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Nota di contenuto	Cover; Libraries and the Affordable Care Act; Contents; Acknowledgments; Introduction; Chapter 1. The Affordable Care Act: Overview and Context; Legislation Facts and Texts; A Brief History of Affordable Health-Care Legislation in the United States; Affordable Care Act Synonyms and Editorial Names; Roles of the Federal and State Governments; Federal Law; Insurance Exchange (Marketplace) Types; Medicaid; Outcomes Already In Place; Insurance Enrollment; Who is Affected by the Enrollment Requirement?; Recognizing Local Needs; Project Management and Staff Awareness of Affordable Care Act News Chapter One: Questions and Tasks Notes; Chapter 2. Health Insurance and Insurance Exchange Structures; Federal and State Insurance Exchanges: More than Enrollment Portals; Criteria for Exchange Shopping Eligibility; Insurance Exchange and Insurance Plan Coverage Structures; Research a Plan's Network Details; Certified Assisters; Small Business Health Options Program (SHOP); Medicaid and the Health Insurance Exchange; Health-Care Access and the Library; Chapter Two: Questions and Tasks; Notes; Chapter 3. Know Your Community; What You Already Know; Digging More Deeply Ethnicity, Culture, Language, and Health Linguistically Isolated Populations; Your Community around the Clock; Learn Firsthand;

Community Focus Groups; The Small Business Community; Growing Ties with Diverse Communities; Chapter Three: Questions and Tasks; Note; Chapter 4. From Affordable Care Act Policies to Functional Library Tactics; From Goals to Tactics; Goals of the Federal Health Agency; Five Policy Objectives of the Affordable Care Act; Strategies: What Has Happened Already and What Comes Next; Extracting "Library Tactics" from the Current Policy Strategies; Language Access
Access to Technology Expanding Diversity Awareness; Your Library's Tactics; Chapter Four: Questions and Tasks; Notes; Chapter 5. Ethics and Legal Matters Related to Health-Care Information Services; Ethics: Codes of Appropriate Behavior; Other Ethics Codes of Interest to You and Your Community's Health-Care Information Consumers; Ethics and Politics; Ethics and Diversity; Ethics and Library Collections; Legal Aspects of Health-Care Insurance Questions; Technical Access and Technology Access; Chapter Five: Questions and Tasks; Note; Chapter 6. Health-Care Related Reference Interviewing
Communication Best Practices: An Overview; Practicing Good Health and Health-Care Reference Interviewing Techniques; Building the Inquirer's Reference Capacity; Professional Interpretive Services a Must; The Adult Researcher; Responding to Health-Care Insurance Questions; Affordable Care Act Reference Questions beyond Health-Care Insurance; Evaluating Reference Interviewing Success; Inventorying the Environment for Best Practices in Health-Care Reference; Chapter Six: Questions and Tasks; Note; Chapter 7. Literacy, Health Literacy, and Financial Literacy; Many Literacies
Demystifying Health Insurance

Sommario/riassunto

This important guide, the first written specifically for library staff, offers best practices, advice, and examples of library responses from the first open enrollment period (October 2013-March 2014).
