UNITED STATES of CARE

Leadership Council Retreat Workbook

THIS WORKBOOK PROVIDES:

➔ Our learnings from listening to people's shared and diverse needs.
➔ A list of solutions that may meet people's shared and diverse needs; there is a "worksheet" for each of the 4 goals (pages 5-8).
➔ A way to sign up for 1 of the 4 breakout sessions (pages 5-8).

ACTIONS REQUESTED:

❑ Review this workbook.
❑ Consider the policies we provided and brainstorm new ones; you will see the "notebook" page we provided on pages 5-8 to get your ideas flowing!
❑ Sign up for ONE breakout session by Wednesday 4/14 (pages 5-8).

USofCare Leadership Council Retreat Workbook

We look forward to seeing you April 16th!

RETREAT GOAL: We aim to identify and build out solutions based on people's shared and diverse needs to build a better, more equitable health care system in the wake of the pandemic.

YOUR ROLE:

★ During the Retreat, **you will help us to begin to define policies** to build a better health care system through United States of Care's future work.

★ During the retreat you will participate in one **breakout** session focused on **one of the four goals** we developed for health reform. Sign up buttons are on pages 5-8.

★ Each breakout group will discuss and refine a **list of solutions guided by general questions around impact, equity, and durability.** See the worksheets on pages 5-8.

USofCare Vision for Building a Better Health Care System

United States of Care has been <u>listening to people's needs</u> in order to build a better health care system. Our multi-year nationwide research and conversations with people have shown **<u>four shared goals</u> for health reform** which we adopted in 2021 as our organizations' north star.

1 People have **certainty that they can afford** their health care.

2 People have the **security and freedom** that **dependable health care coverage** provides as life changes.

3 People can get the personalized **care they need, when and how they need it.**

4 People experience a health care system that's **understandable and easy to navigate.**

At the retreat, we will have a breakout session for each 'goal' where we will discuss solutions to help realize these goals through health reform.

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USofCare Leadership Council Retreat Workbook

BACKGROUND: The following list of solutions is designed to ensure that USofC isn't leaving any rock unturned as we seek your input to identify and prioritize solutions that:

1. **Align with and help achieve our vision for the future of health care.**
2. **Increase equity.**
3. **Are politically durable** (i.e., policies people want that are positioned to outlast shifts in the political environment).
4. **Will make the most impact.**

To help improve equity, we are exploring the possibility of recommending collection and publication of comprehensive demographic data as well as requirements for equity impact assessments, among other items, across all of the solutions that USofCare prioritizes.

BACKGROUND READ

Pioneering a New Approach to Uniquely and Deeply Understand People's Needs

BACKGROUND READ

Findings From Deep Listening and National Pubilc Opinion Research

★ People have **certainty that they can afford** their health care.

Cost is the main source of anxiety when it comes to health care.

➔ Cost is the overwhelming reason that 42% of voters have foregone health insurance in the past.

➔ Cost is why 41% of those under 30 have opted note to seek medical treatment in the last year.

➔ A spectrum of costs (premiums, deductibles, surprise bills, prescription prices, etc.) are major sources of concern.

USofCare's Related Solution Categories

- Create new affordable and comprehensive options for coverage.
- Standardize business practices and insurance plan design requirements, including making some types of health care (e.g., mental health or primary care) available at no cost to people.
- Regulate insurance company rates and profit margins.
- Ensure transparency for costs of receiving care.
- Establish better oversight and management to control and lower drug prices.
- Create structures for monitoring affordability at the system-level, such as all-payer claims databases and all-payer rate setting.
- Establish affordability standards that determine how much people can pay for their care.
- Protect consumers from certain medical debt collection practices.

Your Notes on Solutions to Move Our Country Towards this Goal!

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CLICK HERE TO REGISTER FOR THE BREAKOUT SESSION ON THIS TOPIC

★ People have the **security and freedom** that **dependable health care coverage** provides as life changes.

People express a notable level of anxiety related to their health care coverage.

➔ 68% expressed a concern about people close to them losing insurance because of a loss of a job.

➔ 22% were concerned about losing their own coverage due to a job change or (19%) due to changes in their health status.

USofCare's Related Solution Categories

- Create new affordable and comprehensive options for coverage.
- Expand access and eligibility for Medicare, Medicaid, CHIP, and COBRA.
- Address challenges with connecting jobs and health insurance that prevent specific groups from being able to access affordable coverage.
- Prohibit adverse coverage effects of particular life changes (e.g., eliminating the waiting period before coverage takes effect when someone changes insurance because of job loss).

Your Notes on Solutions to Move Our Country Towards this Goal!

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CLICK HERE TO REGISTER FOR THE BREAKOUT SESSION ON THIS TOPIC

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★ People can get the personalized **care they need, when and how they need it.**

Across our community conversations and focus groups, people express a strong desire for personalized care that meets their unique needs. They support solutions that increase personalized care.

➔ Support for a variety of improvements related to mental health remained steady between 83% and 86%.

➔ Support for the convenience of virtual care remains high with 87% saying something positive about their virtual care experience and 72% appreciating the ease of scheduling and not having to leave their home.

USofCare's Related Solution Categories	Your Notes on Solutions to Move Our Country Towards this Goal!
● Expand the ways in which people can access the care they need, including through technology, better provider networks, and convenient care options. ● Increase provider capacity and availability (i.e., workforce development). ● Improve access to maternity and postpartum care to address maternal mortality. ● Eliminate barriers to obtaining mental health care. ● Ensure electronic health records are available to the patient as well as across providers, including social workers, community health workers, mental health providers, etc. ● Address people's non-health care needs, such as food security, transportation, housing security to help them achieve better health (i.e., social determinants of health). ● Ensure patients receive personalized attention from a provider, and that patients know what to expect in terms of time with a provider, quality of care provided, and timely connection to other needed services.	_____ _____ _____ _____ _____ _____ _____ _____ _____

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CLICK HERE TO REGISTER FOR THE BREAKOUT SESSION ON THIS TOPIC

★ People experience a health care system that's **understandable and easy to navigate.**

Complexity is overwhelming, and people want to be able to understand and navigate the system.

➔ Our recent qualitative research demonstrated that people put an immense amount of time into figuring out their own care—from understanding their coverage, to selecting the right provider, to attempting to get ahead of costs and upcoming bills.

<u>USofCare's Related Solution Categories</u>

- Limit the number of steps (from billing to provider referrals) patients must take to get the care they need.
- Expand resources and tools to provide individualized help to patients with navigating the health care system.
- Create a standardized benefit plan design, so that people can easily compare plans and choose their coverage.
- Ensure electronic health records are available to the patient as well as across providers, including social workers, community health workers, mental health providers, etc.
- Allow auto enrollment in basic coverage where employers or individuals can build on top.
- Incentivize expansion of Patient Centered Medical Homes.
- Standardize/simplify billing appeal process.

<u>Your Notes on Solutions to Move Our Country Towards this Goal!</u>

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CLICK HERE TO REGISTER FOR THE BREAKOUT SESSION ON THIS TOPIC

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Before you go… make sure you've completed the requested items below

ACTIONS REQUESTED:

✓ Review this workbook

✓ Consider the policies we provided and brainstorm new ones; you will see the "notebook" page we provided on pages 5-8 to get your ideas flowing!

✓ [Sign up for ONE breakout session](#) by Wednesday 4/14 (pages 5-8).

Thank You

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