiatives > From Coverage to Care

[CMS Office of Minority Health](#) | [About CMS Office of Minority Health](#) | [Equity Initiatives](#) | [Research and Data](#) | [Resource Center](#) | [Contact Us](#)

[En Español](#)

## From Coverage to Care

[CMS Equity Plan for Medicare](#)

**From Coverage to Care**

- [C2C Consumer Resources](#)
- [COVID-19 Resources](#)
- [Prevention Resources](#)
- [5 Ways to Make the Most of Your Coverage](#)
- [Roadmap to Better Care](#)
- [C2C Partner Resources](#)
- [Get Involved](#)

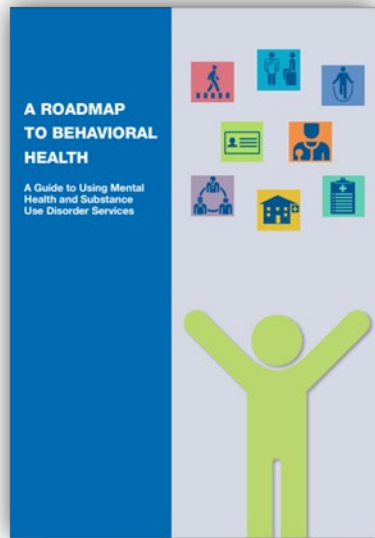
**Connected Care:**

**Spotlight**

### New COVID-19 Resources to Stay Safe and Healthy


*From Coverage to Care* has resources to help you and your family stay safe during the 2019 Novel Coronavirus pandemic (COVID-19) and get the care you need from home.

[View C2C COVID-19 Materials](#)



# C2C Resources

- 5 Ways to Make the Most of Your Health Coverage
- Prevention Resources
- Roadmap to Behavioral Health
- Manage Your Health Care Costs
- Enrollment Toolkit
- Partner Toolkit and Community Presentation




**1 Confirm your coverage**

- Be sure your enrollment is complete. Contact your health plan and/or state Medicaid office.
- Pay your premium if you have one, so you can use your health coverage when you need it.




**2 Know where to go for answers**

- Contact your health plan to see what services are covered, and what your costs will be.
- Read the *Roadmap to Better Care and a Healthier You* to learn about key health insurance terms, like coinsurance, and deductible.



**3 Find a provider**

- Select a health care provider in your network who will work with you to get your recommended health screenings.
- Remember you might pay more if you see a provider who is out-of-network.



**4 Make an appointment**

- Confirm your provider accepts your coverage.
- Talk to your provider about preventive services.
- Ask questions about your concerns and what you can do to stay healthy.



