

## FACT SHEET #13

### Referral and Resource Lists

*This fact sheet is intended to help Navigators identify what additional resources are available to assist consumers with disabilities as they make decisions related to their healthcare coverage.*

**Q1.** Are there other organizations that have experience dealing with specific disability populations which would be able to assist me with questions I have about that population?

**A.** Yes, there are many organizations which are more than capable to provide information about specific disability populations.<sup>1</sup> The NDNRC is comprised of seven organizations, four of which deal with specific disabilities such as mental illness, multiple sclerosis, intellectual and developmental disabilities and spinal cord injuries.<sup>2</sup> In addition, the NDNRC has several friend organizations that address a wide variety of disabilities.<sup>3</sup>

**Q2.** Are there local offices for any of these organizations that could provide additional assistance?

**A.** Yes, many of these organizations have local chapters and/or affiliates. Our individual state pages have links to the local chapters for three of our partner organizations (NAMI, National Multiple Sclerosis Society and The Arc). Additionally, our Fact Sheet on “Supporting Collaborations between Navigators, Connectors and Assisters, and Local Disability and Affinity Organizations” has links to find local chapters and/or affiliates of several disability organizations.

**Q3.** I’m assisting a consumer who is blind and she has asked about any resources available to help her use a computer, such as a screen reader. Is there a place I can refer her?

**A.** Every state has an Assistive Technology program which provides a wide variety of services aimed at helping people with disabilities acquire the assistive technology they need to gain independence in their home, school and work.<sup>4</sup> The contact information

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<sup>1</sup> See Fact Sheet #6 “Supporting Collaborations between Navigators, Connectors and Assisters, and Local Disability and Affinity Organizations” (<http://www.nationaldisabilitynavigator.org/ndnrc-materials/fact-sheets/fact-sheet-6/>).

<sup>2</sup> The partner page of our website has links to NAMI, National Multiple Sclerosis Society, The Arc and United Spinal Association (<http://www.nationaldisabilitynavigator.org/about/partners/>).

<sup>3</sup> Links to these friend organizations can be found on the page for the Friends of the NDNRC (<http://www.nationaldisabilitynavigator.org/about/friends-of-the-ndnrc/>).

<sup>4</sup> For a complete description of the State Assistive Technology Programs and what they do, see this description (<http://www.nationaldisabilitynavigator.org/wp-content/uploads/resources-links/State%20Assistive%20Technology%20Act%20Programs.pdf>).

and website for each State Assistive Technology Program can be found on the individual state pages of the NDNRC website.<sup>5</sup>

**Q4.** Are there any other resources I should know about when assisting consumers with disabilities?

**A.** The NDNRC has released the “Guide to Disability for Healthcare Insurance Marketplace Navigators” which is designed to inform navigators and other enrollment specialists about special considerations people with disabilities face as they shop for healthcare coverage.<sup>6</sup> Included in the Guide is a section entitled “What do Navigators Need to Know about Disability?”<sup>7</sup> This addresses questions such as “How is Disability Defined,” “Why is Understanding Disability Important” “What is Disability Literacy” and “What is Disability Etiquette?”

The NDNRC website also has resources which are disability specific. These can be found on the Resources & Links page.<sup>8</sup> On the Resources & Links page there are also resources for individuals with mental and behavioral health needs as well as resources for populations with special health care needs.

**Q5.** I have a specific question about assisting a consumer with a disability that is not covered on your website, the disability guide or one of your fact sheets. Is there another way I can get an answer to my question?

**A.** While we have endeavored to cover a wide array of topics, we recognize we cannot address every possible question which may arise when assisting consumers with disabilities. We do have a feature where you can submit a question to us and we will do our best to answer your question or find someone else who can assist you with your issue.<sup>9</sup>

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<sup>5</sup> Individual state pages can be accessed through the map on the bottom of our homepage (<http://www.nationaldisabilitynavigator.org/#map>).

<sup>6</sup> <http://www.nationaldisabilitynavigator.org/ndnrc-materials/disability-guide/>

<sup>7</sup> <http://www.nationaldisabilitynavigator.org/ndnrc-materials/disability-guide/what-do-navigators-need-to-know-about-disability/>

<sup>8</sup> <http://www.nationaldisabilitynavigator.org/resources-links/>

<sup>9</sup> To ask a question, go to <http://www.nationaldisabilitynavigator.org/conversations/ask-a-question/>

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