

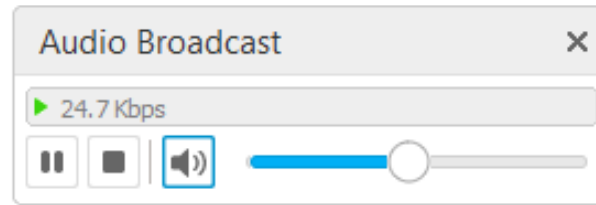
Welcome!

**The webinar will begin at
2:00 Eastern/11:00 Pacific**

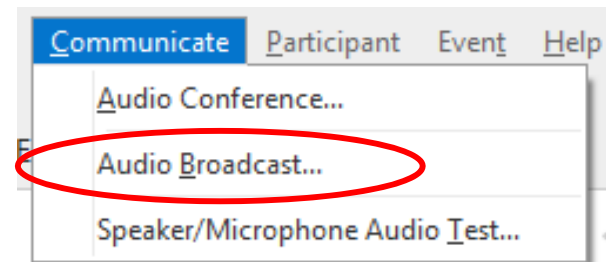
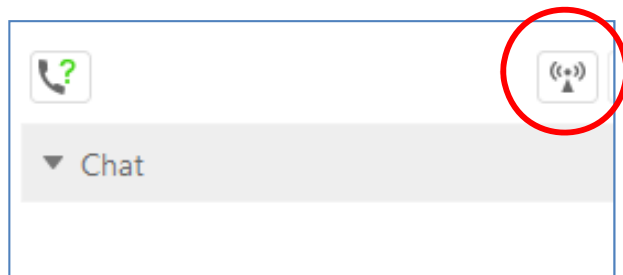
Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:

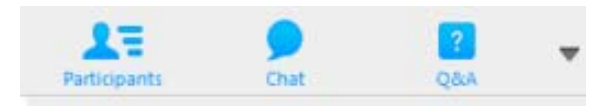
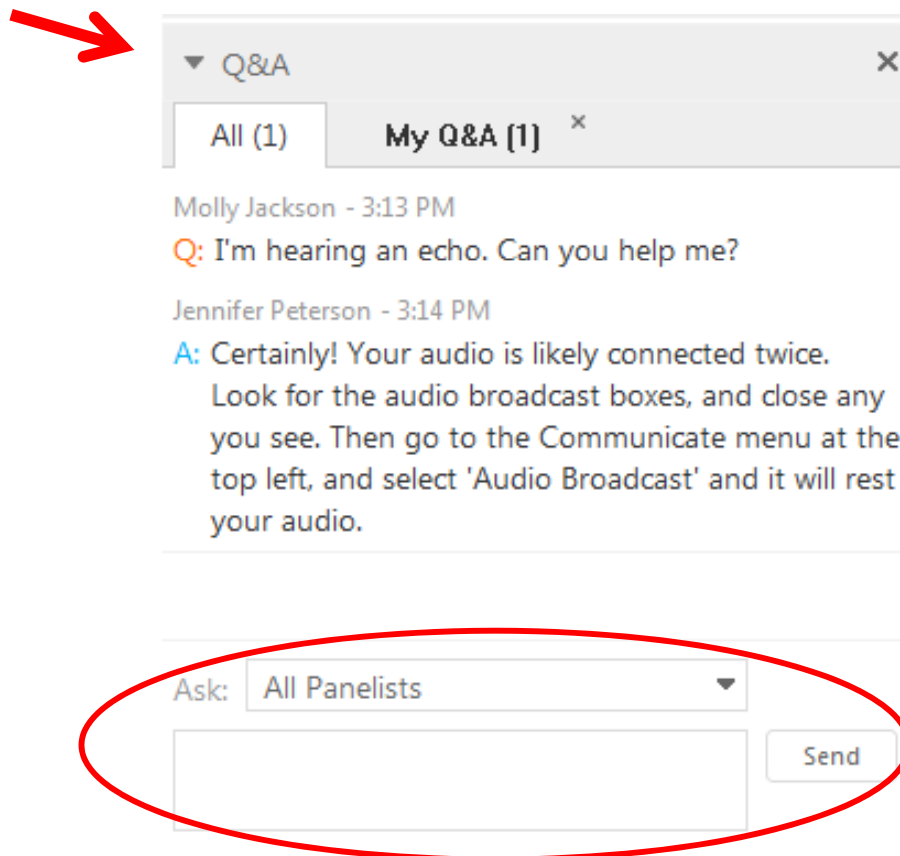


Lost all sound? Hear an echo? Click on the **small radio tower** icon (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.



Need Help?

Please post **technical support questions** into the **Q&A Panel**.



Note: If you don't see the panel you're looking for, look for the icon at the top right.