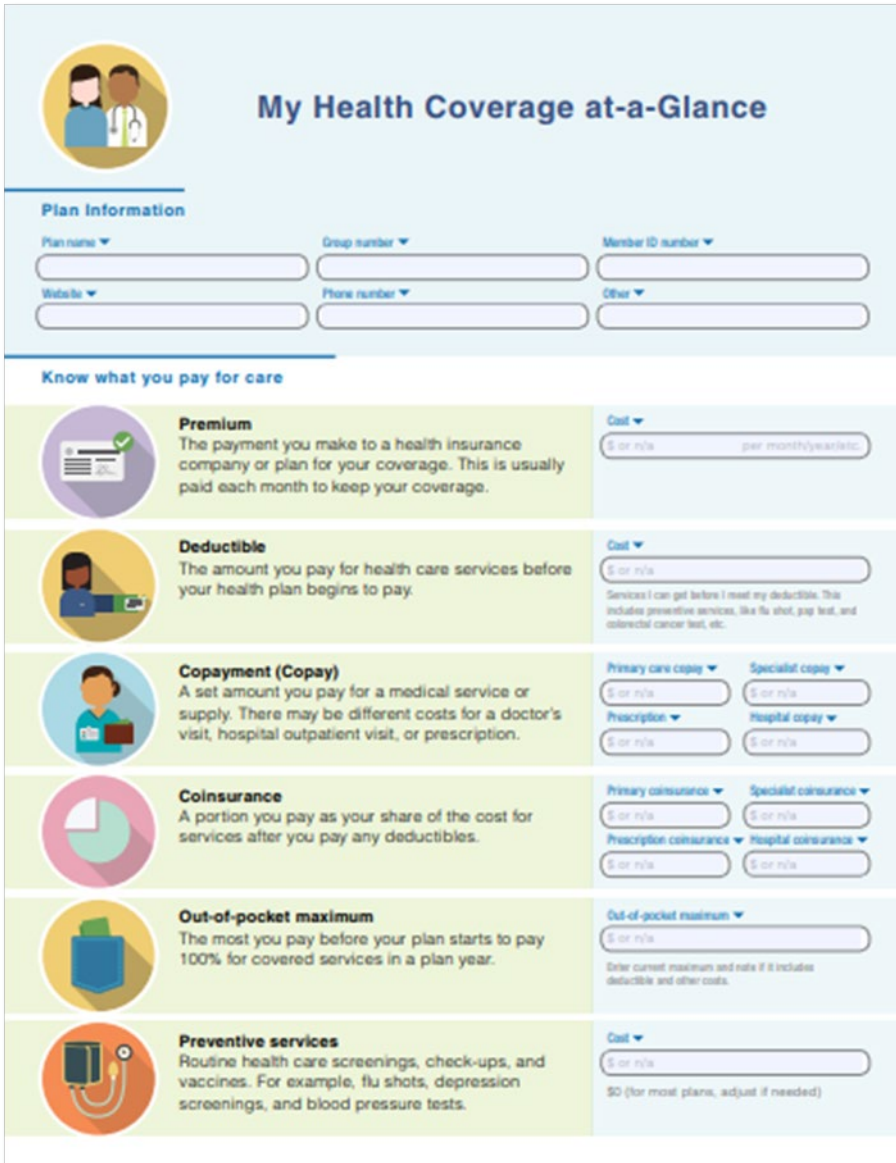
**5 Fill your prescriptions**

- Fill any prescriptions you need.
- Some drugs cost more than others. Ask in advance how much your prescription costs and if there is a more affordable option.

## 5 Ways to Make the Most of Your Health Coverage

- Quick reference material to start the journey from coverage to care.
- Available in Arabic, Chinese, English, Haitian Creole, Korean, Russian, Spanish, and Vietnamese.





**My Health Coverage at-a-Glance**

**Plan Information**

Plan name  Group number  Member ID number

Website  Phone number  Other

**Know what you pay for care**

**Premium**  
The payment you make to a health insurance company or plan for your coverage. This is usually paid each month to keep your coverage.

Cost  \$ or n/a per month/year/etc.

**Deductible**  
The amount you pay for health care services before your health plan begins to pay.

Cost  \$ or n/a

Services I can get before I meet my deductible. This includes preventive services, like flu shot, pap test, and colorectal cancer test, etc.

**Copayment (Copay)**  
A set amount you pay for a medical service or supply. There may be different costs for a doctor's visit, hospital outpatient visit, or prescription.

Primary care copay  \$ or n/a Specialist copay  \$ or n/a

Prescription  \$ or n/a Hospital copay  \$ or n/a

**Coinsurance**  
A portion you pay as your share of the cost for services after you pay any deductibles.

Primary coinsurance  \$ or n/a Specialist coinsurance  \$ or n/a

Prescription coinsurance  \$ or n/a Hospital coinsurance  \$ or n/a

**Out-of-pocket maximum**  
The most you pay before your plan starts to pay 100% for covered services in a plan year.

Out-of-pocket maximum  \$ or n/a

Enter current maximum and note if it includes deductible and other costs.

**Preventive services**  
Routine health care screenings, check-ups, and vaccines. For example, flu shots, depression screenings, and blood pressure tests.

Cost  \$ or n/a

\$0 (for most plans, adjust if needed)

# My Health Coverage at-a-Glance

- Response to requests for personalized information
- Gathered feedback from partners
- Customize to the consumer

Includes:

- Plan Information
- Know what you pay for care
- Know where to go for care
- Dates to remember, notes

# How to Maximize Your Health Coverage

Animated videos

- Confirm Your Coverage
- Know Where to Go for Answers
- Find a Provider
- Make an Appointment
- Fill Your Prescriptions

All available in English and Spanish





# How to Use Health Coverage

## Your ROADMAP to health



### 1 Start here

#### Put your health first

- Staying healthy is important for you and your family.
- Maintain a healthy lifestyle at home, at work, and in the community.
- Get your recommended health screenings and manage chronic conditions.
- Keep all of your health information in one place.



### 2 Understand your health coverage

- Check with your insurance plan or state Medicaid or CHIP program to see what services are covered.
- Be familiar with your costs (premiums, copayments, deductibles, co-insurance).
- Know the difference between in-network and out-of-network.



### 3 Know where to go for care

- Use the emergency department for a life-threatening situation.
- Primary care is preferred when it's not an emergency.
- Know the difference between primary care and emergency care.

CMS Product No.  
11814 June 2014

Visit [marketplace.cms.gov/c2c](http://marketplace.cms.gov/c2c) for more information.

### 5



### Make an appointment

- Mention if you're a new patient or have been there before.
- Give the name of your insurance plan and ask if they take your insurance.
- Tell them the name of the provider you want to see and why you want an appointment.
- Ask for days or times that work for you.

### 6



### Be prepared for your visit

- Have your insurance card with you.
- Know your family health history and make a list of any medicines you take.
- Bring a list of questions and things to discuss, and take notes during your visit.
- Bring someone with you to help if you need it.



### 7 Decide if the provider is right for you

- Did you feel comfortable with the provider you saw?
- Were you able to communicate with and understand your provider?
- Did you feel like you and your provider could make good decisions together?
- Remember: It is okay to change to a different provider!



### 8 Next steps after your appointment

- Follow your provider's instructions.
- Fill any prescriptions you were given, and take them as directed.
- Schedule a follow-up visit if you need one.
- Review your explanation of benefits and pay your medical bills.
- Contact your provider, health plan, or the state Medicaid or CHIP agency with any questions.

If you want to change your provider, return to Step 4.

No

Yes

# Roadmap to Better Care

- Explains what health coverage is and how to use it to get primary care and preventive services
- Consumer tools:
  - Insurance card
  - Primary care vs. Emergency care
  - Explanation of Benefits
- Available in 8 languages, Tribal version, Customizable version
- Currently being updated; check the C2C website for the latest version



# 1. Put Your Health First

## Key Points for Consumers

- Staying healthy is important for you and your family.
- Maintain a healthy lifestyle at home, at work, and in the community.
- Get your recommend health screenings and manage chronic conditions.
- Keep all of your health information in one place.
- While coverage is important, **there's no substitute for living a healthy lifestyle.**





# “Put Your Health First” Prevention Resources

- Available for Men, Women, Adults, Babies, Children, and Teens
- Focus on prevention and healthy living, and can be shared with consumers, reposted online, printed or ordered.

