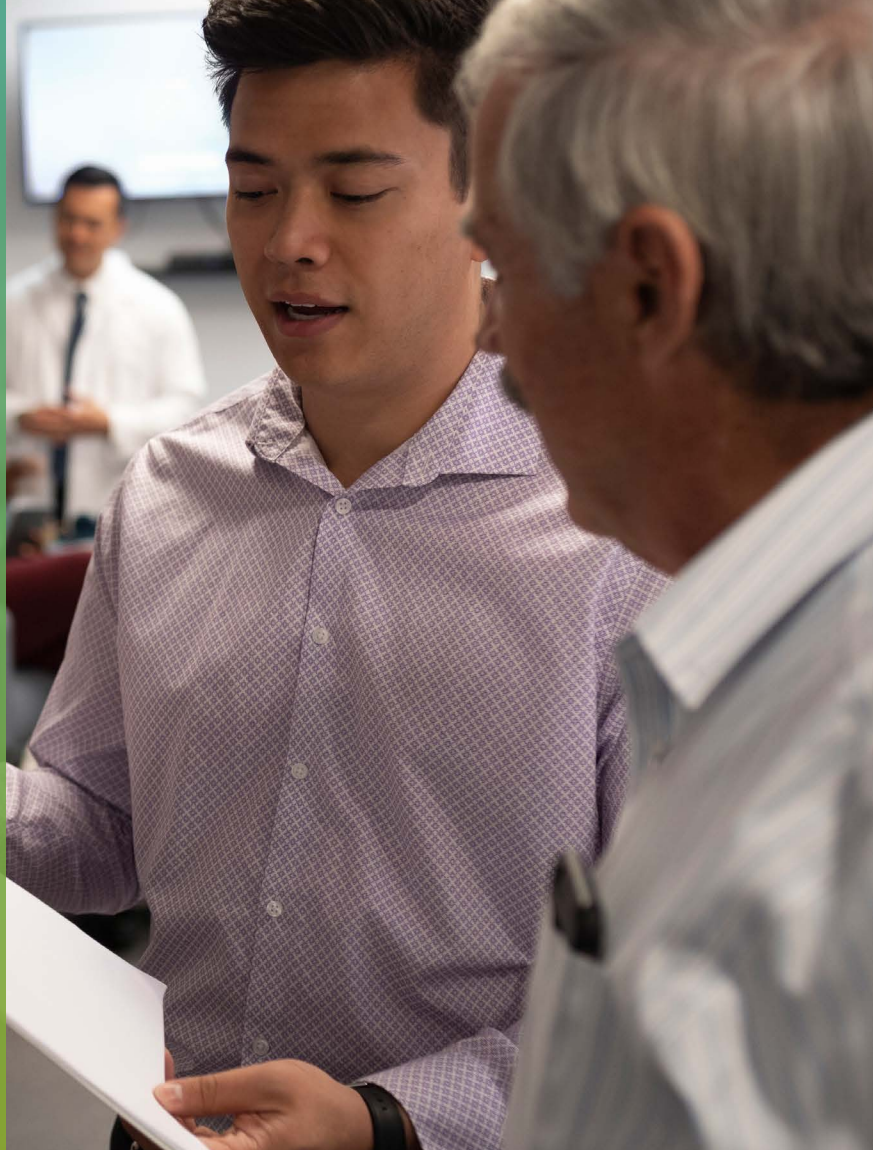


# HELPING PATIENTS

## Understand Health Insurance Options



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 Their Health Insurance Options* is available for your practice
- *Understanding Your Health Insurance Options* is available for your patients in English and Spanish

# Tips for Discussing Health Insurance Options With Your Patients

- ✓ **Have regular check-ins with patients about their health insurance status**
  - Patients might not be aware of changes to their plans or could forget to notify the practice of them
- ✓ **Make sure patients understand health insurance terminology**
  - Many patients do not understand common health insurance terms and concepts<sup>1</sup>
  - It may be helpful to provide simple definitions for common terms or direct patients to the glossary at [HealthCare.gov](https://www.healthcare.gov)
- ✓ **Answer any cost questions related to health insurance coverage**
  - 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**
  - Patients 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
- ✓ **Identify additional options for patients to learn more about their health insurance**
  - Patients may find more information from their human resources department, their individual health plans' websites, [HealthCare.gov](https://www.healthcare.gov) or [Medicare.gov](https://www.medicare.gov)

## Using the *Learning About Health Insurance Options Tear Pad*

- Share this resource with your patients to help them understand some basic health insurance options, 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
- Scan the QR code to view and/or download the Learning About Health Insurance Options Tear Pad. You can also visit Patient and Practice Resources under the Resources tab at [Genentech-Pro.com](https://www.genentech.com). Printed copies can also be provided by your Genentech representative



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Get support from a [Genentech reimbursement representative](#)

**Reference: 1.** Norton M, Hamel L, Brodie M. Kaiser Family Foundation. Assessing Americans' familiarity with health insurance terms and concepts. Published November 11, 2014. Accessed August 27, 2024. <https://www.kff.org/health-reform/poll-finding/assessing-americans-familiarity-with-health-insurance-terms-and-concepts/>

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