

Navigator Stakeholder Group

Facilitated by: Christina Wessel

Date: July 23, 2014

Time: 10:00 to 11:30 a.m.

Participants: Jackie Edison, Ken Harpell, Jessica Karpinske, Rebecca Lozano, Sandee Lorentz, Marcel Lynn, Troy Mangan, Larry More, Pauline Nguyen, Maureen O'Connell, Lauren Piper, David Van Sant, Christina Wessel

Topics:

1. Welcome, Introductions and Overview of Purpose of Navigator Stakeholder Group
 2. Update from Deloitte
 3. Discussion of [Roadmap for Designing a Navigator Program for the Future](#)
 4. Wrap Up and Discussion of Future Meetings
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Minutes

1. Overview:
 - Christina Wessel described the stakeholder group intent and processes by which the MNSure Navigator Program would like to work with this stakeholder group to gather Navigator input on operational deliverables prior to implementation. The process does not include strategic or design input, but does provide implementation and communication input.
 - Christina described the differences between MNSure board work groups and stakeholder groups. The two groups must remain independent. The board work groups provide strategic input to the board. The stakeholder groups provide operational input to staff.
2. Deloitte:
 - David Van Sant described Deloitte's pre-open enrollment timeline of analysis, prioritization and implementation. At time of meeting, the timeline was shifting from prioritization to implementation. 30 key priorities have been identified for the board. Three of those priorities are moving forward with implementation (renewals, change in circumstance, and system of record). The remaining priorities are still being prioritized and grouped into deliverable projects to ensure business processes are in place prior to open enrollment. The Navigator/Broker Portal is on the list. This portal provides access to information on behalf of the consumer within the MNSure system for Navigators and Brokers. The Navigator/Broker portal will not be implemented prior to the 2015 Open Enrollment period.
 - Input from stakeholder group:
 - Everything MNSure implements vastly changes the business processes (for Navigators and ARC) and requires time/resources to adjust.
 - MNSure should survey Navigator for top 5 desires for portal.
3. Consumer Assistance Program: Roadmap for Designing a Navigator Program for the Future:
 - Christina described intent to gather input from this stakeholder group and through public forums on the [Navigator Policy Statement](#) and the specific aspects of this document. For additional detail, copies of the federal rules were shared. Conversation included:
 - Eligibility requirements for Navigators - differences between CACs
 - Duties and responsibilities of Navigators – federally defined, but we can mold for Minnesota and differ from CACs



- Certification and training for Navigators – acknowledged last year’s poor training and certification process and our intent to improve it. Explained upcoming performance support project, which will provide additional knowledge building for certified navigators (and CACs) ahead of next open enrollment.
 - Navigator compensation – improve as much as possible, and seek to better understand better the true cost of enrollment assistance. How does grant program fit in? What’s the best model moving forward? Compensate fairly and build for partner sustainability.
 - Input from stakeholder group:
 - Additional guidance on the role of navigators within Minnesota’s health care system should be provided—navigator role versus the county, or state or MNSure. The role should be designed around enrolling the hard to reach. This results in many navigators working directly with counties, which is where role definitions from the state would be useful.
 - Expressed concern about how evaluation of the efficacy of navigators, raised by the discussion of efficiencies during the July Legislative Oversight Committee. MNSure hasn’t set the right metrics. Navigators should have input on what the metrics are. Encouraged staff to talk with MNSure leadership about how navigator program is marketed – efficiency is not there if process doesn’t work. And consumers best served by navigators are hardest to enroll and require most support. MNSure staff shared that final metrics haven’t been set and the intent is to gather input on this topic.
 - Seems like MNSure continues to have internal conversations without sharing direction or strategy with partners. MNSure staff assured the group that this is not the case; the stakeholder group was created to help address these kinds of concern, and we are working towards more transparent communication to alleviate this perception.
 - There is not enough transparency from MNSure about what/when things will work within the eligibility system. Why can’t MNSure just communicate about what’s working!? MNSure staff explained that we are communicating what we know, when we know it. We understand (and share) the frustration felt by our external partners.
 - MNSure needs to focus with more clarity and expedience on population needs
 - MNSure needs to provide increased operational support for navigators
 - Indicated improvement on communications has been seen. But asked that MNSure put more trust in partners to know what’s really going on. Navigators have experience with legacy systems and process. Some are very experienced and will understand more complex communication. MNSure staff agreed that it’s very valuable to have the direct feedback on what information is needed. Not necessarily on individual cases, but on aspects of process.
 - It is inefficient for MNSure to set up outreach events and invite navigators after the fact. Finding out about large events then asking for navigators last minute, which becomes an issue because of limited number of navigators (especially in rural areas). MNSure staff shared that its outreach strategy, and integration with partners, will change this fall—more information to come soon.
 - Requested that MNSure and DHS share an organizational chart so that partners know who does what and who reports to who. MNSure staff will share that information when it is finalized.
4. Future Agenda Items:
- Improve process to associate consumers with an assistor
 - Alternative IT solutions (Navigator One Stop) for this open enrollment
 - Role definitions
 - Evaluation metrics
 - County relations discussion – John Dinsmore
 - Networking / Outreach Training plans