## 2. Understanding Your Health Coverage

### Key Points for Consumers

- Review your plan to see what services are covered.
- Know the difference between in-network and out-of-network.
- Understand your out of pocket costs.
- Understand key insurance terms
  - **Premium** is a payment made, usually monthly, to an insurance company for your coverage.
  - **Deductible** is the amount you owe for health care services before your plan will start paying for your care. Note: May not apply to all services.
  - **Copayment** (Copay) is a fixed amount you pay for a covered health care service or supply. For example, \$15 for a doctor visit.
  - **Coinsurance** is your share (a percent) of the costs of a covered service. For example, if your coinsurance is 20%, and the service cost \$100, you pay \$20.



## 2. Understanding Your Health Coverage Cont.

### Key Points for Consumers

- You should receive a membership package and insurance card from your health plan or your state Medicaid or CHIP program.
  - If you can't read or understand it, call and ask them to explain it to you.

|  |  |
|--|--|
| Plan type <b>4</b>   | Member Name: Jane Doe <b>1</b>   |
| Effective date   | Member Number: XXX-XX-XXX <b>2</b>   |
| Prescription Group # XXXXX   | Group Number: XXXXX-XXX <b>3</b>   |
| Prescription Copay <b>7</b><br>\$15.00 Generic<br>\$20.00 Name brand | PCP Copay \$15.00 <b>5</b><br>Specialist Copay \$25.00<br>Emergency Room Copay \$75.00 |
|  | Member Service: 800-XXX-XXXX <b>6</b>  |





# 3. Know Where to Go for Care

## Key Points for Consumers

- Although you can get health care from many different places, it's best for you to get routine care and recommended preventive services from a primary care provider.
- If you have an emergency or life-threatening situation, call **9-1-1**.
- There are big differences between visits to your primary care provider and visits to the emergency department, such as cost, time spent waiting for care, and follow up.



### 3. Know Where to Go for Care Cont.

| Primary Care Provider                                    | Emergency Department   |
|--|--|
| Go when you feel sick and when you feel well             | Only go when you're injured or very sick                           |
| Pay your primary care copay                              | Likely pay a copay, co-insurance, and have to meet your deductible |
| Call ahead to make an appointment                        | Show up when you need to and wait until they can get to you        |
| Usually see the same provider every time                 | See the provider who is working that day                           |
| Provider will usually have access to your health records | Provider probably won't have access to your health records         |

# 4. Find a Provider

## Key Points for Consumers

- A **primary care provider (PCP)** is who you'll see for most health problems. They will also work with you to get your recommended screenings, keep your health records, help you manage chronic conditions, and link you to other types of providers if you need them.
- A **specialist** will see you for certain services or to treat specific conditions. These include: cardiologists, psychologists, allergists, etc.
- You may need a **referral** from your PCP before you go to a specialist in order to have your health plan pay for your visit.



# 4. Find a Provider Cont.

## Key Points for Consumers

### 1. Identify providers in your network

- Call your insurance company or state Medicaid and CHIP program or look at their website to find providers in your network who take your health coverage.

### 2. Ask around

- Ask your friends or family if they have providers they like and what they like about them.

### 3. Pick a provider

- Call the provider's office and ask questions. (e.g., Is the provider accepting new patients or patients with your health coverage?)

### 4. Give them a try





# 5. Make an Appointment

## Key Points for Consumers

- When you make your appointment, have your insurance card or other documentation handy and know what you want.
- Mention:
  - Your name and if you're a new patient
  - Why you want to see the provider
  - The name of your insurance plan
  - The name of the provider you'd like to see
  - If you have a specific need (like translation or accessible medical equipment)
  - The days and times that work for you



# 6. Be Prepared for Your Visit

## Key Points for Consumers

- If this is your first visit to a new provider or you are using new health coverage, you will need to bring a few things with you:
  - Insurance card or other documentation
  - Photo identification
  - Completed forms
  - Your copay, if you have one. Ask for a receipt for your records.
- It is important to **show up early** for your appointment.



## 6. Be Prepared for Your Visit Cont.

### Key Points for Consumers

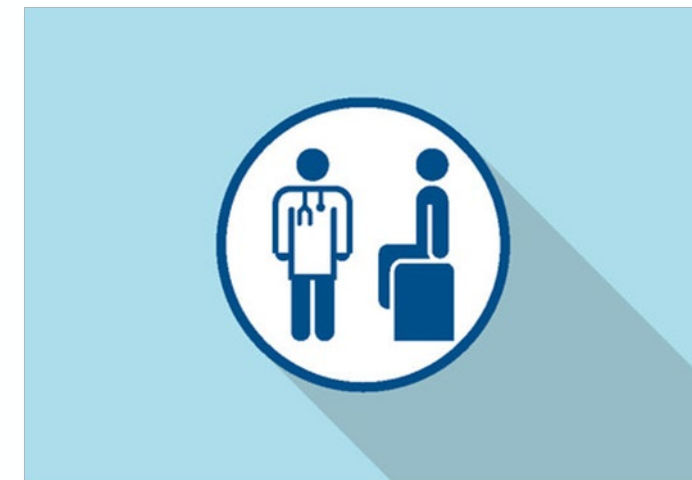
- The staff may ask you to fill out additional forms and to read over their privacy policy, which tells you how they will keep your information private.
- If you need to change your appointment, **contact your provider's office as soon as possible** to avoid costs.
- When you see your provider, it is helpful to share your **family health history, any available medical records, medications you are taking, and questions or concerns** you may have about your health.



