



## Navigator Stakeholder Group

Facilitated by: Christina Wessel

**Date:** August 21, 2014

**Time:** 10:00 to 11:30 am

**Participants:** Christina Wessel (MNSure), David Van Sant (MNSure), Jackie Edison (MNSure), Troy Mangan (DHS), Alison Griffin (MNSure), Fred Ndip (MNSure), Rebecca Lozano (Portico Healthnet), Denise Anderson (Family Tree Clinic), Maureen O'Connell (Health Access MN), Sandee Lorentz (Native American Community Clinic), Marcel Lynn (North Point), Ibrahim Hassan (Somali Health Solutions), Der Yang (Hmong American Partnership), Ruth Sherman (Community Resource Connections), Lauren Piper (Minnesota AIDS Project), Ralonda Mason (Mid-Minnesota Legal Aid)

**Guests:** Bridgette Rongitsch (Grassroots Solutions), Sally Fingar (Deloitte Consulting), Deb Tipstra (MN.IT)

### Topics:

1. Welcome, introductions and review of agenda
2. Discussion of outreach work with MNSure's new grassroots vendor
3. Discussion about navigator input into developing improved processes with Deloitte/MN.IT
4. Select representatives for Navigator/CAC/Broker Quarterly Meeting
5. Wrap up and discussion of future meetings

### Minutes

#### Discussion of outreach work with MNSure's new grassroots vendor:

MNSure announced Grassroots Solutions as the grassroots outreach vendor for MNSure through the 2015 open enrollment period. Formal announcement will be made on August 22. Grassroots Solutions was selected as the vendor because of their past organizing successes and experience working with community organizations in Minnesota.

MNSure's outreach campaign will be developed with navigator input, be structured with a campaign manager and field organizers, and focus on reaching uninsured and underinsured individuals. Campaign specifics are not yet determined and will be crafted following a Landscape Analysis, to begin August 25 and conclude on September 19 with a report to MNSure. The Landscape Analysis will be compiled from one-on-one conversations and meetings between navigators and Grassroots Solutions staff. Decisions on things like geographic outreach structure will be informed by the Analysis. Navigators are encouraged to be candid and constructive in their assessment of outreach activities and ideas. Ideas can be shared with Bridgette Rongitsch at Grassroots Solutions ([bridgette@grassrootsolutions.com](mailto:bridgette@grassrootsolutions.com), 612-746-5119).

In terms of MNSure internal outreach staffing structure, the regional Outreach Liaison positions have been phased out, and three Community Specialists have been brought on to work more closely with Outreach and Enrollment grantees. MNSure will also begin holding regional networking events later this fall to bring together the assister community, including navigators, CACs, county staff and



agents/brokers. We anticipate MNSure will be more effective in coordinating messaging and communications efforts with our navigator community going forward due to increased staffing at MNSure and the addition of Grassroots Solutions.

In addition to working with MNSure and Grassroots Solutions, navigators and their organizations should reach out to area partners and county staff to establish working relationships. In a lot of cases, counties treat navigators like social service case managers for clients, when they should really be going elsewhere for those services. Establishing better relationships, referrals and communications on the ground is key to resolving this tension.

Navigators asked for MNSure to provide greater clarity on when a MNSure-sponsored event is just a marketing event, and when it is intended to be an enrollment event. Past experience in working with MNSure on events has sometimes been frustrating (for example, no internet access available at an “enrollment” event). Grassroots Solutions is interested in hearing more from navigators about past experiences and how we can improve.

#### **Discussion about navigator input into developing improved processes with Deloitte/MN.IT**

Deloitte was brought on in early 2014 to help assess MNSure’s IT system and support implementing improvements. During the stakeholder meeting, Deloitte provided a summary of the project to date, including upcoming IT releases. Deloitte has completed the assessment and prioritization phase of the project, and is now in the implementation phase. During Open Enrollment, the focus will be on system stabilization and operation.

Presently, top priority is implementing a process for renewals. By mid-September, IT function integration will begin so that testing can start in late September and run through October. Not all systems will be fixed for this enrollment period, but manual processes and work-arounds are in place (or are being developed) and staff is being trained to implement them.

As background, MN.IT is a state agency that provides the backbone for state IT systems. MN.IT’s role with MNSure is increasing. The agency will take overall responsibility for MNSure’s IT system, including managing vendor contracts. Deloitte is helping MN.IT to build out a Project Management Office.

Deloitte conducted a mostly independent survey of issues from the past year and prioritized 41 sub-functions to fix before November 15, 2014. To prioritize these functions, Deloitte applied the following criteria – impact on consumer understanding, coverage, correct benefits/subsidy, volume/persons, public perception and workload. Renewals functionality, reconciliation and building the “enrollment record” and life changes functionality are what are driving Deloitte’s focus through the start of Open Enrollment. A major release will be deployed by November 15 to implement improved functionality. Prior to the November release, we are exploring ways for stakeholders (navigators and other assisters) to participate in testing opportunities.

Planning is happening for subsequent IT releases, which will be dependent upon function priority, vendor upgrades and tax implications.

Navigators asked that testing scenarios consider the non-nuclear family – people with complicated income, immigration, and family structure circumstances – to ensure functions work properly.



Application questions must be made clearer for consumers, specifically the question on whether the applicant intends to file taxes. Further, it would be helpful to have some sort of a consumer guide to the application process to help consumers through the nuances of application questions. Future reworking of web functionality with vendors should better clarify questions for consumers (“hover bubbles”) and also include mobile compatibility.

### **Select representatives for Navigator/CAC/Broker Quarterly Stakeholder meeting**

MNSure will convene quarterly meetings with representatives from each stakeholder group – brokers, navigators and Certified Application Counselors – to provide an opportunity for assisters to discuss topics of mutual interest. Proposed agenda items for the fall Quarterly meeting include fall networking events for assisters and strategies for marketing assisters. The fall meeting will be September 11 from 10:00 am - 12:00 pm.

The group decided to rotate the three navigators that would be sent to the quarterly joint meeting so everyone has an opportunity to attend. The group also suggested selecting an alternate for each meeting in case someone can't make it. For September 11, Rebecca Lozano from Portico, Ralonda Mason from MMLA and Maureen O'Connell from Health Access MN will attend.

### **Wrap up and miscellaneous items**

- The monthly Navigator Stakeholder meeting could be used to better work together, determine referral systems and more.
- Brokers do not cover the costs of interpretation services, but MNSure wants to help and can cover costs with advance notice.
- SHADAC Data – Grassroots will provide outreach plans in early October following Landscape Analysis, but grantees can use the following data to help inform their outreach plans:
  - [Uninsurance Rates for Minnesota for 2008-2012](#)
  - [SHADAC Data Center](#)
  - [MDH Health Insurance Coverage in Minnesota](#): Preliminary Results from the 2013 Minnesota Health Access Survey
- Deloitte Powerpoint
  - An abbreviated version of Deloitte's project update PowerPoint is available.
- Navigator Recertification – Will take about two hours and will be offered online, ideally by late September. Stay tuned for more information.

