



Navigators & In-person Assistors: Exchanges

State Network

Consumer Assistance

Small Group Consultation Meeting

October 4, 2012

Agenda

- Compensation
- Training
- Quality

Compensation - Options

Revenue Sources:

Navigators	In-person Assistors
Federal Grant Funding	Federal Grants
Exchange Assessment	Not likely – redundant with Navigator
Medicaid	Medicaid
Mini-grants	Mini-grants
Foundations & Non-profits	Foundations & Non-profits

Compensation – Options (con't)

Payment Methodologies:

Navigators	In-person Assistors
Competitive Grant Process	?
“Minimum Standards” Grant	
“Minimum Standards” with incentives	
Payment per successful enrollment	
Block funding or Mini-grant	
Differential for new enrollee or retained enrollee	

Navigator Training

- Process considerations:
 - Training approach:
 - Live classroom style
 - Online
 - Text; manual; printed material
 - Availability/frequency of training for new navigators
 - Differences for navigators/assistors/others?
 - Exam(s)?
 - Continuing education requirement?
 - Formal certification status

Navigator Training (con't)

- Curriculum
 - QHP Products/Plan Designs
 - Medicaid/CHIP
 - Basic Health Plan (if applicable)
 - Underwriting rules
 - Tax credits and subsidies (individuals/households)
 - Eligibility process
 - Enrollment process
 - ACA basics and any applicable state statutes/regs

Navigator Training (con't)

- Curriculum
 - Navigator code of conduct
 - Fair and impartial
 - Sensitive to cultural and linguistic differences
 - Free of any conflicts of interest
 - HIPAA Privacy and Security Rules
 - Exchange Systems
 - Website
 - Eligibility (including application processing)
 - Enrollment
 - Billing

Navigator Training (con't)

- Curriculum
 - Call Center and Customer Service
 - Navigator Support Services
 - Appeals and grievances processes

Performance Metrics

- Metrics should be:
 - Meaningful
 - Measurable
 - Verifiable
- Plan to integrate performance measurements and reporting capabilities into exchange systems
 - Goal: Automated reporting

Performance Metrics (con't)

- Performance Measures:
 - Number of successful “Assisted Applications”
 - Fully completed by the Navigator
 - Number of “Referral Applications”
 - Initiated by Navigator but completed by Call Center/Exchange
 - 1:1 interactions between applicant and Navigator: does not result in enrollment
 - Successful “Special Incentive Applications”
 - Target groups (uninsured for 5+ years; young males; non-English speaking, etc.)

Performance Metrics (con't)

- Performance Measures:
 - Outreach event
- Expected but not measured:
 - Distribution of literature
 - Outreach media event
 - Navigator website promotion of Exchange
 - Use of social media (Twitter, Facebook)