



Washington Health Benefit Exchange

In-Person Assister/Navigator Update
April 24, 2014

Certified Assisters

IPA/Navigator	CAC*	Tribal	Total
1773	61	101	1935

*Certified Application Counselor – Not associated with a Lead Organization.
Most often a hospital, clinic or other provider organization



Achievement of Enrollment Targets

	Target through 12-31-14	Actual* 3-31-14
Number of IPA/Navigator Assisted Enrollments	70,000	198,000 (282% OF GOAL)
Percent of all enrollments completed with IPA/Navigator assistance	25%	35%

***Preliminary data**



IPA/Navigator Assisted Enrollments by Type

	System-wide Total 4-1-2014	Navigator Assisted 4-1-2014*	Percent of Total Navigator Assisted
QHP	146,497	23,000	16%
New WAH Enrollees	403,852	175,000	43%
GRAND TOTAL	550,349	198,000	35%

***Preliminary data** through March 31, 2014



Lead Organization Preliminary Results through APRIL 7, 2014	Total Enrollments	Target 12-31-2014	% of Target
Benton-Franklin CAC	14,900	3,036	490%
Better Health Together	27,050	10,026	270%
CHOICE	15,800	6,520	242%
Clark County Public Health	6,250	4,596	136%
Cowlitz Family Health Center	4,400	1,306	337%
Kitsap Public Health District	4,900	2,520	194%
Seattle-King County Public Health	63,500	19,180	331%
Tacoma-Pierce County Health Dept.	16,800	8,050	208%
Whatcom Alliance for Health Advancement	30,000	11,316	265%
Yakima Neighborhood Services	28,800	3,500	822%
TOTALS through April 7, 2014	212,400	70,050	303%

Open Enrollment Challenges

Key feedback from Lead Organizations and IPAs:

1. System performance
2. Lead Organization reports
3. Medicaid renewals



1. System Performance

Action taken:

- Troubleshooting Guide
- Webinars on difficult areas
- Ongoing Lead Organization teleconferences
- Quarterly in-person meetings to identify priority needs
- Lead Org and Navigator newsletters
- Navigator team troubleshooting cases/urgent requests
- Navigator mailbox - triage

Next Steps:

- Training a Navigator Specialist to work Navigator mailbox
- Lead Org “Admin” Role in Healthplanfinder
- System User Guide



2. Lead Organization Reporting

Actions taken:

- Monthly enrollment reports
 - All levels (IPA/Navigator, Navigator Org, Lead Org, Statewide)
 - Enrollment Type (WAH, QHP, Renewals)
 - Zip code/county data

Next Steps:

- Finalize monthly enrollment report
- Add demographics



3. Medicaid Renewals

Impact:

- Unanticipated work/impacted new enrollments
- Not compensated under Lead Org contract
- Many Navigator organizations were not resourced to handle the volume
- Nearly 100,000 renewals completed by IPA/Navigators
- Nobody is turned away

Next steps:

- HCA adding out-stationed eligibility workers
- HCA providing additional call center support through June
- Auto-renewal starting in October 2014



Upcoming Priorities

- Finalize monthly enrollment report and add demographic elements
- Evaluation of 2013-14 open enrollment results (Wakely)
- Navigator Program transition (post-2014)
- Training/recertification of Navigators





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