

Navigator Stakeholder Group

Facilitated by Christina Wessel

Date: April 16, 2015

Time: 10:00 – 11:30 a.m.

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

Participants in attendance: Rebecca Lozano, Ralonda Mason, Jessica Karpinske, Sandee Lorentz, Lauren Piper, Larry More, Ruth Sherman, Christina Wessel, David Van Sant, Alison Griffin, Fred Ndip

Update and Discussion Items

Legislative Update

David Van Sant

There are a few proposals at the Minnesota Legislature that would directly impact the Consumer Assistance Program.

- Assister payments: There is a bill on Senate side to increase navigator per-enrollment payment fees for Medical Assistance from the current \$25 to \$70 per enrollment and to extend these payments to brokers. There have been no proposals on the House side.
- Background studies: There are bills in both chambers relating to background studies for navigators and CACs. Currently, there is no statutory requirement for background checks for assisters, but MNSure required it in our contracts. The proposed legislation would result in MNSure following DHS's new background study process for licensing, which includes fingerprinting and federal level checks. The benefit of the new process is that once a navigator/CAC has completed the study, they will not need to do it again because the system will continue to check for any changes in status. The House bill requires partners (navigator/CACs or their organization) to pay for the cost of the background check, up to \$20 per person. The Senate language does not have this requirement. MNSure's position is background study costs should not be passed along to assisters.

A stakeholder group member asked about the importance of background checks and whether there is a real concern. Staff responded that there is a need for background checks to ensure program integrity, as well as to respond to political concerns.

IT Update

David Van Sant

David walked the group through a handout (see [Discussion Slides](#), beginning at slide 11) that was presented at the April 15, 2015 MNSure Board meeting. The slides provide information on:

- 2015 Focus Areas and Priority Initiatives
- March Release Plan Project Status

- April Release Plan and Project Status
- 2015 Project Schedule

David informed the group that MN.IT is now leading MNSure IT operations. David reviewed the status of IT project components through December and the release schedule. MNSure staff will receive corresponding plain language release notes with these releases so we can inform assisters about changes through the Navigator Communication. An assister portal has always been a priority – within the top 17 – and is now in planning phase with anticipated release in September and December. David will serve as project sponsor. Stakeholders will be involved in the development of the portal.

Stakeholder questions included:

- What does “planning phase” for portal mean? Do we anticipate a portal would be available in September? David informed the group that these dates would be when functionalities are expected to be delivered, but not necessarily when assisters would be able to begin using them. However, we are currently scoping the project for the level of effort required, and it will still need to be decided whether there are sufficient resources to include the first phase of a portal in the September release.
- The release plan mentions “Life Event Entry,” who is that for? Staff responded that this is backend processing capacity, mostly for county workers. However, MNSure is also working on developing a web form for submitting life events that would help to speed up the process.
- Public Programs Renewal Functionality is listed as completed in March – but then references enhanced functionality later on? Staff responded that the March functionality is related to the renewal processing that has already been happening. However, there is still much that could be done to improve the renewal process on the back end.

Core Curriculum/Role-Specific Training

David Van Sant

The core curriculum training development is well underway. Core curriculum is a baseline that all MNSure staff and partners will be required to take. MNSure is currently in negotiations with the vendor to develop role-specific training as a compliment to core curriculum. As part of the core curriculum, the vendor will develop a simulation of the application (although a full “sandbox” is not in the scope of the project). The role-specific training will be based on the performance support events we developed in partnership with some navigator partners last fall. DHS will also be included in the development process as content experts.

Broker Enrollment Center Initiative

David Van Sant

MNSure piloted a program during last open enrollment period where six broker lead agencies (also known as broker 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.

A Solicitation for Partnership proposal is being developed for the next open enrollment period. The goal is expand this pilot to 14 to 20 enrollment centers across the state, including building a stronger emphasis

on partnerships with navigators. Broker agencies will share advertising cost with MNSure and will be required to establish referral relationships with navigator organizations or Outreach and Enrollment grantees. The intent is that through 14 to 20 enrollment center partners, MNSure will be able to cover all regions of the state.

Stakeholder feedback included:

- During the pilot, there was an expectation if a broker participating as a Broker Enrollment Center would need to have an open door policy, accepting clients 5 days a week. However, that may not work with all types of brokers. More brokers might be interested if there was flexibility to designate certain days of the week, rather than being open to the public every day. Also navigators couldn't commit to being at a broker site 5 days a week, so it would be difficult to secure willing navigator partners.
- Discussion moved to Grassroots Solutions (GRS) and their connection with Broker Enrollment Centers. Group members commented that leads generated through GRS were not consistent – many didn't respond when navigators reached out, or they had already gotten assistance elsewhere. Connections were more successful when a partner generated the lead, rather than cold referrals. A “warm hand-off” model, where an appointment is scheduled right away, is more successful.
- Group members also commented that available screening tools are not very good and result in inappropriate referrals (QHP being referred to navigators, public programs being referred to brokers).
- Staff commented that MNSure will help facilitate connections between navigators and Broker Enrollment Centers where those connections don't already exist.

Revised Navigator/CAC Survey

Christina Wessel

Christina presented the revised Navigator/CAC survey which received great feedback during the March Navigator Stakeholder meeting. An updated draft reflects changes made to the survey since that meeting. The group was asked to see if there was anything missing or needed clarification. A discussion followed where stakeholders provided feedback which was incorporated into the final survey. *[Note: the survey was released on April 22 and closed on May 8. Results are currently being analyzed and will be shared with the navigator/CAC community when available.]*