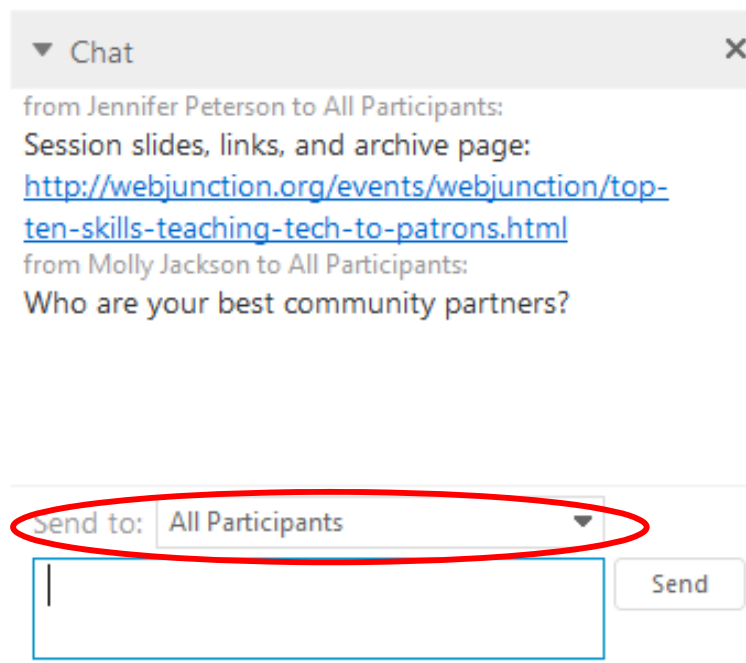
Step 1: Type the problem in the **dialog box**.

Step 2: Click **Send**.

Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.



The screenshot shows a chat window titled "Chat" with a close button (X). The message history includes:

- from Jennifer Peterson to All Participants:
Session slides, links, and archive page:
<http://webjunction.org/events/webjunction/top-ten-skills-teaching-tech-to-patrons.html>
- from Molly Jackson to All Participants:
Who are your best community partners?

At the bottom, there is a "Send to:" dropdown menu currently set to "All Participants", which is circled in red. Below the dropdown is a text input field and a "Send" button.

And if you're tweeting, use: **#wjwebinar** and **#libs4health**

Customize your experience

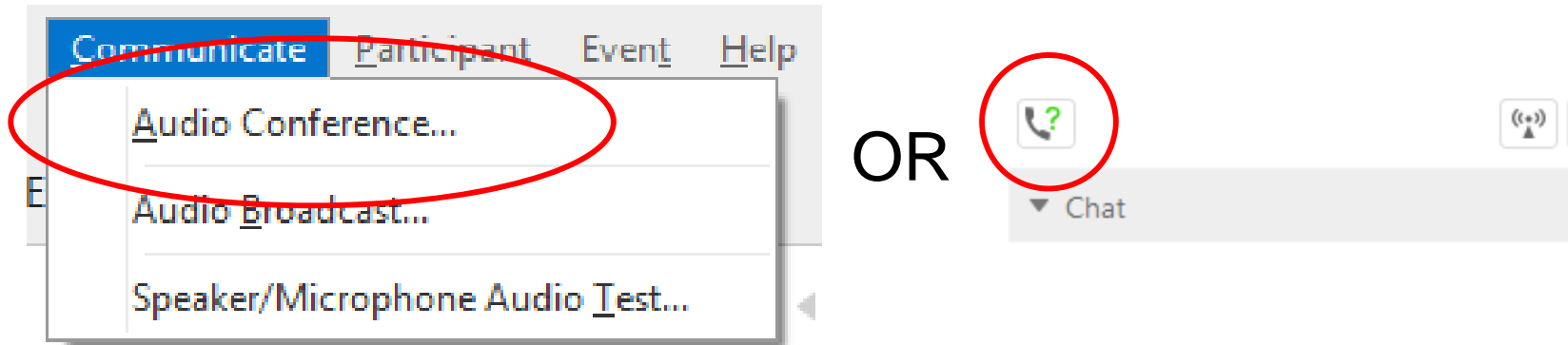
Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.

The screenshot displays a meeting interface with three main panels: Participants, Chat, and Q&A. At the top, there are icons for Participants, Chat, and Q&A. Below these, the Participants panel shows 'Participants (2)' with a close button (X). The Chat panel shows 'Jennifer Peterson (Host)' and 'Attendees: 1 (1 displayed)' with a close button (X) circled in red. The Q&A panel shows 'Molly Jackson (me)' and a 'Send to' dropdown menu set to 'All Participants'. A red arrow points to the 'Send to' dropdown menu. Below the Q&A panel, there is an 'Ask' dropdown menu set to 'All Panelists' and a text input field with a 'Send' button.

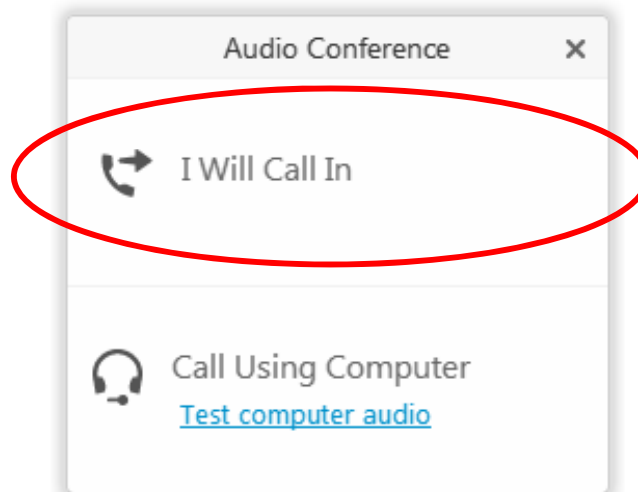
Telephone Access

If you not able to listen via your computer, you may join by phone.



