

Health Care For All

Our Response to the COVID-19 Pandemic

Health Care For All is a statewide, non-profit organization that advocates for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all. We run a free, multi-lingual HelpLine that fields 20,000 calls each year from people who need help enrolling in health insurance, troubleshooting issues with state insurance programs and making appropriate referrals. Individuals who get health coverage through their employer typically have an HR department to help answer their coverage questions. For the thousands of individuals who are on public programs or buy insurance on their own, Health Care For All acts as their HR department.

We are in an unprecedented health care crisis, and we need to reduce barriers to testing and treatment. In order to fight COVID-19, we must ensure that people across the Commonwealth have health insurance and can access the care they need.

Health Care For All is playing three essential roles for residents, other enrollment assisters, policymakers and health care industry groups as the Commonwealth fights the COVID-19 pandemic:

- **Health Care For All's HelpLine** has moved its operations remotely for the first time in our organization's history. We are taking calls in three languages from residents worried about the virus, and those concerned about their health care coverage needs. We are also handling an influx of calls from individuals who out of fear, chose to disenroll or not re-enroll in coverage because of their immigration status and now need health care services. We are the place thousands of people turn to for help, and we are working to continue this role during this crisis.
- **In The Loop – Massachusetts** Health Care For All operates a private online community, providing daily information to over 850 health insurance enrollment assisters from across the state. We are working in partnership with the state to make sure that individuals working in hospitals, health centers and community groups – who typically work face-to-face with patients and are now being forced to work remotely – have the information and training they need to continue enrolling individuals in health care coverage. The environment is changing rapidly, and Health Care For All is there to support these assisters who are providing critical .
- **Health Care For All's Policy Team** is providing real-time information and feedback to connect what we are hearing on the ground from consumers and through the assister community to a wide range of policymakers and health care industry stakeholders seeking to make changes to address and respond to the pandemic. Our staff sends regular reports to state agencies documenting issues and making policy recommendations to address them.

During this challenging time, and to keep doing this important work, we need the support of our community more than ever. [Please consider donating today to support Health Care For All.](#)

Learn more about Health Care For All or contact us:

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