



Navigator and In-Person Assister (IPA) Entity RFA Orientation

Silver State Health Insurance Exchange



nevada
health link



Agenda

1. Welcome and Introduction
2. Background
3. Navigator Entity /In Person Assister Entity
4. EEF Certification
5. Changes Since SFY17
6. Funding
7. Performance Measures
8. Q&A



Background

- **Silver State Health Insurance Exchange**
 - NRS 695I
 - Operational since October 1, 2013
 - Facilitates the purchase of subsidized health insurance for Nevadans
- **Navigator Program**
 - The Exchange must establish a Navigator Program according to 42 USC 18031(i) [45 CFR § 155.210](#)
 - An entity shall demonstrate to the Exchange involved that the entity has existing relationships, or could readily establish relationships, with employers and employees, consumers (including uninsured and underinsured consumers), or self-employed individuals likely to be qualified to enroll in a qualified health plan.

Background

- **In- Person Assistance Program**
 - The Exchange has established an In-Person Assistance program along with the Navigator program, and has a process in place to operate the program consistent with the applicable requirements of 45 CFR 155.205(c), (d), and (e).
 - Both Navigators and IPAs are aimed at outreach, education and enrollment to uninsured and hard-to-reach populations. IPA's and Navigators will offer services and perform these duties with a range of staff. The same scope of duties such as training standards, conflict of interest standards and privacy and security standards will apply to both Navigators and IPA's.

Navigator Entity / IPA Entity EEF

- **Navigator/IPA Entity**
 - Navigator/IPA Entities will consist of public and/or private entities that will outreach, educate and enroll qualified individuals and employers in Qualified Health Plans (QHPs) and publicly funded health care through the enrollment methods provided by the Exchange. Navigator/ IPA entities, and Producers will work in concert to ensure all individuals have access to health insurance coverage provided as a result of the Affordable Care Act (ACA).
 - Navigator/IPA entities must provide Navigators/IPAs who will be responsible for outreach, education and enrollment for the currently uninsured or underinsured populations and will present to those populations the options available under the ACA. Navigators and IPAs will work in concert with the Marketing and Outreach team.
 - Show that the Navigator and/or IPA entity has, or will have, prior to the commencement of Navigator or IPA operations employees or associated volunteers who have an EEF Certification issued by the DOI. If the Navigator and/or IPA's ceases to have an EEF certified individual on staff, all Navigator and IPA operations and funding must cease.
 - Accept the requirement that the Navigator and/or IPA's entity will be an independent contractor and its employees or volunteers will not be in joint employment with the Exchange.

Navigator Entity / IPA Entity EEF

- **Navigator / IPA Entity Cont.**
 - Acknowledge that a Navigator/IPA entity will, as a precondition for receiving any grant funds, enter into an independent services contract or grant award agreement that, among other things, will set forth terms concerning confidentiality and indemnification obligations and terms for cancelling, terminating or withdrawing the grants, for cause or for unavailability of funding as applicable.
 - Demonstrate that the entity has processes in place that comply with the privacy and security standards adopted by the Exchange as required in accordance with 45 CFR §155.260; and
 - Demonstrate how the organization's business model, service area, social media and clientele will be leveraged to support the Navigator and/or IPA entity's mission and show how Navigator and/or IPA funds will support the Navigator/IPA mission , ancillary functions of the entity.
- **Navigator or IPA's EEF**
 - A Navigator /IPAs is a Licensed and Certified EEF who is employed by an awarded Navigator or IPA entity via the Exchange.



EEF Certification



- Pre-certification Training: \$149.95
- Fingerprinting/Background Check: \$52.50 (or costs assigned by law enforcement agency)
- Certification Exam (Pearson VUE): \$55
- Certification Application with DOI: \$185 + SIRCON fees
- **Training Requirements**
 - **Division of Insurance (NRS 695J)**
 - Initial Training Course and Test
 - Eligibility Requirements
 - Coverage available under the ACA
 - Qualified Health Plans (actuarial values, coinsurance, copays, deductibles)
 - APTC & CSRs
 - Publicly funded health care (CHIP, Medicaid)
 - Means of appeal & dispute resolution
 - Conflict of interest and impartiality
 - Exchange Privacy policies and requirements
 - Annual Continuing Education Required
 - **Exchange appointment must complete CMS Federal Training**
 - 20 hours long
 - <http://portal.cms.gov/wps/portal/unauthportal/home/>



Changes Since SFY17

- **Reimbursements**

- Grants are allocated and paid on a per licensed certified Navigator/IPA (EEF) per Calendar Month basis
 - During SFY16/17 grants were awarded and paid based on a flat cost per Navigator per month
 - You will receive a scheduled maximum monthly allowable hours to work for full reimbursements
 - Reimbursements can be made to personnel pending EEF licensure should they meet the requirements stated in the policy



Funding

- **Available Funding**

- Projected available funding for Navigator grants in SFY18/19 is not to exceed \$3,500 per Navigator/IPA EEF.

- **Budget Submission**

- Be as detailed as possible when submitting your application and proposed budget.
 - Include Navigator and/or IPA's EEFs in North only, South only, or both
 - Same number of Navigator and/or IPA's EEFs year round or reduce during non-open enrollment
 - Provide Navigator and/or IPA's EEFs during open enrollment

- **Reimbursements**

- **Required Documentation**
 - Request for Funds form
 - Payroll Documentation
 - Verify Navigator EEF name
 - Verify Navigator EEF hours worked
 - Verify number of full time Navigator EEFs
 - Enrollment Performance Measure Form
 - Outreach Performance Measure Form
 - Monthly Supporting Documentation List
 - EEFs will only be funded for Nevada Health Link activities. Should the Exchange determine that funding was received for other activities the Exchange reserves the right to recoup funds and terminate the award.
 - For example if you work 50 % of the time for NVHL activities you will receive 50% reimbursement.

Performance Measures

- **Outreach**

- Application

- Realistic Goals

- Total projected outreach events anticipated by month
 - How did you come up with this projection?
 - How will this goal be reached?
 - How will you document outreach performance?
 - No PII Please!!

- Monthly Reporting

- Required Information / Documentation

- Actual number of outreach events digital - print media sponsored / attended
 - Documentation to verify reported number of outreach – marketing events

- **Enrollment**

- Application

- Realistic Goals

- Total projected individual enrollment anticipated by month
 - How did you come up with this projection?
 - How will this goal be reached?
 - How will you document enrollment performance?
 - No PII Please!!

- Monthly Reporting

- Required Information / Documentation

- Actual number of individuals enrolled and effectuated
 - Documentation to verify reported number of enrollments



Q & A