Step 1: At top left corner, select **Communicate > Audio Conference OR** go to the **Telephone Icon** below participant list

Step 2: Follow directions on pop-up window for 'I Will Call In'



Closed Captioning is available

- Open **Media Viewer** from Panel options.
- Adjust **font**.
- Select **Show/Hide Header**.

The screenshot displays the Media Viewer interface. At the top, a tab labeled "Media Viewer" is circled in red. Below it, the text "You are connected to event: WebJunctionTest" is visible. The interface includes a "Themes:" dropdown menu set to "Default", a "Font Size:" dropdown menu set to "14" (which is also circled in red), and a "Font Family:" dropdown menu set to "Arial". A list of font sizes (14, 18, 24, 30, 36, 42, 48, 54, 60, 72, 84, 96) is shown in a dropdown menu. At the bottom right, a button labeled "Show/Hide Header" is circled in red. The footer contains the text "Copyright © 2010".



WebJunction News!

- **Certificates of Attendance** will be provided to all attendees of our live webinars.
- **Free access to library-specific courses through WebJunction**
Beginning July 1, access to WebJunction's library-specific courses is available for free to all library workers and volunteers across the nation.

Certificates of completion are available to learners for any course or webinar archive accessed via the catalog.

Create an account today at learn.webjunction.org

Thanks to the generous support of **OCLC**, the **Bill & Melinda Gates Foundation**, and many **agencies across the U.S.** for their support of this timely and relevant learning content, accessible anytime, from anywhere.

September 2014



Stay Informed

On WebJunction

webjunction.org

Crossroads (monthly newsletter)

Subscribe on homepage

Health Happens in Libraries

oc.lc/ehealth



Remember to post to **Q&A panel**
if you need technical assistance.

Other Technical problems?

Contact WebEx support

Event Number: 711 665 022

Phone: 1-866-229-3239



Jennifer Peterson
WebJunction
Community Manager



Liz Morris
Health Happens
in Libraries
Project
Coordinator,
WebJunction

Project partners



Today's Presenters



Lynne G. Johnson
Deputy Group Director,
Partner Relations Group,
Office of
Communications,
Centers for Medicare &
Medicaid Services



Cara V. James, PhD
Director, Office of
Minority Health,
Centers for Medicare &
Medicaid Services



Julie Kuchta
Consumer Health
Coordinator, Carnegie
Library of Pittsburgh



Health Happens In Libraries

 Looking Ahead to 2015 Open Enrollment

September 24, 2014

September 2014



Health Insurance Marketplace Update

The Affordable Care Act



September 2014

Lynne Johnson, Deputy Group Director
Partner Relations Group
Office of Communications



Health Insurance Marketplace

Brief Overview

- Part of the Affordable Care Act
- Where qualified individuals and families directly compare private health insurance options known as qualified health plans (QHPs)
 - Can directly compare on the basis of price, benefits, quality, and other factors
 - Also known as Exchanges
 - State Marketplace, State Partnership Marketplace, Federally Facilitated Marketplace
 - Consumers may be able to pay less for health coverage every month if they qualify for a premium tax credit
 - Medicaid and Children's Health Insurance Program
- Small Business Health Options Program (SHOP)
 - Marketplace for small employers
 - Provides coverage for their employees

Open Enrollment 2014 Review

- More than 8 million (and counting) people signed up for health coverage in the federally-run Health Insurance Marketplace during the 2014 open enrollment period
- Special Enrollment Period – Consumers might qualify to enroll in the Marketplace outside of Open Enrollment
- No Limited Enrollment Period – Medicaid or the Children’s Health Insurance Program (CHIP)
- Small Business Owners
- Summer 2014 - Educated consumers on using their new insurance (Coverage to Care)
- Digital Communications – Email, Facebook, Twitter, Blogs

Preparing for Open Enrollment Round 2

- Enrollment begins November 15 and ends February 15, 2015
- September-November 14 – Continue to raise consumer awareness, call to action, digital communications
 - Check plan and coverage
 - Check Advance Premium Tax Credit (APTC)
- Activate partners/stakeholders at the local level
 - Special targeting
 - Coalition Building

Enrollment Assistance for Consumers HealthCare.gov

The screenshot displays the HealthCare.gov website interface. At the top, there is a navigation bar with the HealthCare.gov logo, links for 'Learn', 'Get Insurance', and 'Log in', and a language selector for 'Español'. Below this is a secondary navigation bar with categories: 'Individuals & Families', 'Small Businesses', and 'All Topics -', followed by a search bar and a 'Search' button.

