

Certified Application Counselor Stakeholder Group

Facilitated by Jackie Edison

Date: April 16, 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, Jennifer Phoenix and Farr Ahmed

Update and Discussion Items

Welcome and Introductions

Jackie Edison

Allison Berglund will continue to represent MedEligible on the stakeholder group.

Legislative Update

David Van Sant

Assister payments: There is a bill on Senate side to increase navigator per-enrollment payment fees for Medical Assistance.

Background studies: There are bills in both chambers relating to background studies for navigators and CACs. The legislation would result in MNSure following DHS's new background study process, which includes fingerprinting and federal level checks. The benefit of the new process is that the background studies do not need to be "redone" every year. Once a navigator/CAC has completed the study once, they will not need to do it again. The House bill requires partners (navigator/CACs or their organizations) to pay up to \$20 to complete the background check. The Senate language does not have this requirement. MNSure's position is not to pass along these costs to assisters. It is highly likely that changes to how MNSure currently administers background studies will change as a result of this legislation.

- CAC stakeholder members mentioned other costs to consider if CACs have to go somewhere to get fingerprints. The actual cost to the agency employing the CAC would include additional costs over the \$20, including mileage reimbursement and wages for the time it takes to obtain the fingerprint.

IT Update

David Van Sant

David reviewed the status of IT project components through December. See slide 13, titled “[April Release Plan Project Status](#)” of the presentation shared at the board meeting earlier this week. MNSure staff will receive corresponding plain language release notes with these releases as they happen so assister partners understand implications. The assister portal has always been a priority – within top 17 – and is now in planning phase. David will serve as project sponsor. Stakeholders will be involved heavily in the development of the portal. Additionally, MNSure is developing technological components around more consumer facing outreach tactics that should be detailed further in joint stakeholder meeting next week.

Core Curriculum/Role-Specific Training

David Van Sant

The core curriculum training development is well underway. Core curriculum is baseline that all MNSure staff and partners will be required to take. MNSure is currently in negotiations with vendor to develop role-specific trainings as compliment to core curriculum. The core curriculum will be computer-based. As part of the core curriculum, the vendor will develop a simulation of the application. The vendor is currently doing a needs assessment for the role specific trainings. We will share the assessment soon and gather more input from the stakeholder groups. The MN Department of Human Services is participating in the discussions and will “own” the public program components. They also hope to engage county workers in the same core curriculum as MNSure staff and partners.

- CAC stakeholder feedback: The CAC stakeholders shared that in-person trainings would be great. They would welcome opportunities to provide professional development for staff. They also suggested that the in-person trainings be offered frequently and repeat occasions as not all staff can get away at one time.

Broker Enrollment Center Initiative

David Van Sant

MNSure piloted a program during last open enrollment period where six broker lead agencies (also known as enrollment centers) offered walk-in “storefront” enrollment assistance in exchange for matching marketing dollars and included partnerships with navigator organizations. The program was successful with increases in qualified health plan enrollments and strong on-the-ground collaborations and awareness. The goal for next open enrollment is expand this pilot to 14 to 20 enrollment centers across the state, including building a stronger emphasis on partnerships with navigators and CACs.

- The CAC stakeholders asked how this relates to what Grassroots Solutions is doing right now. MNSure staff explained that Grassroots Solutions staff are gathering information from MNSure partners to help inform development or refinement of outreach tools for the next open enrollment period and beyond.

Revised Navigator/CAC Survey

Christina Wessel

We received lots of great feedback on the navigator/CAC survey during the stakeholder meetings last month. We revised the survey and are seeking input one last time before sending it out to all navigators/CACs to take. Please keep in mind we are planning for two surveys – one for assister management and one for navigators/CACs.

Discussion and suggestions

- CAC stakeholders thought the survey is a good idea and will provide more quantifiable information that MNsure can act on.
- Consider adding a question to capture the timeframe for paper applications.
- Revise the question regarding amount of time it takes to achieve enrollment to separate out time an assister spends directly working on a case from the time it takes from application to enrollment for the consumer.
- Further describe or breakdown the time spent with follow-up response. Most CACs would likely indicate more than 5 hours the way it's written now.
- There was discussion about the level and quality of service provided by the Assister Resource Center (ARC). There are questions about the ARC in the survey to help staff start to grasp and quantify areas for improvement, as well as to better communicate with our navigators/CACs the services the ARC can provide. MNsure staff also shared that a formal customer service/complaint process will be implemented.

Upcoming meetings

Jen M., Tony and Emily will represent the CAC Stakeholder Group at the Joint Stakeholder Meeting on April 23, 2105.

The next CAC Stakeholder Group meeting is May 21st.