



ACA STORY COLLECTION TEMPLATE

Thank you for helping Action for Health Justice (AHJ) collect stories about how the Affordable Care Act (ACA) is impacting our patients and communities! Consumer stories are the most important way to improve the affordability and quality of health care for our communities.

RECOMMENDATIONS FOR DOCUMENTING A STORY

We developed the following set of questions to assist you in collecting information that helps to accurately tell the story of an individual/family.

It is always best to capture a story/quote in the consumer's words if possible. For example, "As a mother without health insurance, I used to worry about my children playing outside because we couldn't afford it if they got hurt. Now with health insurance, my children can be kids again."

If you have any questions or suggestions to help improve this template, please email Stacy Lavilla, Director of Communications, AAPCHO at slavilla@aapcho.org.

1. Individual's/family member's basic information:

City:

State:

Age:

Gender (male, female, transgender):

Ethnicity (Vietnamese, Chinese, Tongan, etc.):

2. What is the individual's immigration status (if the individual is comfortable sharing)? Legal permanent resident, citizen, undocumented, etc.?
3. What is the occupation (of all family members) and approximate income (Note, minimum wage; slightly above minimum wage; makes enough to provide for his/her family; middle income/middle class, are all acceptable descriptions).

Occupation:

Household Income:

4. How would you describe the individual's health status (any chronic conditions such as hypertension, diabetes, etc.).

Health Status:

5. If the individual/family has chronic health conditions or health needs, explain how he/she/they are impacted (does this require routine doctor's visits, expensive medications, etc.)



6. Type of coverage obtained: Medicaid/Qualified Health Plan (QHP)/young adult remaining on parents' plan?
7. What was the health insurance status of the individual/family prior to seeking assistance at your organization (uninsured, Medicaid, privately insured, etc.)?
8. What does the individual/family feel are the benefits of receiving health coverage? (Illnesses treated or benefits from ACA reform; ability to retain coverage on parent plan/benefits from no lifetime coverage caps/free preventive care service used; peace of mind, etc.)

ADDITIONAL QUESTIONS FOR FOLLOW-UP INTERVIEW

If uninsured:

1. How long was the individual/family uninsured?
2. Did they delay medical care, rely on charity care/clinics or the ER?
3. Do they have unpaid medical bills as a result? Did they have to make other lifestyle changes to help cover the cost of medical care?

If insured:

1. Why did they change coverage (become more affordable, got kicked off, etc.)?
2. What cost changes (i.e., savings or increase in payments) has this individual/family experienced as a result of qualifying for health insurance or subsidies?

Insured or Uninsured:

1. How did they learn about their health care options?
2. Where did they go to get more information and to ask questions?
3. Did they know where to find more information? Has that changed in the past year? Is it different now than a year ago?
4. What made it easy or challenging to find information?
5. If they couldn't find what they were looking for, what did they do?