The main content area features a large blue banner with the heading 'Still need health coverage?' and a prominent green button that says 'FIND OUT IF YOU QUALIFY'. Below the button, it reads 'for a Special Enrollment Period or Medicaid/CHIP'. Four circular icons with plus signs represent different user paths: 'Report income or life changes', 'See plans and prices', 'Small businesses: Apply any time', and 'Learn about fees & exemptions'.

Below the banner is the 'Health Insurance Marketplace' logo. The page is divided into several informational sections:

- HEALTHCARE.GOV BLOG:** Lists three recent posts with dates and topics, such as 'Act by September 30 to submit proof of income documents!'.
- TOP CONTENT:** Lists three key articles: 'Getting coverage outside Open Enrollment', 'Using your new insurance coverage', and 'Using your new Medicaid or CHIP coverage'.
- CONNECT WITH US:** Includes links for 'Share Your Story', 'Watch Videos', and 'Questions? Call 1-800-318-2596', along with social media icons for Twitter, Facebook, and YouTube.
- QUICK INFORMATION:** Provides links for 'For Partners', 'For the Media', 'For States', and 'Plan Data for Issuers and Professionals', along with 'Regulatory and Policy Information' and 'About the Affordable Care Act For Businesses'.
- RESOURCES IN OTHER LANGUAGES:** Lists links for Chinese, Korean, Portuguese, Vietnamese, French Creole, Polish, and Spanish.
- GET EMAIL UPDATES:** Features a text input field and a green 'Sign up' button, with links for 'Already a subscriber?' and 'MANAGE YOUR SUBSCRIPTIONS | PRIVACY POLICY'.

The footer contains a 'SITEMAP | GLOSSARY | CONTACT US | ARCHIVE |' link, a 'NONDISCRIMINATION | ACCESSIBILITY | PRIVACY | USING THIS SITE | PLAN WRITING | USERS & PLANNERS |' link, and logos for the U.S. Centers for Medicare & Medicaid Services and USA.gov.

Additional Enrollment Assistance for Consumers

- Marketplace Help Center 1-800-318-2596
- Navigators, Certified Application Counselors and Assisters
 - Federally-facilitated and State Partnership Marketplaces
 - Announced on September 8, 2014
 - List - <http://www.cms.gov/CCIIO/Programs-and-Initiatives/Health-Insurance-Marketplaces/Downloads/navigator-list-09-08-2014.pdf>

Marketplace Resource for Assisters and Outreach Partners

The screenshot shows the homepage of the CMS.gov Health Insurance Marketplace resource for assisters and outreach partners. The page features a dark blue header with the CMS.gov logo and navigation links. A search bar is located in the top right. The main content area has a blue and green background with the text: "Welcome to the official Marketplace information source for assisters and outreach partners. On this site, you'll find information about assister programs and tools to help existing and new Health Insurance Marketplace consumers." Below this is a navigation bar with three buttons: "Applications & Forms", "Technical Assistance Resources", and "Outreach & Education". The footer contains three featured sections: "Spotlight" (Certified Application Counselor), "About Assister Programs" (latest guidance), and "Training" (training for navigators, agents, brokers, and other assisters). The footer also includes the CMS.gov logo and social media icons for Facebook, Twitter, and YouTube.

CMS.gov | About CMS | FAQs | Print | Share

CMS.gov | Health Insurance Marketplace
Centers for Medicare & Medicaid Services

Type search term here Search

Get email updates

Health Insurance Marketplace

Welcome to the official Marketplace information source for assisters and outreach partners.

On this site, you'll find information about assister programs and tools to help existing and new Health Insurance Marketplace consumers.

[Applications & Forms](#) > [Technical Assistance Resources](#) > [Outreach & Education](#) >

Spotlight
Certified Application Counselor
Organization: Help people apply.

About Assister Programs
Get the latest guidance on Assister Programs and apply.

Training
Get training for navigators, agents, brokers and other assisters.

CMS.gov | Health Insurance Marketplace

Stay connected with the Marketplace

September
2014

Resources for Partners

- <http://marketplace.cms.gov>
 - Web-based Trainings
 - Overview of Marketplace
 - Health Insurance Marketplace 101
 - Presenter Sliders and Speaker Notes
 - Training Videos Available for Download
 - <http://marketplace.cms.gov/technical-assistance-resources/training-materials/training.html>
 - <http://productordering.cms.hhs.gov/>

Champions for Coverage

- Become a “Champion for Coverage” and help us make sure all Americans can get the care they need, when they need it, at a price they can afford
- Why should my organization become a “Champion for Coverage?”
 - To take advantage of the new, online Health Insurance Marketplace, millions of uninsured Americans need to know about it and sign up
 - We need help from the public and private sectors to let people know about these new benefits and get them enrolled
- <http://marketplace.cms.gov/technical-assistance-resources/assister-programs/champion.html>

