

Partnership Agreement

Centers for Medicare & Medicaid Services (CMS)

And

The Institute of Museum and Library Services (IMLS)

Introduction

The purpose of this non-binding Partnership Agreement between CMS and IMLS is to provide CMS Navigators, Certified Assistance Counselors, and others helping people navigate the Health Insurance Marketplace with information they can use to work with public libraries to meet and help enroll people who are seeking help with insurance choices.

Public libraries are located in nearly every community in the United States, and are recognized as a valuable community resource. Libraries offer public meeting space, computers, and public space for quiet conversations.

Specially designed spaces accommodate diverse collections including computers with high speed internet access and online resources (databases, websites). Knowledgeable library staff develop programs that meet the information needs of their communities.

Libraries as Partners

With locations in nearly every community, libraries are a natural place for the convergence of counselors and those who need help. . In fact, we know that the public is already going to the library to meet their health information needs. A recent IMLS study showed that

- An estimated 37 percent of library computer users (28 million people) connecting for health and wellness issues, including learning about medical conditions, finding health care providers, and assessing health insurance options.
- Many of these people (83 percent) reported doing research about a disease, illness, or medical condition; 60 percent logged on to learn about diet and nutrition; and 53 percent used the library computers to learn about a medical procedure.
- Roughly half of the people who used a public library computer to find doctors or healthcare providers reported that they made follow-up appointments.
- Among the people who reported researching diet and nutrition issues online at the library, 83 percent decided to change their diet. Among users who searched for exercise and fitness information, 84 percent decided to change their exercise habits.

Creating partnerships at the federal level to encourage local partnerships is an important part of the Institute of Museum and Library Services mission. IMLS is the primary source of federal support for the nation's libraries. Section 204(g) of the Museum and Library Services Act, as amended

calls on the IMLS director to work "jointly with individuals heading relevant Federal department and agencies, including the Secretary of Health and Human Services, on resource and policy approaches to eliminate barriers to full leveraging the role of libraries and museums in supporting the ...needs of the people of the U.S.

This agreement between IMLS and CMS will help to assure that libraries have information and connections with local experts so that they can meet their patrons needs as information about the Health Insurance Marketplace becomes available.

CMS and IMLS will work together to help libraries to:

- Improve Access to Government Information - providing information to library patrons through use of widgets and links, distribute materials (as available)
- Provide Access to Service Providers – providing locations for navigators and other assistors to conduct events, providing links to webinars and other educational events for library patrons, and linking to the database for finding assistors
- Connect Libraries to Local Service Providers – using public space, including computers, to allow navigators and other assistors to help people enroll online, training any librarians who wish to have further information on how to help people with enrollment

CMS intends to partner with the Institute of Museum and Library Services to reach all libraries in every state.

Resources

CMS will make available links to the resources produced to support the Health Insurance Marketplace – downloads, links, articles, webinar, brochures, and other products. In addition, CMS will identify trusted partners with materials and resources. CMS will encourage their Community Health Centers, Navigators, Certified Assistance Counselors and contractors to explore the resources and connect with the public libraries in the communities they are serving. IMLS will encourage public libraries to reach out to certified enrollers to meet the health insurance information needs of patrons. IMLS will identify key library experts to advise CMS on creating materials for use in public libraries.

The Institute of Museum and Library Services **About the Institute of Museum and Library Services**

The Institute of Museum and Library Services is the primary source of federal support for the nation’s 123,000 libraries and 17,500 museums. Our mission is to inspire libraries and museums to advance innovation, lifelong learning, and cultural and civic engagement. Our grant making, policy development, and research help libraries and museums deliver valuable services that make it possible for communities and individuals to thrive.

State Library Administrative Agency

Each state has identified a State Library Administrative Agency that is responsible for assessing library services and developing a five-year plan. Federal funds are allocated to each State Library Administrative Agency through the Institute of Museum and Library Services.

The Museum and Library Services Act encourages State Library Administrative Agencies, where appropriate, to develop plans that coordinate resources, programs, and activities. Contact information for the State Library Administrative Agency is at <http://www.imls.gov/programs/libraries.shtm>.

Nearest Public Library

The Institute of Museum and Library Services provides a search tool to locate public libraries in your area. You can enter your city and state (or zip code) and the tool will provide the address and phone number for local libraries. The tool is available at <http://harvester.census.gov/imls/search/index.asp>.

Please direct any questions on this Partnership Agreement to:

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