Meeting Minutes

March Navigator Stakeholder Group

facilitated by Christina Wessel

- **Date:** March 19, 2015
- **Time:** 10:00 – 11:30 a.m.
- **Location:** MNsure, 81 7th Street, Suite 300, St Paul, MN 55101
- **Participants in attendance:** Rebecca Lozano, Ralonda Mason, Marcel Lynn, Lauren Piper, Ruther Sherman, Denise Anderson, Sandee Lorentz, Christina Wessel, Jackie Edison, Alison Griffin, Fred Ndip

Topics

Updated MNsure 3- year budget

Christina Wessel

The MNsure Board of Directors approved a new a 3-year budget at the last board meeting. The budget includes a $700,000 reduction over 3 years to the navigator program line item. The reduction comes from navigator per enrollee payments for qualified health plan (QHP) enrollments. The initial QHP 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.

The budget also includes updated QHP enrollment projections. For Open Enrollment 2016, MNsure is now projecting 95,000 QHP enrollments, including 60,000 renewing members and 35,000 additional members. The approved budget accounts for an increase in navigator-assisted QHP enrollments.

The board also approved the proposed Consumer Assistance Program policy statement that we discussed at the February 26 Navigator Stakeholder Group Meeting.

Public Program Enrollments by Brokers

Christina Wessel

The Office of the Legislative Auditor report on MNsure stated that current law (Minnesota Statute, section 256.962, subdivision 5) 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 the appropriate training for brokers.

There is also legislative activity on this issue. On March 18, Senate File 139 was amended to update current statute to clarify that brokers who complete a certification training program would be eligible for per enrollee payments for assisting with Medical Assistance and MinnesotaCare enrollments. The amendment also would increase the per enrollment payment for navigators and qualifying brokers from

$25 per application to $70 per application. This legislation must pass both the bodies of the state legislature, and be signed by the Governor, before these changes would go into effect.

MNsure Core Curriculum (Learning Lens)

Christina Wessel

Last year, we started thinking about improving our navigator/CAC training and certification program. As we were developing an RFP for a vendor, we realized the value of making sure everyone involved with MNsure has the same baseline level of information necessary to successfully in help consumers. We decided to move forward with developing a "Core Curriculum" with additional training modules that are specific to your role.

We have brought on a vendor, Learning Lens, which has been developing a framework for that core curriculum. By working with MNsure staff, including members of the Consumer Assistance Partner team, they have identified goals for the core curriculum and developed six core competencies. The expectation is that these six competencies would be required for internal staff and external partners (Contact Center reps, operations staff, navigators, agents/brokers, Certified Application Counselors). The proposed core competencies are:

1. Create an optimum customer service experience for all consumers who interact with MNsure.
2. Analyze programs and products contained in the MNsure exchange/marketplace.
3. Synthesize the MNsure application process and workflow for understanding the inputs, outputs, and the interaction points between the various roles.
4. Analyze ACA and related policies, regulations, and procedures.
5. Demonstrate teamwork and collaboration within and across MNsure business/organization.
6. Applies data security and privacy policies and practices for adhering to state and federal information data protection laws.

MNsure staff think this core curriculum will improve our consumer assistance partner 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.

We anticipate that the courses would include 5-6 hours of online learning, with an additional 4 hours of instructor-led learning, either in-person or virtual.

Any role specific training would be on top of that 10 hours. That could include training on technology/tools, as well as additional policy training. 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. We have not yet made any decisions around the role-specific training.

Learning Lens has made preliminary recommendations for the training, but will be moving forward soon with actually developing curriculum. A final product is due to be delivered to MNsure by June 30. Staff anticipates that role specific training will be available in late summer.

Points raised by stakeholder group members included:

- Will DHS be involved in developed the role-specific training for navigators and CACs? MNsure staff anticipates that MNsure will continue to work collaboratively with DHS to develop training that involved DHS-administered public programs.

- Will a policy manual also be developed along with the curriculum? MNsure staff is unaware if a policy manual is part of the core curriculum development, but we are considering it as part of any role-specific training development.
- How much training will be required of brokers to assist with enrolling consumers in public programs? There will be role-specific training for all everyone and brokers would be required to take additional training to participate in any broker incentive program.
- Stakeholders emphasized the importance of more detailed training to fill in current gaps in certification training (such as immigration, complex cases, etc).

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 are considering bringing 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.

Feedback from stakeholders included a discussion of enrollment centers. In 2014, the enrollment centers were not really structured as “partnerships” between brokers and navigators. The program focused on brokers and navigators tagged along. MNsure staff explained that we found the enrollment centers to be an extremely effective way of engaging brokers and enrolling consumers. But we did learn a great deal from the first year of the program and will be incorporating that into the proposal for this year.

There was also a discussion on the appropriate timing for holding local forums. Stakeholders suggested staff think about upcoming decision points and find a time when feedback would be most relevant.

Draft of Consumer Assistance Partner Survey

Christina Wessel

MNsure staff is interested in obtaining feedback from navigators and 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. Staff shared a very rough initial draft of some of the questions that might be asked. 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.

Feedback received from members both during and after the meeting included:

- Write out terms and provide more details on items assisters may not all be familiar with
- Avoid asking questions that ask assisters to rate things like satisfaction with the ARC overall – the experience can vary widely depending time and staff they speak with.
- Include questions to find out what kind of knowledge or information assisters want the ARC, MNsure Contract Center, county workers, etc to have
- Separate the survey questions into two surveys – one for individual assisters and one for program management.
- Ask assisters for other sources of help – like their assister colleagues, other assister organizations, national resources
- When you ask about potential areas of improvement, a few things are notably absent – navigator portal, parameters around data privacy, plan comparison tools, expansion of ARC services, better delineation between various MNsure roles
- There are no questions about enrollment centers and partnering with brokers.
- Ask about percentage of their time an assisters devotes to helping with applications (rather than number of applications)

There was also a discussion around open-ended questions. Does MNsure staff have the resources to evaluate responses to open-ended questions? A better strategy might be to move some of these more complex issues to the forums where there can be a discussion.

MNsure will be making significant changes to the survey and will provide the stakeholder group an additional opportunity to provide input before it is launched.

April Joint Stakeholder Meeting

Christina Wessel

Our next Joint Stakeholder Meeting will be April 23. We need to identify three individuals from the Navigator Stakeholder Group to attend. Lauren Piper, Rebecca Lozano and Ralonda Mason volunteered. We will also send out a request to the group in case there are members who have not attended in the past who would like the opportunity.