You Too Can Become an Assister

- Champions becoming Assisters
- *Assistance Roles to Help Consumers Apply & Enroll in Health Coverage Through the Marketplace*
 - CMS Product No. 11647-P
- Participate in required training to become an Assister
 - See marketplace.cms.gov
- Spokane County Library District
 - Enrolled 500 members of its community
 - Story shared on WebJunction.org

Health Reform is Making a Difference

<http://www.hhs.gov/healthcare/facts/bystate/statebystate.html>

HHS.gov/HealthCare
U.S. Department of Health & Human Services

HHS Home | About HHS | Newsroom | FAQs | Regulations | A-Z Index

Insurance Marketplace | About the Law | Prevention & Wellness | **Facts & Features**

Home | Facts & Features | **State by State**

Related Links

- Features of the Health Law
- Fact Sheets
- Blog
- #GetCovered: My Story
- State by State**
- Widgets & Badges

Text Size: **AAA** [Print] [Email] [Facebook] [Twitter] [Share]

State by State

Health reform is already making a difference. Learn more about how the Affordable Care Act is improving healthcare.

Click on the map below to learn how the Affordable Care Act is helping people in your State.

Click on your state to learn about healthcare where you live.

Legend:

- Has Expanded Medicaid (Green)
- Has Not Expanded Medicaid (Blue)

Thank You!

Lynne G. Johnson
Deputy Group Director, Partner Relations Group
Office of Communications
Centers for Medicare & Medicaid Services
lynne.johnson@cms.hhs.gov
(410) 786-0090



From Coverage to Care: Helping the Newly Insured Connect to Care



*Cara V. James, PhD
CMS Office of Minority Health
September 2014*

“Working to Achieve Health Equity”

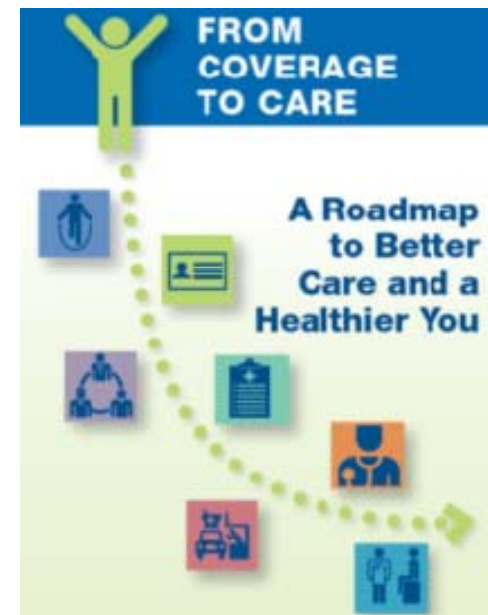
What is *From Coverage to Care*?

- C2C is an effort to help educate consumers about their new coverage and to connect them with primary care and preventive services that are right for them so they can live long, healthy lives.
- Resources online and in print include the Roadmap, Discussion Guide, videos, and more.
- C2C builds on existing networks of community partners to educate and empower newly covered individuals.

Coverage to Care Resources

Visit <http://marketplace.cms.gov/c2c>

- Roadmap
 - Poster Roadmap
 - One-pagers: Insurance card, Primary Care vs. emergency, and EOB
 - Pull-out steps
- Discussion Guide
- Video vignettes

