

# Weekly Reporting Metrics and Reminders

# Federal Navigator Reminders

- Provide Duns Number
- Provide Tax ID
- Complete Workplan by November 30<sup>th</sup>
- Incorporate Social Media
- Navigators must complete 12 one-hour webinars and report brief summary
  - Due the last business day of the month
- Provide IPHCA a copy of all marketing used with CMS dollars

# Reporting Guidelines

- Reports due weekly to Emily Daw ([edaw@indianapca.org](mailto:edaw@indianapca.org))
  - Due 10am EST on Fridays
- Monthly and quarterly reports
- If Navigator does not have metrics to submit, they must submit a “0” report
- Invoices will not be approved if reports have not been turned in
- Reporting is for the current week—Friday through current Thursday.

# Metrics Explained

# 1. Number of federally trained Assistants who are awaiting any applicable state certifications

- Only account for certified federal Navigators who have **not completed** the Indiana Navigator certification.

## 2. Number of consumers who have been assisted with general inquiries about health coverage

- General inquiries where a consumer was assisted with questions related to health coverage may come in the form of:
  - Face-to-face interactions
  - Telephone calls
  - Email inquiries
- This number **should not** include:
  - Questions about a consumer's specific eligibility for health insurance
  - Their enrollment application
  - Assistance with directions to the Navigator's office, or
  - Requests for an appointment

# Examples of General Inquiries

- Consumer asks a Navigator how many plans are available in the state and which insurance companies offer them
- Consumer asks about the definition of common health insurance terms, such as deductible, co-pay, or co-insurance
- **Note:** If a consumer approaches a Navigator and asks whether they would qualify for subsidies based on their family income, this **would NOT** count as a general inquiry, **because the answer is specific to that consumer's situation.**

### 3. Number of consumers who have sought enrollment assistance from an Assister.

- Include the total number of consumers who have asked for enrollment assistance from a federal Navigator
  - May include face-to-face interactions, email inquiries, or telephone calls.
- Enrollment assistance may include:
  - Providing information and/or counseling about a consumer's specific situation
  - Setting up accounts on healthcare.gov
  - Beginning the application process.
- Each consumer interaction may be counted separately, and this number may also include any consumer who sought enrollment assistance during outreach, education, or marketing events.

# Example of Number of Consumers

A consumer comes to you for:

1. An initial appointment on Friday afternoon
2. Returns for additional assistance on Saturday
3. Returns to complete the enrollment process on Sunday



Counts as three (3) separate instances of “number of consumers who have sought enrollment assistance” for the purposes of reporting on this metric.

4. Of the total number of consumers who have sought enrollment assistance from an Assister, provide the number of consumers who have been assisted with:

- Measure breaks down the general category of enrollment assistance under item number three (3) into various subcategories of the type of assistance that a consumer may seek
- For each activity, consider the consumers who have been assisted face-to-face, via email and/or by phone.

## 4.a. Providing education only (no enrollment)

**Include** any consumer assistance that occurs where the Navigator provides education or information in a one-on-one setting that is specific to a consumer's situation, but it does not lead to an actual enrollment.

- Assistance under this metric should be counted per appointment/per family rather than counting each individual who participated in the education session.

## 4.a. Examples

- I. You engage in a counseling session with an individual consumer. You provide information about their health coverage options, but the consumer decides to complete their enrollment activity at another time or even independently. *This interaction would be counted as one (1) under this metric.*
- II. You engage in a counseling session with a married couple, during which you provide them with information about their health coverage options. They decide to go home and discuss their options rather than enrolling during the session. *This interaction would also be counted as one (1) under this metric, rather than two (2).*

## 4.b. Selecting a QHP

- Include any assistance provided with the selection of a QHP to a consumer and/or the consumer's family members.
- If the consumer is representing an entire family, count each family member individually under this metric.

## 4.b. Example

- A family of 5 comes to you for enrollment assistance and the parents are QHP eligible, but the three children are Medicaid/CHIP eligible. As a result, only the parents (2) select a QHP and only they (2) would be reported under this category.

## 4c – Applying for Medicaid/CHIP

- Include only the total number of consumers seeking assistance with **applying** for Medicaid/CHIP.
- If the consumer is representing an entire family, count each family member individually under this metric.
- **Example:** A family of 5 comes to you for enrollment assistance; the parents are QHP eligible, but the three children are Medicaid/CHIP eligible. The parents would not be counted under this category; however, if you are able to provide Medicaid/CHIP enrollment assistance, the children (3) would be reported here.