# 6. Be Prepared for Your Visit Cont.

## Key Points for Consumers

- You should be able to answer questions like these before you leave your provider's office:
  - How is my health? What can I do to stay healthy?
  - What do I do next? Do I need blood work or another test?
  - If I need to take medicine, when do I take it and how much do I take? Are there any side effects? Is a generic option available?
- Ask your provider for written materials you can take home and read. Don't leave until all of your questions have been answered and you understand what to do next.





# 7. Decide if the Provider is Right for You

## Key Points for Consumers

- Your health and well-being are important and personal. You should have a provider that you can work with, trust, and feel comfortable talking to.
- If you were assigned a provider and you want to try someone else, call your health plan or go to their website to make that change.



# 7. Decide if the Provider is Right for You Cont.

## Key Points for Consumers

- Did your provider pay attention to what you had to say and speak in a way that made you comfortable?
- Did they provide any assistance you asked for? Could you move around in the office and use the medical equipment without barriers?
- Did you feel you were treated fairly by your provider and the office staff?
- Could you contact your provider or the office staff if you needed to ask a question?



# 8. Next Steps

## Key Points for Consumers

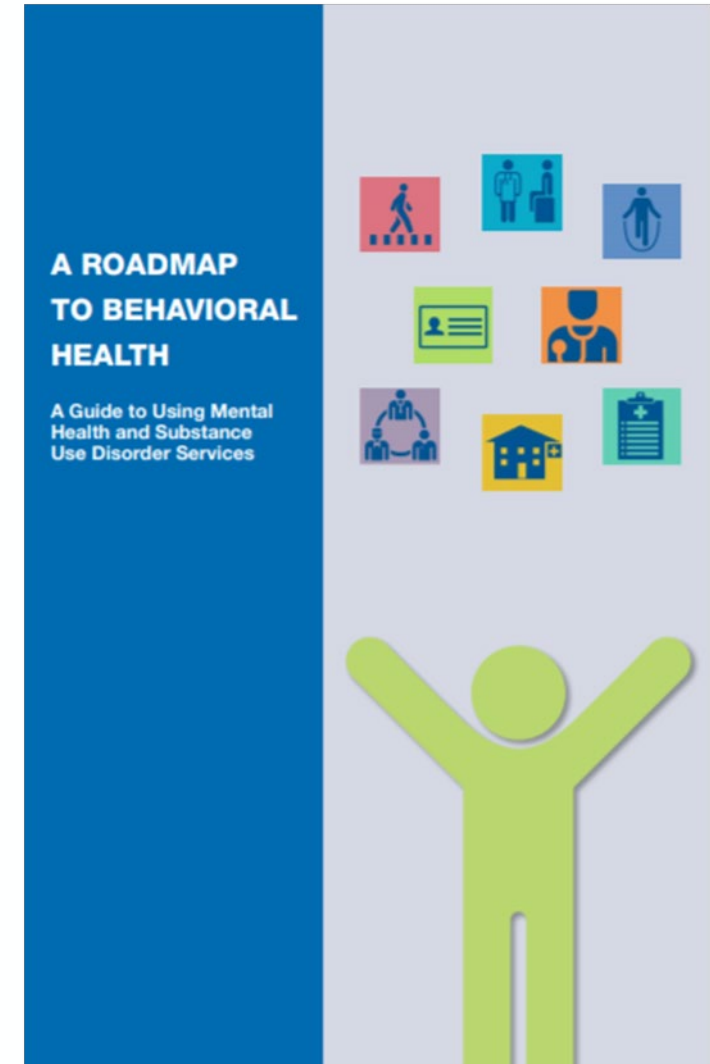
- Follow through with your provider's recommendations.
- After you visit your provider, you may receive an Explanation of Benefits (EOB) from your insurer.
- Pay your bills and keep any paperwork.
- Fill any prescriptions you need.
- If you have questions between visits, call your provider.





# Roadmap to Behavioral Health

- Should be used with the *Roadmap to Better Care and a Healthier You* to understand how to use health coverage to improve mental *and* physical health
- This guide adds to the 8 steps of the Roadmap to give important information about behavioral health.
- Also available in Spanish







# New Resources on COVID-19 and Telehealth

[go.cms.gov/c2ccovid19](https://go.cms.gov/c2ccovid19)

[CMS Equity Plan for Medicare](#)

[From Coverage to Care](#)

[C2C Consumer Resources](#)

**COVID-19 Resources**

[Prevention Resources](#)

[5 Ways to Make the Most of Your Coverage](#)

[Roadmap to Better Care](#)

[C2C Partner Resources](#)

[Get Involved](#)

[Connected Care: The Chronic Care Management Resource](#)

[Rural Health](#)

[Advancing Health Equity R & D](#)

[Health Observances](#)

[Webinars & Events](#)

[Health Equity Award](#)

## C2C COVID-19 Resources

From Coverage to Care (C2C) has released new resources on the 2019 Novel Coronavirus (COVID-19) and health coverage for you and your family. Click on the resources below for more information and share these with your family members, loved ones, patients, and communities.



