

certified application counselor stakeholder meeting

facilitated by Jackie Edison

- **date:** October 23, 2014
- **building:** 81 7th Street, Suite 300
- **time:** 2:30 p.m. – 4:00 p.m.
- **conference room:** Minnesota Conference Room
- **participants:** David Van Sant, Christina Wessel, Jackie Edison, Alison Griffin (MNSure), Jennifer Phoenix (Olmsted Medical Center), Deborah Beaulieu (Indian Health Services), Jennifer McNertney (Minnesota Hospital Association), Anthony Yanni (HCMC), Sue (Children's Hospital)

topics

Welcome and introductions

Jackie Edison

Next meeting is November 20. An Outlook calendar invitation will be sent around.

Recap on Navigator/CAC Forums

Christina Wessel

Over 200 people from 113 organizations participated in the feedback forums. The forums provided an opportunity to bring together assisters to gather feedback on the topics of navigator/CAC program goals, assister roles and responsibilities, training and certification, and navigator compensation. Overall, feedback was very constructive and will inform much of the resources MNSure will provide assisters moving forward and how it will structure the assister program in the future. In addition, two-day in-depth Performance Support events have been taking place across the state to more extensively train assisters, on six challenging topics they regularly encounter. Christina will be making Forum and Performance Support events materials available online in the coming weeks.

Notes from discussion:

A stakeholder group member suggested that MNSure maintain and make availability a system outage log so partners can cross reference their assistance and enrollment data.

- Christina kept sign-in sheets from forums and performance support events, so she can let organizations know which staff was present if necessary.
- Networking events are starting to be scheduled for October and November to bring together all assisters by region.

Preview of MNSure website refresh

Linda Shoemaker and Stephanie Krieg

MNSure is refreshing the public website in advance of open enrollment. The refresh will make it easier for users to find what they need and to connect to a navigator or broker if they need assistance with the application. The refreshed site will go up on November 3, 2014. Linda Shoemaker, MNSure Web Communications Specialist, provided an overview of the changes. Stephanie Krieg, MNSure Public Comparison Specialist, showed the changes that will take place to the Find a Plan (anonymous shopping) feature.

- New homepage design
 - Static alert message and Quick links section
 - When system is down, static alert will be updated
 - Assistors, FAQs, Calendar as features beneath
 - Success stories below that
 - MNSure info, Account the ACA, System notices at the bottom
- Global navigation changes
 - Get Help becomes one of three main categories and includes dropdown menu
 - All three major sections have assister directory in their dropdowns
 - For Assistors section smaller and near top right of page
- Reorganized and consolidated content with landing pages in each major section
 - Each major section will have refreshed dropdown menus, and landing pages will have very clear action step options
- Adding clarity for Find a Plan (anonymous shopping vs registered shopping)
 - Current Provider question will include a pop-up excel spreadsheet with lists of providers
 - Additional wellness programs expanded from just gym memberships
 - Information bubbles included to explain programs
 - In plan results page, deductible listed with by individual or family
 - If logged in anonymously, a clear message bar will explain that results do not reflect financial assistance
 - Summary of benefits page defaults to In Network results, but checkbox will allow Show Out of Network results, and will include deductible information for individuals and families
 - Additional clarifying language regarding copays and coinsurance
 - Providing example Common Medical Event with a breakdown of coverage
- New typography

Notes from discussion:

- MNSure will be creating a 2-3 minute video demonstrating usability for consumers.
- Renewal language and paths should clearly differentiate between QHPs and public programs.
- FAQs are currently being refreshed.
- Brings up the question of the role of CACs in shopping for QHPs – requirements, realities

Roadmap for consumer assistance program review and development

Jackie Edison

State statute requires that the MNSure board adopt permanent rules and regulations for the navigator program. The state rules for Navigators, CACs and Agents/Brokers are interwoven, therefore, the team is reviewing all the Consumer Assistance Programs. MNSure staff drafted a roadmap for consumer assistance program review and development, which will allow presentation of program recommendations to the board (February 2015). The review includes a regulatory analysis, landscape analysis and evaluation and program recommendations. Please see the draft document titled, Roadmap for Consumer Assistance Program Review and Development. Stakeholder input will be sought and incorporated into consumer assistance program review and development.

The draft Consumer Assistance Programs – Regulatory Analysis Summary presented to the group today outlines potential areas of development based on federal and state law and differences between navigators and CACs. The key points from the draft summary are:

- MNSure needs to incorporate new federal consumer assistance regulations as we refine our programs.
- MNSure could develop policies, procedures and resources to better align with state law requirements in a few areas.
- The primary distinction in federal regulations between navigators and CACs is that navigators are required to conduct public education activities and CACs are not. Staff must analyze federal intent around the CAC program.
- It is difficult to tell in MN Administrative Rules if the term “consumer assistance partner” includes navigators, certified application counselors (CACs) and insurance producers. In some places it means all three and in others the term only refers to navigators and CACs.