

Overview

In August of 2012 the Department of Managed Health Care (DMHC) was awarded a Consumer Assistance Program (CAP) grant under the Affordable Care Act, to enhance and expand services provided to California's health care consumers. One important initiative focused on the DMHC's commitment to serving the needs of persons with disabilities.

In conjunction with the Western University of Health Sciences, Harris Family Center for Disability and Health Policy (Western University), the DMHC developed educational materials for individuals with disabilities, including physical, developmental, intellectual and sensory disabilities.

Background

The CAP grant provided for activities to further strengthen the DMHC's ability to ensure Californians with disabilities have the necessary information to successfully navigate the changing health care system. The DMHC awarded a contract to Western University to assist in developing informational materials, and outreach and training materials targeted to individuals with disabilities. Through this endeavor, the DMHC and Western University convened a workgroup of disability experts and stakeholders to review and assess existing materials, and identify and produce new consumer educational and training materials.

On October 9, 2013 the project workgroup of disability community stakeholders met to initiate the project and began assessing existing materials, to identify and produce new or revised consumer education and outreach materials. The assessment included a survey of public materials addressing issues of importance to persons with disabilities and identifying obstacles to health care delivery for people with disabilities. On January 16, 2014, the disability project stakeholder workgroup met for a second time to report on the analysis of existing public educational and materials to determine the need for new or modified materials.

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The workgroup also adopted a list of identified obstacles confronted by the disability community when accessing the changing California health care delivery system. This analysis resulted in new and modified materials which were reviewed by the workgroup in April, 2014 with user testing of the materials completed in May.

Training for advocacy, caregiver and other organizations that provide support to disabled health care consumers was developed around the new materials and tested by groups of advocates and caregivers. Distribution of these new materials began in July and continues.

For more information or feedback please email:

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For more information on this project visit www.HealthHelp.ca.gov

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