### [Coronavirus and Your Health Coverage: Get the Basics \(PDF\)](#)

Learn how to protect yourself and your family during COVID-19 with tips for staying healthy. This resource also has information about what health services are typically covered under Medicare and Marketplace plans and additional resources.

This resource is available in eight languages:

- [English \(PDF\)](#)
- [Arabic / العربية \(PDF\)](#)
- [Chinese / 中文 \(PDF\)](#)
- [Haitian Creole / Kreyòl Ayisyen \(PDF\)](#)
- [Korean / 한국어 \(PDF\)](#)
- [Russian / Русский \(PDF\)](#)
- [Spanish / Español \(PDF\)](#)
- [Vietnamese / TIẾNG VIỆT \(PDF\)](#)



### [Stay Safe: Getting the Care You Need, at Home \(PDF\)](#)

Get tips for how to stay healthy during COVID-19 with information about scheduling health appointments from home and planning ahead for prescriptions.

This resource is available in eight languages:

- [English \(PDF\)](#)
- [Arabic / العربية \(PDF\)](#)
- [Chinese / 中文 \(PDF\)](#)
- [Haitian Creole / Kreyòl Ayisyen \(PDF\)](#)
- [Korean / 한국어 \(PDF\)](#)
- [Russian / Русский \(PDF\)](#)
- [Spanish / Español \(PDF\)](#)
- [Vietnamese / TIẾNG VIỆT \(PDF\)](#)

# Shareable Resources

**C2C** From Coverage to Care

FIND COVID-19 RESOURCES IN:



|               |                    |                    |                                  |
|---------------|--------------------|--------------------|----------------------------------|
| English       | العربية<br>Arabic  | 中文<br>Chinese      | Kreyòl Ayisyen<br>Haitian Creole |
| 한국어<br>Korean | Русский<br>Russian | Español<br>Spanish | Tiếng Việt<br>Vietnamese         |

[go.cms.gov/c2ccovid19](https://go.cms.gov/c2ccovid19)




Social Graphic 1 / English



Social Graphic 2 / English



Social Graphic 3 / English



Animated GIF 1 / English



Animated GIF 2 / English



Animated GIF 3 / English



Animated GIF 4 / English

**C2C** Coverage to Care

**CORONAVIRUS AND YOUR HEALTH COVERAGE: GET THE BASICS**

**PROTECTING YOU AND YOUR FAMILY**

Here are the important steps you should take to protect you and your family from COVID-19.

- Stay home if possible.
- Wash your hands often for at least twenty seconds.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces.
- Avoid travel, including all cruise travel and non-essential air travel.
- Wear a face covering? Try these from the CDC.
- Learn more about test results: [bit.ly/health311a](https://bit.ly/health311a)

Contact your health care professional if you have concerns about COVID-19 or if you are sick. Call first!

**MANAGING STRESS**

Here are a few ways the CDC recommends managing stress during these challenging times:

- Take breaks from watching, reading, or listening to news stories and social media.
- Connect with others. Talk with friends and loved ones over the phone or via video chat about your concerns and how you are feeling.

Take care of yourself. Take deep breaths, stretch, or meditate. Try to eat healthy meals, exercise regularly, and get plenty of sleep.

**WATCH OUT FOR SCAMS**

Protect your identity from scammers!

It's easy to get distracted and let your guard down during these uncertain times. Scammers may try to steal your personal information. They might be doing so by sending you coronavirus vaccines, tests, masks, or other items in exchange for your personal information.

- Don't share your information with your care provider's office, pharmacy, hospital, health insurer, or other trusted health care provider.
- Check your claims summary forms or Explanation of Benefits for errors.
- It is important to always guard your insurance card like a credit card.

Remember, Medicare will never call you to ask for or check your Medicare number.

Learn more: [www.Medicare.gov/311scam](https://www.Medicare.gov/311scam)

**UPDATES FROM MEDICARE:**

- **Telehealth:** During COVID-19, Medicare expanded access to telehealth services. This includes common office visits, mental health counseling, and preventive screenings. The way doctors and other providers can offer services without patients going to the office. Contact your care provider to learn more.
- **Lab tests for COVID-19:** You pay no out-of-pocket costs.
- **All medically necessary hospitalizations:** This includes if you're diagnosed with COVID-19 and need to stay in the hospital under quarantine instead of being discharged from the hospital after an inpatient stay.

Remember: If you need to see your doctor, please call them first. If you develop emergency warning signs for COVID-19, get medical attention immediately.

Learn more: [www.Medicare.gov](https://www.Medicare.gov)

**WHAT IS COVERED?**

- If you already have coverage through the Marketplace, the coverage for coronavirus is generally the same as any other ailment.
- Find more about what Marketplace plans cover.

Check with your health insurance company for specific benefits and coverage policy.

**HealthCare.gov REMINDERS:**

- All Marketplace plans are prohibited from adjusting coverage because of pre-existing conditions.
- Plans cannot reduce coverage due to a change in health status.
- Log in to update your information if you have changed in address, household income, or household size.
- You may be able to change your plan if certain situations apply.

