

Certified Application Counselor Stakeholder Group

Facilitated by Jackie Edison

Date: March 19, 2015

Time: 2:30 – 4:00 p.m.

Location: MNSure, 81 7th Street, Suite 300, St Paul, MN 55101 Mississippi Conference Room

Participants in attendance: Jackie Edison, Christina Wessel, Alison Griffin, Emily Arias, Deborah Beaulieu, Kenneth Braud, Jennifer McNertney, Anthony Yanni, Allison Berglund, Kristen Perella Dunker

Update and Discussion Items

Updated MNSure 3-Year Budget

Jackie Edison

The MNSure Board of Directors approved a new a 3-year budget during the last board meeting. The budget includes a \$700,000 reduction over 3 years to the navigator program line item. The initial qualified health plan projections and the navigator-assisted projections were too high. The reduction comes from unused funds. MNSure program staff does not have concerns about this reduction.

Public Program Enrollments by Brokers

Jackie Edison

The Office of the Legislative Auditor report on MNSure stated that current law indicates that brokers should be paid for providing application assistance to individuals enrolling in public health care programs. There is now a general legal agreement between DHS and MNSure that brokers should be paid for public program enrollments. The agencies are still in the early stages of figuring out how this works and training for brokers. This is a possible topic at our next joint stakeholder meeting

Development of MNSure's Core Curriculum

Jackie Edison

In the fall of 2014, staff at MNSure began working on a RFP for a vendor to improve the navigator and CAC training. During that process, it became clear that everyone involved with MNSure needs better baseline training. The training RFP became broader than just assisters and includes contact center staff, Assister Resource Center, Broker Line, program staff, assisters, etc. Learning Lens, the training vendor, delivered its assessment and recommendations for a core set of six competencies. These competencies are included on pages five and six of their Preliminary Instructional Design Analysis. MNSure staff think this core curriculum will improve CAC experience with MNSure because there will be a better understanding about what others are trained on and a better understanding of each other's roles. For

navigators, it will likely result in more appropriate referrals. The core will include an application walkthrough from start to finish. It will be computer based with the possible addition of instructor led in-person or virtual training. MNsure program staff knows that CACs and navigators will need role-specific training in addition to the core training. MNsure staff is determining what additional role-specific training CACs and navigators will need. For example, there may be additional training on processes to follow with the ARC (filling out a case status request) and complex topics, such as immigration or special rules for American Indians. The vendor is on track to deliver the core curriculum by the end of June. We have not yet made any decisions around the role-specific training.

2015 Navigator/CAC Engagement Plan

Christina Wessel

MNsure staff presented the [2015 Navigator/CAC Engagement Plan](#) during the board meeting last week. The purpose of the engagement plan is to increase the number of engaged certified navigators and CACs to connect with the highest need communities and continue to reduce the uninsured rate in Minnesota in 2016. The plan is divided into four phases. Currently, we are in the sharing and gathering information phase, starting with forums in late spring and gathering feedback on short and long-term program planning. We are working on developing a more accessible and organized navigator/CAC resource page to make it easier for partners to find information and guidance we have shared. We will continue the bi-weekly statewide conference calls and work to bring in topic experts. The stakeholder groups will continue to meet on a monthly basis. This summer and fall, we will work on strengthening partnerships with existing and potential partners. When Navigator Outreach and Enrollment grantees and Enrollment Center partners are selected, we will help facilitate more partnerships between brokers and navigators. Throughout the year, we will continue to make improvements to tools and support offered to navigators and CACs, including further engaging the ARC to better serve navigators/CACS. We are also exploring text message alerts for assisters that could be utilized during open enrollment to get quick system alert messages out.

Discussion

- A stakeholder mentioned that there continues to be struggles with ARC and their understanding of urgency faced by CACs. CACs are working in hospitals with sick patients so it can be frustrating when an ARC staff member cannot look something up right away. They also feel like they are getting different responses from different ARC staff members. For example, one ARC staff member said they could see case notes in MAXIS and another said they could not. In response, MNsure staff said that the information ARC staff can see has changed over time, especially since counties started processing paper applications.
 - The stakeholder suggested giving assisters an instructional document that outlines exactly what the ARC can and cannot do or see. This would help assisters make better asks of the ARC and will lead to less frustration.
- A stakeholder asked if the text messages would let assisters know when the site is back up if it goes down. MNsure staff responded yes.

Draft of Consumer Assistance Partner Survey

Christina Wessel

MNsure staff is interested in obtaining feedback from CACs on their experience during the last open enrollment period, their ideas for the next open enrollment period and their input on longer-term program planning. This is a very rough initial draft of some of the questions we might ask. The survey will focus on gaining feedback on what is within the control of the navigator/CAC team at MNsure to control. For example, we won't be asking about specific pieces of the application to change. Looking back, we want to know if some of the issues we thought we addressed have actually been improved. Looking forward, we want to figure out the best communication methods for assisters to ensure the information we are sharing is being absorbed. Looking even further ahead, we want to assess whether MNsure's longer-term program vision fits with what is going on in the field. We have already received feedback that we should potentially break this up into two surveys – one that goes to all navigators/CACs and one that goes to program management at the organizations. The survey will be anonymous.

Initial Conversation – Strategies for building stronger partnerships with counties

Christina Wessel

We have heard a lot of pain points around working with counties. We want to start having conversations about how to build better partnerships and focus on the positive aspects of these interactions. There are lots of different layers to sort through, but there is a need and want for improvement and there are good models in certain parts of the state.

Discussion/Suggestions

- The CAC stakeholders said that they sometimes feel more informed than county staff, specifically when there is updated information or changes. Stakeholders said the more inclusive we can be with training, the better. They also suggested sending counties the navigator/CAC weekly email.
- A stakeholder suggested attending the MN Financial Worker and Case Aid Association (MFWCAA) conference in the fall. MNsure could host a panel Q&A and feature three types of assisters. Additionally, MFWCAA does regional quarterly meetings and are well attended by more county works than statewide conference.
- Do more network events for navigators, CACs, brokers and county workers. Figure out a plan for increasing the attendance by county workers.
- CAC stakeholders said it would be helpful to know where counties are at in processing applications.
- It would be helpful if all counties had the same process and procedures.
- MNsure staff asked what stakeholders would want to discuss with DHS around Hospital Presumptive Eligibility if we invited a person from DHS to a future meeting.
 - One CAC wants to convey to DHS a day-in-the-life of a CAC and the urgent and difficult realities of assisting ill patients obtain coverage. There seems to be a perception that financial counselors (CACs in hospitals) are too pushy and just trying to get bills for the hospital paid. This perception is not reality and CACs put patients first.
 - The issues with HPE are technological with the systems not communicating well with each other.

April 23 Joint Stakeholder Group Meeting Attendees

Jackie Edison

- Jennifer M. Emily, and Tony are available to attend. Jackie will send out availability poll to see if anyone that has not attend in the past is interested.