

NY State of Health Assistor Recertification Webinar Cultural Humility and NY State of Health Race and Ethnicity Questions Example - Scenario

Spending time with consumers on these questions is important and we know, some Assistors find these questions uncomfortable or may find it difficult to engage with a consumer.

We encourage you to look back on Dr. Everette's presentation and remember the importance of collecting this data. Please take the time to cover the question's importance and let consumers know that they can choose more than one option.

So in a minute, Kiley and I are going to go through a little scenario. We encourage all Assistors and supervisors to meet in small groups or to meet one-on-one with your Assistors to run scenarios, like the one we are about to demonstrate. The goal is to test out how you will respond to this scenario (or one like it) when you are helping consumers. By practicing scenarios, like this one, we hope that Assistors will become more comfortable discussing these types of questions with consumers which will ultimately lead to more complete and accurate responses. You can see the scenario right there on the slide.

Scenario:

A consumer meets with their Assistor to change their income.

- *This consumer had never responded to the race and ethnicity questions in their application.*
- *The consumer will now need to respond to these questions in order to progress to the income section of their application.*

Are you prepared to for this scenario? We want you to be prepared. It might sound silly to role-play this out, but practice and feedback in a safe, professional environment can really help prepare us so that we can take the time and give a compelling answer to this consumer.

Starting October 21, 2021, any consumer who previously skipped this question will need to provide an answer and will not be able to progress in the application without providing a response.

We want you to be ready for this and able to advocate for getting a response.

SCENARIO



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The Official Health Plan Marketplace

Is Robert Sr. of Hispanic, Latinx or Spanish origin? *

Please answer question about origin or select Choose Not to Answer.

Yes
 No
 Don't Know
 Choose Not to Answer

With which race does Robert Sr. identify? (Check all that apply) *

<input type="checkbox"/> African	<input type="checkbox"/> American Indian/Alaskan Native	<input type="checkbox"/> Asian Indian
<input type="checkbox"/> Black/African American	<input type="checkbox"/> Chinese	<input type="checkbox"/> Filipino
<input type="checkbox"/> Guamanian/Chamorro	<input type="checkbox"/> Haitian	<input type="checkbox"/> Jamaican
<input type="checkbox"/> Japanese	<input type="checkbox"/> Korean	<input type="checkbox"/> Middle Eastern/North African
<input type="checkbox"/> Native Hawaiian	<input type="checkbox"/> Samoan	<input type="checkbox"/> Vietnamese
<input type="checkbox"/> White	<input type="checkbox"/> Other Asian	<input type="checkbox"/> Other Pacific Islander
<input checked="" type="checkbox"/> Other <input style="width: 50px; border: 1px solid #ccc;" type="text"/>	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Choose Not to Answer

Please specify race, or select Choose Not to Answer.

Erin: Good morning, this is Erin, how can I help you today?

Kiley: Hi Erin, its Kiley Fitzgerald. I am calling because I recently started a new job and I need to change my income on my application.

Erin: Great. Let me just pull up your account on my dashboard and I can make the update to your application right now.

Kiley: Great thanks!

Erin: Ok, so I just have to confirm and verify the information that is already here with you as I go, and when I get to the income screens, we'll get into more detail about those changes, sound ok?

Kiley: Sure.

Erin: So first, are there any changes to your household? Looks like we have you and your spouse, Johnny, and one son, Jamie, is that right?

Kiley: Yes.

Erin: Ok, so I need to have you answer some questions in our application which are on your race and ethnicity. These questions are not new, but it looks like you may not have entered answers for these questions before. Is it ok to take a moment with you now to get some more information on your race and ethnicity before we get to the income section of your application?

Kiley: I reached out to you with a change in my income, why are you asking me about my race and ethnicity?

Erin: I know this was not your primary focus today, but it'll only take a moment. We want to make sure that we identify every consumer's race and ethnicity. Answering these questions for can help New York State of Health and my agency [Sunshine hospital] to try to bridge healthcare gaps in underserved communities. This information, of course will be kept confidential, and it has nothing to do with your healthcare eligibility or options.