Contact your state office to learn more on Medicaid updates.

**HealthCare.gov SPECIAL ENROLLMENT PERIODS:**

Some life changes can allow you to enroll in a plan for the first time or change your plan. Answer a few questions to find out if you can enroll in or change your coverage.

Here are a few common ways:

- Lost health coverage
- Change in household income
- Got married
- Had a baby
- Changes in household (dependent, death, divorce)
- Changes in address
- Released from incarceration
- Gained citizenship or lawful presence in U.S.

**NEED MORE INFO?**

Visit these sites to learn more:

- [www.cdc.gov](https://www.cdc.gov)
- <https://www.hhs.gov/coronavirus2019-enroll/index.html>
- [www.medicare.gov/medicare-coronavirus](https://www.medicare.gov/medicare-coronavirus)
- [www.healthcare.gov/coronavirus/](https://www.healthcare.gov/coronavirus/)
- <https://www.medicare.gov/resources-for-states/03states>
- <https://www.health.com/coronavirus-disease-2019-enroll-18>
- [www.irs.gov](https://www.irs.gov) Tax Relief and Economic Impact Payments: <https://www.irs.gov/coronavirus-tax-relief-and-economic-impact-payments>

Need local info on food, transportation, testing, and more? Call 3-1-1.

# Coronavirus and Your Health Coverage: Get the Basics

This resource talks about how to protect yourself and your family. It also provides an overview on updates from Medicare, the Marketplace, and other information for consumers looking for information on health coverage and staying healthy during the COVID-19 pandemic.



# HealthCare.Gov Special Enrollment Periods



Some life changes can allow you enroll in a plan for the first time or change your plan. Answer a few questions to find out if you can enroll in or change your coverage.



# Stay Safe: Get the Care You Need, at Home

**C2C** From Coverage to Care

## STAY SAFE GETTING THE CARE YOU NEED, AT HOME

### GET CARE AT HOME

Learn how to get the care you need from your home.

- Sick? Call your care provider first.
- Call your care provider's office to confirm they accept your health coverage. If they don't, see the [Roadmap to Better Care and a Healthier You](#) for tips on finding a care provider who accepts your coverage.
- Many telehealth options are available for many health needs, including regular office visits.

### TIME FOR A PRESCRIPTION (RX)?

- Plan ahead.
- Ask for a 90-day supply of medication, when possible.
- Consider mail delivery for your prescription medications.
- Check with your pharmacist in time to avoid any delays in delivery.
- Ask a local pharmacy for drive-thru or delivery options.
- Don't exchange cash! Pay online or over the phone to a trusted pharmacy, if possible.

### LEARN ABOUT TELEHEALTH

**What is telehealth?**

Many regular health care services can be handled over the phone, a portal, app, or other option. Even if your provider didn't offer telehealth in the past, many are now. Call your care provider to ask about your options.

- Talk to your doctor live over the phone or video chat.
- Send and receive messages from your doctor using chat messaging, email, secure messaging, and secure file exchange, like a patient portal.
- Use remote patient monitoring to share health information with your provider.

## WHAT IS AVAILABLE?

You might be surprised by the variety of care you can get through telehealth or other communication technology based services. Your doctor will decide whether telehealth is appropriate for your health needs. For example, you may be able to get:

- General health care, like wellness visits**
- Prescriptions for medicine**
- Dermatology (skin care)**
- Nutrition counseling**
- Mental health counseling**
- Urgent care** to address conditions such as sore throats, colds, urinary tract infections, common rashes, etc.
- Remote monitoring services** to inform your doctor's treatment of an ongoing or acute illness.

## HOW?

- Call your care provider's office to see if they offer telehealth.
- Your health insurance company may also help connect you with telehealth services.
- Make sure your care provider bills your coverage. You may still have a copay or deductible. Check with your care provider's office or insurance company.
- If you don't have coverage, some health centers offer health care over the phone or video. Use the [tag](#) to find a health center near you, and ask if they provide telehealth.

Need more info on telehealth and how to prepare for a visit? Go to [telehealth.hhs.gov](https://telehealth.hhs.gov).

## STAYING HEALTHY

Be active in your health care by taking care of yourself and your family. Exercise, diet, sleep, and relaxation are important parts of staying healthy.

Here are some resources to help you manage your health:

- [MentalHealth.gov](https://MentalHealth.gov) for more information about mental health.
- [Cholesterol.gov](https://Cholesterol.gov) and the [My Plate app](https://MyPlate.gov) have information on healthy eating, exercise, and more.
- [Mile2Health.gov](https://Mile2Health.gov) can help keep your heart healthy, including managing high blood pressure, cholesterol, and other heart healthy information.
- If you have Medicare, your provider may help you manage your chronic (ongoing) conditions. Ask your doctor about chronic care management services or call [getcare.gov/med](https://getcare.gov/med).
- Need local information on food, transportation, testing, and more? Call 3-1-1.

Call for the U.S. Department of Health and Human Services. Health Care, May 2020. Publication # 19-122

*Stay Safe: Getting the Care You Need, at Home* focuses on how people can stay healthy within their home.

This resource gives an overview of telehealth, managing ongoing health conditions, prescriptions, and other tips.