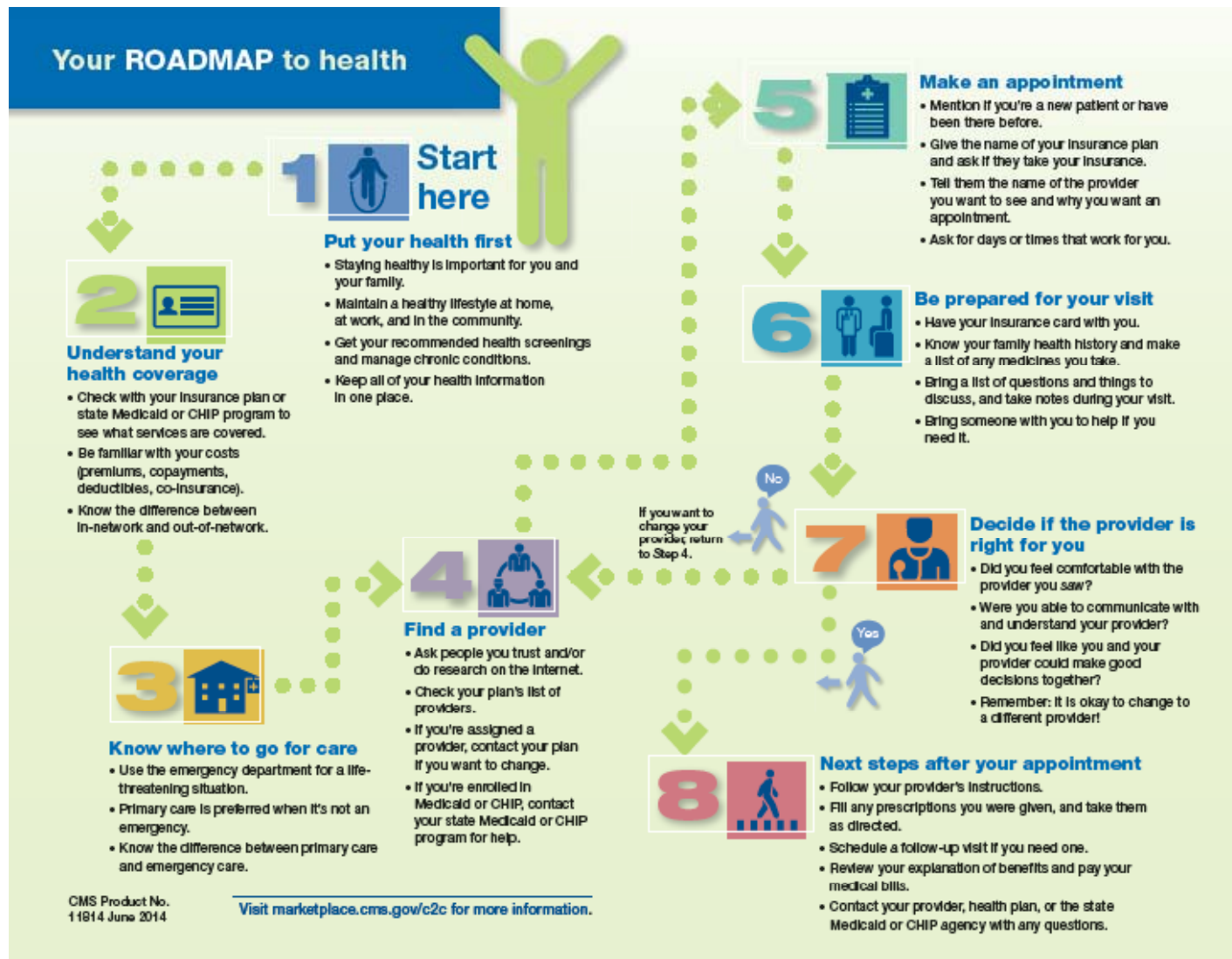


Print copies available from the CMS Clearinghouse

How to Use the Roadmap

- **Start the Conversation.** Use the Roadmap and Discussion Guide 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.

Coverage to Care Roadmap

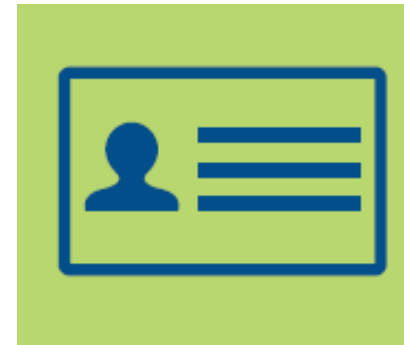


Online at marketplace.cms.gov/c2c

Step 2: Understand Your Health Coverage

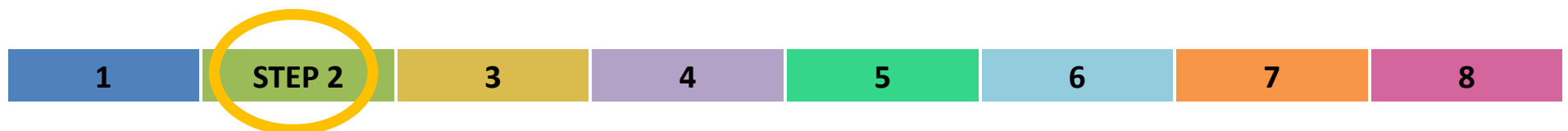
Key Points for Consumers

- 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, coinsurance).
- Know the difference between in-network and out-of-network.



Key Questions for Consumers

- *Do you know how to find a provider in your network?*
- *Can you estimate how much you will pay when you see a provider?*



Key Terms On An Insurance Card

Key terms

- 1) Member Name
- 2) Member Number
- 3) Group Number
- 4) Plan Type
- 5) Copayment
- 6) Phone Numbers
- 7) Prescription Copayment

INSURANCE COMPANY NAME

Plan type **4**

Effective date

Member Name: Jane Doe **1**

Member Number: XXX-XX-XXX **2**

Group Number: XXXXX-XXX **3**

Prescription Group # XXXXX

Prescription Copay **7**
\$15.00 Generic
\$20.00 Name brand

PCP Copay \$15.00 **5**
Specialist Copay \$25.00
Emergency Room Copay \$75.00

Member Service: 800-XXX-XXXX **6**

Sample Cost Tables

Having a baby (normal delivery)	
<ul style="list-style-type: none"> Amount owed to providers: \$7,540 Plan pays \$5,490 Patient pays \$2,050 	
Sample care costs:	
Hospital charges (mother)	\$2,700
Routine obstetric care	\$2,100
Hospital charges (baby)	\$900
Anesthesia	\$900
Laboratory tests	\$200
Prescriptions	\$200
Radiology	\$40
Vaccines, other preventive	\$7,540
Total	
Patient pays:	
Deductibles	\$700
Copays	\$30
Co-insurance	\$1,320
Total	\$2,050

Managing type 2 diabetes (1 year of routine maintenance of a well-controlled chronic condition)	
<ul style="list-style-type: none"> Amount owed to providers: \$5,400 Plan pays \$3,520 Patient pays \$1,880 	
Sample care costs:	
Prescriptions	\$2,900
Medical equipment and supplies	\$1,300
Office visits and procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
Total	\$5,400
Patient pays:	
Deductibles	\$800
Copays	\$500
Co-insurance	\$580
Total	\$1,880

Cost scenarios like managing Type 2 Diabetes and having a baby help consumers **understand what their care may cost**, and how their plan may divide these costs.