## 4d – Enrolling in SHOP

- **Intent:** This number should include a count of small business owners (employers), SHOP employees, and their dependents who are applying for health insurance through the SHOP program.
- **Examples:** The following would be counted as “enrolling into SHOP” for purposes of responding to this metric—
- Navigator meets with a small business owner, explains the employer’s options, and ultimately assists the employer with completing account set up, obtaining SHOP eligibility results, creating enrollment criteria, and submitting the employer application.
- Navigator meets with a SHOP employee and/or their dependents and provides assistance to them with viewing their plan option(s) and enrolling in a SHOP plan. If the employee is representing an entire family, count each family member who enrolls in the SHOP plan individually.

## 4.e.i. Medicaid/CHIP (0's)

- **Intent:** This measure includes the number of consumers referred to Medicaid/CHIP either by the Marketplace application process or directly by the Assister based on the consumer's estimated income.
- **Example:** A family of 5 comes to an Assister for enrollment assistance and the parents are QHP eligible, but the three children are deemed Medicaid/CHIP eligible and referred to the state Medicaid/CHIP office. The parents would not be counted under this category; however, the children (3) would be reported here.

## 4.e.i.i. Agents/brokers for Shop assistance

- **Intent:** This number should include the number of consumers referred to agents/brokers for SHOP assistance if the Navigator was unable to fully complete the enrollment process or at the request of the consumer.
- **Example:** Navigator meets with a small business employer and after explaining the employer's options, the employer requests additional information or guidance about whether they should select a specific plan. Navigator refers the employer to an agent/broker to complete the enrollment process.
- To determine when to inform a small business employer about the services agents/brokers provide, assisters should refer to guidance released in February 2015.

## 4.e.i.i. Examples

Typically, referrals should occur if:

- A consumer specifically asks about the services that agents/brokers provide and expresses a desire to talk to an agent/broker; or
- A consumer expresses a desire to receive a recommendation about which plan or type of plan to choose, and if agents and brokers are permitted under state law to make such recommendations.
- As a reminder, Navigators are required to provide information in a fair, accurate, and impartial manner and are prohibited from endorsing or referring consumers to specific agents and brokers. Instead, Navigators should refer consumers to general resources that they can use to search for an agent or broker near where they live. For example, the Find Local Help feature on Healthcare.gov has a searchable listing of agents and brokers who have registered with the Federally-facilitated Marketplace.

## 4.f. Taxes

- **Intent:** Included here should be the number of consumers who sought assistance with tax forms related to their coverage through the Marketplace (ie: 1095-A).

### Examples:

- A consumer receives a 1095-A from the Marketplace describing the APTCs received while enrolled in a Marketplace plan. The consumer requests the Navigator's assistance because the consumer believes the 1095-A is incorrect. Assistance to this consumer would count as having sought assistance with tax forms related to their coverage.
- A consumer comes to the Navigator and reports that receive a 1095-A form was not received, but while enrolled in coverage through the Marketplace APTCs were received. Assistance to this consumer would also count as providing assistance with tax forms related to coverage.
- **Reminder:** If a consumer needs assistance with filing their taxes, they should be directed to a licensed tax preparer or the IRS. This referral **would not** be counted here.

## 4.g. Filing Exemptions

- **Intent:** The measure includes the number of consumers who need assistance with filing exemptions.
- Multiple interactions with the same consumer may be counted separately and this number may include face-to-face interactions, email inquiries, and/or telephone calls.
- **Example:** A consumer comes to you and asks for assistance with filing an exemption because he falls into the coverage gap due to his state not expanding Medicaid. If the consumer comes in three separate times because his documents were not in order, you would report this as three (3) separate instances of providing assistance with filing an exemption.

## 4.h – Other (please provide answer in the comments below, if applicable)

- **Intent:** This field allows Assisters to capture other types of assistance provided to consumers that may not have been listed in the other subcategories of activities.
- The field is a text rather than numerical field and Assisters may provide a brief description of the “other activity” in addition to the name of the activity.