# Telehealth: What to Know for Your Family



TELEHEALTH:  
WHAT TO KNOW  
FOR YOUR FAMILY



## Telehealth Basics

- What is telehealth
- Types of Services
- Behavioral Health
- Types of visits (video, audio)

## Steps to Using Telehealth

- How to schedule an appointment
- Health coverage information
- Prepare for your appointment
- What to expect
- What to do after your appointment

# C2C Telehealth page: [go.cms.gov/c2ctelehealth](https://go.cms.gov/c2ctelehealth)

## C2C Telehealth Resources



In response to the increased use and expanded coverage of telehealth during the COVID-19 pandemic, [From Coverage to Care](#) (C2C) has released new resources to support patients and providers in making the most of virtual care. Click on the resources below and share this information with your communities.



### [Telehealth: What to Know for Your Family \(PDF\)](#)

Patients can find out the types of care they can receive through telehealth, how to prepare for an appointment, what to expect during a visit, and more.

This resource is available in eight languages:

- [English \(PDF\)](#)
- [Arabic / العربية \(PDF\)](#)
- [Chinese / 中文 \(PDF\)](#)
- [Haitian Creole / Kreyòl Ayisyen \(PDF\)](#)
- [Korean / 한국어 \(PDF\)](#)
- [Russian / Русский \(PDF\)](#)
- [Spanish / Español \(PDF\)](#)
- [Vietnamese / TIẾNG VIỆT \(PDF\)](#)

**TELEHEALTH RESOURCE FOR PATIENTS**

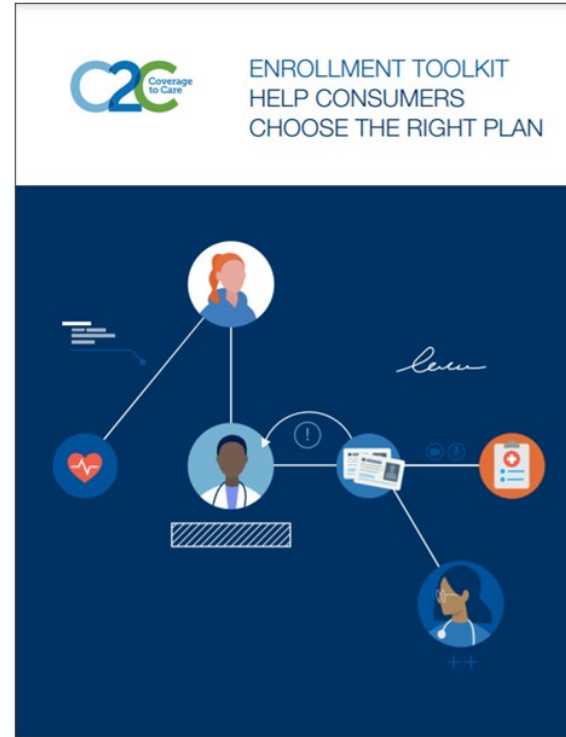
NOW AVAILABLE IN 8 LANGUAGES

|         |                   |               |                                  |               |                    |                    |                          |
|---------|-------------------|---------------|----------------------------------|---------------|--------------------|--------------------|--------------------------|
| English | العربية<br>Arabic | 中文<br>Chinese | Kreyòl Ayisyen<br>Haitian Creole | 한국어<br>Korean | Русский<br>Russian | Español<br>Spanish | Tiếng Việt<br>Vietnamese |
|---------|-------------------|---------------|----------------------------------|---------------|--------------------|--------------------|--------------------------|

To download, visit: [go.cms.gov/c2ctelehealth](https://go.cms.gov/c2ctelehealth)

# Environmental Toolkit

1. Why to sign up for health coverage
2. What to know before choosing a plan
3. What to know before enrolling
4. Next steps after enrollment
5. How to help consumers with special circumstances





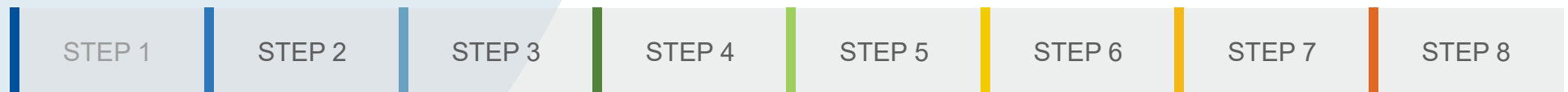
# How to Get Involved

# Using C2C Resources

**Start the Conversation.** Use the Roadmap as a tool to help people understand their new coverage and understand the importance of getting the right preventive services.

**Help Consumers Understand.** The Roadmap has a lot of information for consumers. You can help them use it as a resource to refer back to as they journey to better health and well-being.

