When patients are evaluating health insurance options, they may look to their doctor’s office for information about plans that best fit their needs. You can use the information in this resource to help facilitate the discussions you have with your patients about health insurance options.

Schedule an educational session today

For more information about this topic, please reach out to your Genentech representative to schedule a helpful educational presentation:

- *Helping Patients Understand Health Insurance Options* is available for your practice
- *Understanding Health Insurance Options* is available for your patients
Tips for Discussing Health Insurance Options With Your Patients

There are a few things to keep in mind to help ensure you have a productive conversation with your patients about health insurance options.

- Have regular check-ins with patients about their health insurance status
  - Patients might not be aware of changes to their plans or could choose not to notify the practice of them

- Make sure patients understand health insurance terminology
  - Many patients do not understand common health insurance terms and concepts
  - It may be helpful to provide simple definitions for common terms or direct patients to the glossary at HealthCare.gov

- Be sure to answer questions about health insurance options
  - Patients might not be aware of what their plan covers or why they have to pay certain out-of-pocket (OOP) costs

- Remind patients to notify their entire care team of health insurance changes
  - They might not be aware that their plan choice could affect the network status of their health care providers, so they may have to switch providers or pay higher OOP costs

- Provide resources so patients can learn more about health insurance options
  - Patients may find more information from their human resources department, their individual plans’ websites, HealthCare.gov or Medicare.gov

Using the Learning About Health Insurance Options Tear Pad

- This resource can be distributed to patients to help them understand some basic health insurance options and terms and concepts. It also includes a worksheet with some questions for patients to consider when learning about health insurance plans, along with space to write down information about each option

- The Learning About Health Insurance Options Tear Pad is available for download from the Resources tab at Genentech-Access.com/patient. Printed copies can also be provided by your Genentech representative
Genentech Access Solutions Can Help You Understand Health Insurance Coverage for Genentech Medicines

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Get support from a Genentech reimbursement representative