NOTE: These are not real costs.

Step 3: Know Where To Go For Care

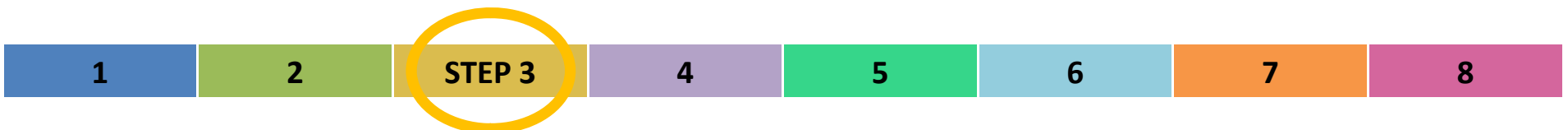
Key Points for Consumers

- Only use the ER in a life-threatening situation.
- Primary care is preferred when it isn't an emergency.
- Knowing the difference between primary care and care in the ER.



Key Questions for Consumers

- *Do you know how your costs would be different if you went to a primary care provider versus the Emergency Department?*
- *Do you know how your care would be different?*



Primary Care vs. Emergency Care

Newly covered consumers may not know when to visit a **Primary Care Provider** and when to use **Emergency Department** services.

Primary Care Provider	Emergency Department
<p>You'll pay your primary care copay, if you have one. This may cost you between \$0 and \$50.</p>	<p>You'll likely pay a copay, co-insurance, and have to meet your deductible before your health plan pays for your costs, especially if it's not an emergency. Your copay may be between \$50 and \$150.</p>
<p>You go when you feel sick and when you feel well.</p>	<p>You should only go when you're injured or very sick.</p>
<p>You call ahead to make an appointment.</p>	<p>You show up when you need to and wait until they can get to you.</p>
<p>You may have a short wait to be called after you arrive but you will generally be seen around your appointment time.</p>	<p>You may wait for several hours before you're seen if it's not an emergency.</p>
<p>You'll usually see the same provider each time.</p>	<p>You'll see the provider who is working that day.</p>
<p>Your provider will usually have access to your health record.</p>	<p>The provider who sees you probably won't have access to your health records.</p>
<p>Your provider works with you to monitor your chronic conditions and helps you improve your overall health.</p>	<p>The provider may not know what chronic conditions you have.</p>
<p>Your provider will check other areas of your health, not just the problem that brought you in that day.</p>	<p>The provider will only check the urgent problem you came in to treat but might not ask about other concerns.</p>
<p>If you need to see other providers or manage your care, your provider can help you make a plan, get your medicines, and schedule your recommended follow-up visits or find specialists.</p>	<p>When your visit is over you will be discharged with instructions to follow up with your primary care provider and/or specialist. There may not be any follow-up support.</p>
<p>In some areas, you may be able to go to an Urgent Care Center. If Urgent Care is available in your area, call your health plan before you go to find out how much you will have to pay.</p>	



Step 8: Next Steps After Your Visit

Key Points for Consumers

- Write down your providers' instructions and healthy living tips so you can act on them every day.
- Schedule any follow-up or other visits and fill prescriptions so you don't forget or get too busy.
- Review any documents or bills you receive and contact your plan or state Medicaid or CHIP program if you have questions.



Key Questions for Consumers


- *Do you know what to do now to keep yourself healthy?*
- *Do you know what number to call if you get sick and need to make a same-day appointment or come back?*



Explanation of Benefits (EOB)

It's a summary of health care charges from the care you or those covered under your policy received. It is NOT A BILL!

Explanation of Benefits (EOB) Customer service: 1-800-123-4567



Statement date: XXXXXX Member name:
 Document number: XXXXXXXXXX Address:
 THIS IS NOT A BILL City, State, Zip:

Subscriber number: XXXXXXXXXX ID: XXXXXXXXXX Group: ABCDE Group number: XXXXXX

Patient name: _____ Provider: _____ Claim number: XXXXXXXXXX
 Date received: _____ Payee: _____ Date paid: XXXXXXXXXX

Claim Detail				What your provider can charge you		Your responsibility			Total Claim Cost		
Line No.	Date of Service	Service Description	Claim Status	Provider Charges	Allowed Charges	Co-Pay	Deductible	Co-Insurance	Paid by Insurance	What You Owe	Remark Code
1	3/20/14-3/20/14	Medical care	Paid	\$31.60	\$2.15	\$0.00	\$0.00	\$0.00	\$2.15	\$0.00	PDC
2	3/20/14-3/20/14	Medical care	Paid	\$375.00	\$118.12	\$35.00	\$0.00	\$0.00	\$83.12	\$35.00	PDC
			Total	\$406.60	\$120.27	\$35.00	\$0.00	\$0.00	\$85.27	\$35.00	

Remark Code: PDC—Billed amount is higher than the maximum payment insurance allows. The payment is for the allowed amount.

