



## Health Disparities Stakeholder Meeting - Invitation to Comment

Danielle Holahan-Exchange Planning BML to:  
Sent by: Trina M Scalza

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Dear Colleague,

On Friday, September 7th, the New York Health Benefit Exchange convened a panel discussion on how the Exchange may be utilized to reduce health disparities. In preparing for this session, we asked the panelists to consider the following questions.

1. The insurance exchange will have a number of consumer assistance features that will enable consumers to choose a health plan that works for them. These features include a call center/hotline, website portal, and navigators and other consumer assistors. To ensure that hard to reach and vulnerable populations know about, feel comfortable with, and can access these services, what are examples of consumer service functions that have been successful in other settings? What made them successful?
2. The Exchange will review network adequacy, including the availability of Essential Community Providers, of insurance plans. What are some of the best practices to ensure that hard to reach and vulnerable populations have access to health services such as primary care, vision and dental care?
3. Data collection is an important tool for documenting health disparities on a population level. What are best practices on data collection (at the insurance plan level) to reduce disparities? What kinds of data should be collected, from whom should it be collected, and how should it be reported? Are there best practices on translating data into practice? If consumers are sensitive to providing personal data, how can this be addressed?

We are very interested in your comments and ideas on these issues. If you would like to submit comments or were unable to attend this meeting, the webcast has been archived and is available for viewing [here](#). To view the meeting or to submit a comment, click on "Click here to play" under Health Benefit Exchange Stakeholder Meeting heading. Once the meeting site is accessed, comments can be submitted by selecting the "Participate" tab.

Thank you in advance for your comments on this very important issue.

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