

Certified Application Counselor Stakeholder Meeting

facilitated by Jackie Edison

- **Date:** Thursday, January 15, 2014
- **Building:** MNSure
- **Time:** 2:30-4:00 p.m.
- **Conference room:** Minnesota
- **Participants:** Jackie Edison, David Van Sant, Christina Wessel, Alison Griffin, (MNSure), Emily Arias (MedEligible), Farr Ahmed (Children's Hospital), Deborah Beaulieu (Cass Lake IHS), Jennifer Phoenix (Olmsted Medical Center), Tony Yanni (HCMC)

Topics

Welcome

Jackie Edison

Emily Arias is leaving MedEligible. Allison Berglund with MedEligible will fill in until another staff person is chosen.

The joint stakeholder meeting was held last week. JoAnna and Farr represented the CACs at the meeting.

CAC policy and procedures outline and proposed CAC role

Jackie Edison

The MNSure board is responsible for developing permanent policies and procedures for the navigator program. MNSure administrative rules for all consumer assistance programs are combined (navigators, Certified Application Counselors and brokers/agents), so staff is reviewing them as a whole. It is anticipated that staff will present a recommendation for permanent policies and procedures for these programs to the MNSure board in March.

MNSure staff will gather feedback from the Stakeholder Groups to inform recommendations on specific topics during February stakeholder meetings. All stakeholders will also have the opportunity to provide feedback as part of the formal rulemaking process.

Staff shared a [Roadmap for Consumer Assistance Program \(CAP\) Review and Development](#) during previous meetings. Today, staff shared a [Consumer Assistance Program Policies and Procedures Outline](#) of potential topics for rule changes. The topics marked with an asterisk will be discussed in detail during the February stakeholder meetings.

The outcome of this process will include a policy statement for approval by the MNSure board, formal proposed rules, and the development of a policy and procedures manual for the

navigator, CAC and broker programs. Changes to the programs as a result of this process will not be implemented until July 2016.

CAC role

The experience obtained during the first two cycles of open enrollment and initial results from a navigator program evaluation are indicating that MNSure may need to make changes to the navigator and CAC programs.

MNSure staff is recognizing the need for navigators with lots of enrollment expertise who can provide a full spectrum of services from public education to follow-up.

MNSure staff is also recognizing that CACs based in hospitals play a unique role with their ability to do hospital presumptive eligibility (HPE) applications. MNSure is considering dividing the CAC role into two categories. One category is for a CAC organization that is also HPE certified. The other category is for any qualified organization that has a primary interest in assisting their own clients with the basic steps of the application. Organizations interested having CACs would choose one of these categories, not both.

MNSure staff will discuss the CAC HPE certified role further with MN Department of Human Services (DHS) staff members since HPE policies and procedure are handled by DHS.

CAC stakeholders mentioned that they sometimes have to track down what happened to an application that a navigator started. They would like to better understand what is expected of navigators for follow-up. This is important for CACs (in hospitals) and consumers to understand up front.

If CACs are expected to assist consumers from application through enrollment in health coverage without compensation from MNSure, they expect the following:

- Access to application information by agency/organization rather than by individual CAC
- Standard release of information (similar to the MNCA release)
- HPE and CAC training to be packaged together and streamline the process when CACs onboard new staff.
- HPE application to trigger application reminders.

'Portal' options for 2016 open enrollment

David Van Sant

The federal government recently awarded MNSure a grant adjustment of \$34 million. One of the projects identified as a potential priority for this funding is a consumer assistance "portal." Staff presented proposed [consumer assistance partner portal options](#). The goal is to identify an option that could be in place by next open enrollment, expected to start October 1, 2015. The reality is that we will not have a fully functioning portal in place by then.

The proposal includes four options, but based on feedback from last week's Joint Stakeholder meeting, the most realistic option to have in place by October 2015 is Option Two. This option

would maintain current certification process and online directory, but would implement system access that would include account creation, view-only dashboard and an improved case association process. The portal would be based on the current county worker portal, but would be view-only. It was reported that consensus from the Joint Stakeholder meeting was to focus on providing tools that will allow the assister to provide improved customer service, rather than improving outreach tools (like an improved online directory).

Participants agreed with the Joint Stakeholder consensus that the focus should be on consumer experience from account creation through the enrollment process.

They also recommended other important features that would improve the CAC (and consumer) experience:

- A view-only dashboard that is viewable by an entire organization rather than by individual CAC. There are issues with case associations and following up for a patient when a staff person leaves or is unavailable.
- Add manual identity proofing to Option Two.
- Some CAC organizations are not necessarily interested in creating an account for the consumer. They would rather just submit the application. However, they are not opposed to doing so if the portal will provides them with other ways to speed up assisting a patient obtain coverage.

Future meetings

Next CAC Stakeholder meeting: February 19, 2015, 2:30 - 4:00 pm

Supplemental CAC Stakeholder meeting if needed: February 26, 2015, 2:30 - 4:00 pm

*** Next Joint Stakeholder meeting: April 9, 2015, 1:00 - 3:00 pm***