Other Information in the Roadmap

- Glossary of health coverage terms.
- Resource list.
- Personal health tracking checklist.
- Health information page for coverage and provider information.

Available Coverage to Care Resources

Visit <http://marketplace.cms.gov/c2c>

- Roadmap
 - Poster Roadmap
 - One-pagers: Insurance card, Primary care vs. emergency, and EOB
 - Pull-out steps
- Discussion Guide
- Video vignettes

...and more to come!

Print copies available from the CMS Clearinghouse

Coverage to Care Videos



Video series available at
marketplace.cms.gov/c2c

What Can You Do?

- 1) Share C2C resources.
- 2) Customize resources to your community.
- 3) Consider incorporating the Roadmap into assister training.
- 4) Engage providers and issuers.
- 5) Let know how what works, and what other resources would be useful.
- 6) Support data collection and evaluation.

Conclusion

“A journey of a thousand miles begins with a single step.” (Lao-tzu, 604 BC - 531 BC)

Together we can ensure that all Americans have access to quality affordable health coverage, and that disparities in health are eliminated.

Get Resources

[Marketplace.cms.gov/c2c](https://marketplace.cms.gov/c2c)

Contact Us

Coveragetocare@cms.hhs.gov

OMH@cms.hhs.gov

Who we worked with and how we provided assistance at the Carnegie Library of Pittsburgh during the past enrollment period.

AFFORDABLE HEALTH CARE AND THE LIBRARY

Our Community

- Who we serve
- Who we partner with
- Who supports us



Providing Marketplace Information

- Staff training
- Internal communication
- Information for users
- Partnering with organizations
- Access to technology

Partners and the Marketplace

- Programs
- Networks
- Collaborations



2015 and Beyond

- Planning
- New programs
- Targeting populations not reached in 2014
- Most current information for staff
- Training
- Evaluation



Tips That Helped Us

- Choosing partners
- Providing training
- Providing an internal communication tool



Affordable Care Act and the Marketplace: Resources and Information

[INFORMATION](#) | [PUBLICATIONS](#) | [CONTACT INFORMATION](#) | [INFORMATIONAL VIDEOS](#) | [LOCAL REFERRAL ORGANIZATIONS](#) | [MISCELLANEOUS RESOURCES](#) |

Enrollment in the Health Insurance Marketplace began October 1, 2013 and closes March 31, 2014. Coverage will begin to go into effect on January 1, 2014. Four organizations across the state of Pennsylvania were chosen as “Navigators” to help people use the Health Insurance Marketplace and serve as a resource for libraries and other organizations. They are:

- [Resources for Human Development, Inc.](#)
- [Pennsylvania Association of Community Health Centers](#)
- [Pennsylvania Mental Health Consumers Association](#)
- [Mental Health America \(located at the Westmoreland office\)](#)

The Affordable Care Act (ACA) created a Navigator function to help people and small businesses opt to get insurance through their state’s health insurance Marketplace. This function supports small business owners who are looking to insure their employees, self-employed people or people who do not have access to insurance through their employers. The Navigator’s job is to provide individuals and families with the information necessary to determine which health insurance option best fits their needs, then help them enroll in their plan of choice. The ACA requires all state Marketplaces to fund Navigators. Help will also be provided through Certified Application Counselors.

Tips That Helped Us

- Clearly defining expectations
- Awareness of community resources
- Determining what services we could successfully provide
- Developing an evaluation tool




National Resources

- 
- American Library Association: <http://www.ala.org>
 - Centers for Medicare & Medicaid Services: <http://cms.hhs.gov>
 - HealthCare.gov: <https://www.healthcare.gov>
 - Health Insurance Marketplace: <http://marketplace.cms.gov>
 - Kaiser Family Foundation: <http://kff.org>
 - National Health Care for the Homeless Council: <http://www.nhchc.org>
 - National Network of Libraries of Medicine: <http://nnlm.gov>
 - United Way 211: <http://www.211.org>
- 



State and Regional Resources

- 
- Pennsylvania Library Association: <http://www.palibraries.org>
 - PA Forward: <http://www.paforward.org>
 - Allegheny Activates:
<http://www.alleghenycounty.us/alleghenyactivates/index.aspx>
 - Department of Human Services (Allegheny County):
<http://www.alleghenycounty.us/dhs/insurance.aspx>
 - Live Well Allegheny: <http://livewellallegheny.com>
 - Primary Care Health Services. Inc.:
<http://pchspitt.org/healthcare/homeless.php>



Please contact me:

Julie Kuchta, Consumer Health Coordinator

Carnegie Library of Pittsburgh

kuchtaj@carnegielibrary.org

QUESTIONS?