Kiley: ok.

Erin: Great. Thank you! Are you of Hispanic, LatinX, or Spanish Origin? You can answer, Yes, No, Don't Know, or Choose not to answer.

Kiley: No

Erin: Great, thank you. And with which race do you identify? I'll read you the options in a moment. And...you can answer more than one answer. I can also type in any race that you identify with if it's not included in the options. You can also answer, "Don't Know" or "Choose not To Answer."

Here are the options:

- African
- American Indian/Alaska Native
- Asian Indian
- Black/African American

- Chinese
- Pilipino
- Guamanian or Chamorro
- Haitian
- Jamaican
- Japanese
- Korean
- Middle Eastern/North African
- Native Hawaiian
- Samoan
- Vietnamese
- White
- Other Asian
- Other Pacific Islander
- Other – I can enter in any other race you identify with that I have not listed
- Don't Know
- Choose Not to Answer

Kiley: White

Erin: Ok, thank you. I am going to go through the Race and Ethnicity questions now for your spouse, Johnny.

Kiley: Ok.

Erin: Is Johnny of Hispanic, LatinX, or Spanish Origin? You can answer, Yes, No, Don't Know, or Choose not to answer.

Kiley: Yes, he is.

Erin: Great, thank you, so there is a quick follow up question here for Johnny. What is Johnny's origin? I'll read you the options in a moment. Keep in mind that you can answer more than one option. I can also type in any ethnicity that he identifies with if it's not included in the options provided. The options are:

- Columbian
- Cuban
- Dominican
- Mexican, Mexican American, or Chicano
- Puerto Rican
- Salvadorian
- Other – I can type in any other ethnicity that he identifies with.

Kiley: Johnny is Puerto Rican

Erin: Great. And with which race does Johnny identify? Again, I'll read you the options in a moment...

Kiley: I just told you, he is Puerto Rican. He doesn't identify with any of those other race options.

Erin: Some people identify with both an ethnicity and a race. We do not assume that they are always the same. Can I run through the options again for you just to make sure?

Kiley: I have been through this with him before with paperwork. I was listening the first time you read them. Can you just choose “Other” and put in that he is Puerto Rican? He really does not identify with any of those other options.

Erin: Absolutely! Checking Other....race is Puerto Rican. There, all set for Johnny. I will still need to go through these for your son, Jamie.

Kiley: Do we have to? This is taking too long. If you know that I am White, and my husband is Puerto Rican, can you fill out my son’s questions without going through all this again?

Erin: As an Assistor, I don’t want to make any assumptions about your family. I really need to check in with you for each person and make sure you are comfortable with the answers. I know it feels time consuming, but we really appreciate it and it could help us down the road to make New York a healthier place for ALL new Yorkers.

Kiley: Ok. Is this the last question?

Erin: Yes. So, Is Jamie of Hispanic, LatinX, or Spanish Origin? You can answer, Yes, No, Don’t Know, or Choose not to answer.

Kiley: Yes, he is Puerto Rican.

Erin: Great, got it.

Kiley: For his race, you can mark that he is White and we’re done right?

Erin: Got it. Yes. Thanks again for your help with this. You will not have to answer these moving forward unless you want to change your answers. Let’s progress through your application now, so we can get that income updated.

Kiley: Great thanks.

So as Assistors, we know that you may encounter a variety of situations when asking your consumers about their Race and Ethnicity. Some Assistors are helping a consumer who is inpatient in the hospital, so these questions may just feel hard to address compared to whatever that person is experiencing. Some Assistors might have consumers who do not want to answer these questions, or do not see the value in answering these questions. Some Assistors are simply working with large households and having 1 person answer these questions on behalf of their spouse or children can be challenging too.

Again, we encourage you to practice this scenario, or any modification of it (depending on the population of consumers that you work with). You can change it up as many times as it takes. We want Assistors to practice championing these questions. We want you to be effective in having your consumers provide answers.