**Personalize It.** You know your community. Consider adding local resources and information.





# Who in your community is using C2C resources?

- Congressional Offices
- Voter Rights Organizations
- Legal Aid Societies
- Universities
- United Way
- SHIP Counselors
- Primary Care Associations
- Dialysis Facilities
- Ryan White Providers
- Justice System
- Community Health Centers
- Hospitals
- Insurance Companies
- State and County Health Departments
- Area Agencies on Aging
- Tribal Organizations
- Assistors and Brokers
- Libraries
- Faith-Based Organizations

# How To Get Involved

## Use the Partner Toolkit

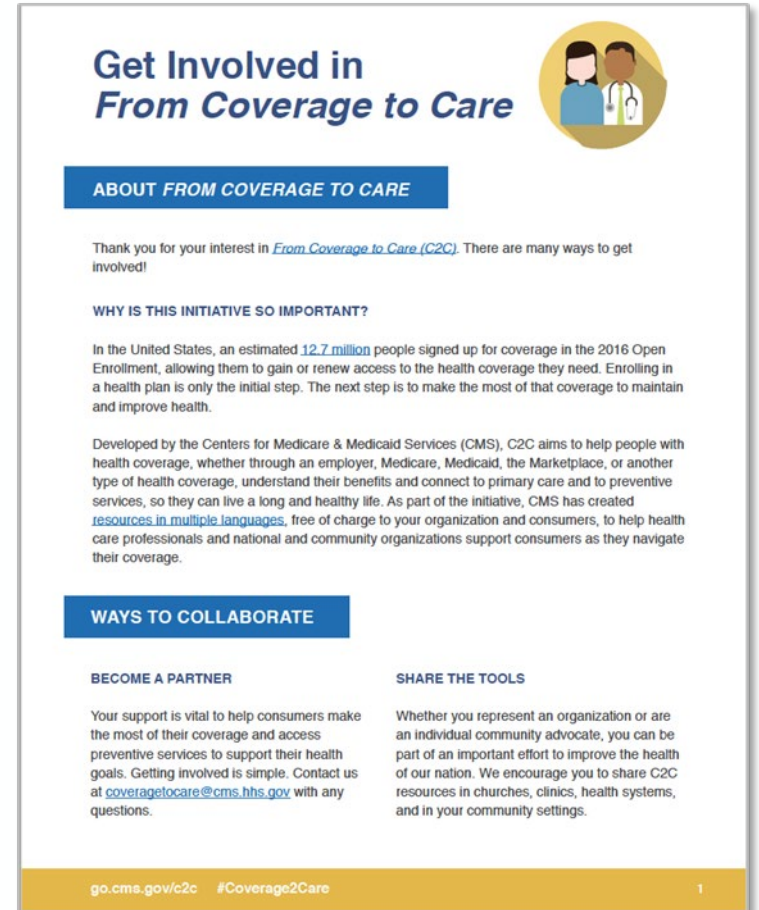
- Ideas on how to get involved: events to host in your community, sample text to use in a blog, newsletter, social media posts and graphics, and a web badge.
- All available in English and Spanish

## Use the C2C Community Presentation

- Overview of the Roadmap and all 8 steps, including slides, script, and a handout
- Available in English and Spanish


**Order and share C2C resources at no cost to your organization.**

**Send stories to [coveragetocare@cms.hhs.gov](mailto:coveragetocare@cms.hhs.gov).**



The image shows a preview of the 'From Coverage to Care' toolkit. It features a title 'Get Involved in From Coverage to Care' with an icon of a woman and a doctor. Below the title is a blue header 'ABOUT FROM COVERAGE TO CARE'. The main text includes a thank you message, a section 'WHY IS THIS INITIATIVE SO IMPORTANT?' with statistics, and a section 'WAYS TO COLLABORATE' with sub-sections 'BECOME A PARTNER' and 'SHARE THE TOOLS'. At the bottom, there is a footer with the website 'go.cms.gov/c2c', the hashtag '#Coverage2Care', and a page number '1'.

### Get Involved in *From Coverage to Care*



#### ABOUT FROM COVERAGE TO CARE

Thank you for your interest in [From Coverage to Care \(C2C\)](#). There are many ways to get involved!

#### WHY IS THIS INITIATIVE SO IMPORTANT?

In the United States, an estimated [12.7 million](#) people signed up for coverage in the 2016 Open Enrollment, allowing them to gain or renew access to the health coverage they need. Enrolling in a health plan is only the initial step. The next step is to make the most of that coverage to maintain and improve health.

Developed by the Centers for Medicare & Medicaid Services (CMS), C2C aims to help people with health coverage, whether through an employer, Medicare, Medicaid, the Marketplace, or another type of health coverage, understand their benefits and connect to primary care and to preventive services, so they can live a long and healthy life. As part of the initiative, CMS has created [resources in multiple languages](#), free of charge to your organization and consumers, to help health care professionals and national and community organizations support consumers as they navigate their coverage.

#### WAYS TO COLLABORATE

##### BECOME A PARTNER

Your support is vital to help consumers make the most of their coverage and access preventive services to support their health goals. Getting involved is simple. Contact us at [coveragetocare@cms.hhs.gov](mailto:coveragetocare@cms.hhs.gov) with any questions.

##### SHARE THE TOOLS

Whether you represent an organization or are an individual community advocate, you can be part of an important effort to improve the health of our nation. We encourage you to share C2C resources in churches, clinics, health systems, and in your community settings.

[go.cms.gov/c2c](http://go.cms.gov/c2c) #Coverage2Care 1

# Visit [productordering.cms.hhs.gov](https://productordering.cms.hhs.gov)

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Centers for Medicare & Medicaid Services



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# THANK YOU

**Visit our website:**

[go.cms.gov/c2c](http://go.cms.gov/c2c)

**Contact us:**

[coveragetocare@cms.hhs.gov](mailto:coveragetocare@cms.hhs.gov)

**C2C Listserv:**

<http://bit.ly/CMSOMH>