## 5. Number of consumers who have sought post-enrollment assistance from an assister

- **Intent:** The measure reflects the number of consumers who sought help from Assisters after enrollment in health coverage. This assistance may include help with appeals, grievances, insurance company issues, change in circumstance, and other post enrollment activities, regardless of whether the consumer is enrolled in a QHP, Medicaid or CHIP.
- This number may include face-to-face interactions, email inquiries, and/or telephone calls.

## 5. Examples of Post-Enrollment Assistance

### Examples:

- A family comes to a Navigator because they have experienced a change in income since they filled out their application. They believe they may be eligible for more APTC due to a lower income than initially reported. The Navigator helps the family access their application and update their income by reporting a “change in circumstance” which gives them a new APTC.
- A consumer comes to a Navigator because they received a notice from the Marketplace indicating that they have a data matching inconsistency due to a citizenship issue. The Navigator assists the consumer with obtaining the documents needed to verify their citizenship and uploads the documents into their account to resolve the inconsistency.

6. If the consumer resides in a non-Medicaid expansion state, indicate the number of consumers assisted who fall in the coverage gap

- This will always be (0)!

# Outreach, Education, and Marketing

## **Must include the following information:**

- Date
- Type of event (outreach, education, or marketing)
- Event name
- Sponsor/partner
- Event description
- Location
- Number of consumers targeted
- Number of Marketplace applications started
- Type of population-based event
- Point of contact information

# Outreach, Education, and Marketing Cont...

- **Intent:** The intent of this data collection is to describe the type of events in which Assister organizations are participating.
- **Example:** A grantee plans for three events in one week. Two of the events at the local library where Navigators will be present to help consumers create Marketplace accounts and fill out applications. Consumers are encouraged to bring all necessary documents with them to these events. The third event is at the state fair where Navigators will be on hand to answer consumers' questions regarding eligibility, providing educational information, and setting up appointments for consumers who want to meet one-on-one with a Navigator at a later date to start an application and/or enroll.
  - In this instance, the first two events would be reported as outreach/enrollment activities/events and the third would be reported as an education activity/event.

# What is an *Outreach/Enrollment* Event?

**Outreach/Enrollment Activity:** An outreach/enrollment event typically will include information and an opportunity for an individual or group of consumers to ask questions about and apply for enrollment in Marketplace coverage.

- **Example:** Assister organization hosts an event at the local community center where they provide consumers with assistance selecting a qualified health plan, applying for Medicaid/CHIP, enrolling into SHOP, etc.

# What is an *Education* Activity?

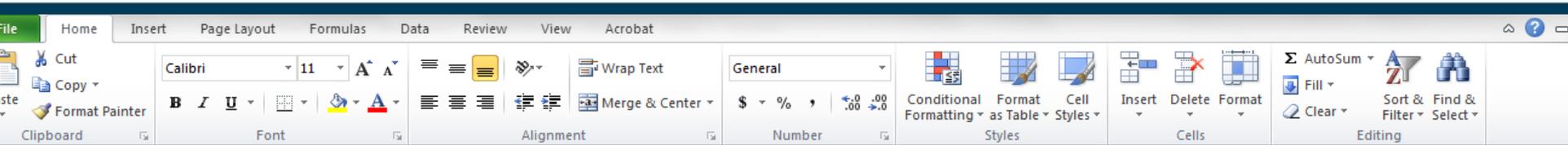
**Education Activity:** An education activity will typically involve the sharing of information necessary for a consumer to make a decision to apply or enroll in health coverage through the Marketplace, or for an organization to raise awareness about Marketplace health coverage and how it works. Enrollment would generally not be offered at these types of activities.

- **Example:** Assister organization hosts an event where they provide information or conducting trainings for consumers about financial help, plan premiums, cost sharing, or ways consumers can get and stay covered.

# What is a *Marketing/Promotion* Activity?

**Marketing/Promotion Activity:** A marketing/promotion activity is any work by the Assister organization to raise awareness about Marketplace health coverage and the consumer assistance available.

- **Example:** Assister organization passes out flyers at the local mall, runs radio ads advertising the Marketplace/their organization, rents space on billboards around town advertising the Marketplace/their organization, provides inserts to the local water company for inclusion in its mailings to consumers, or runs a social media site(s) for their organization's work as an assister.



Of consumers who sought enrollment assistance, provide number of consumers assisted with:													Number of consumers who sought post-enrollment assistance	Number of consumers assisted who fall in the coverage gap
A	B	C	D	E	F	G	H	I	J	K	L	M		
Number of federally trained Assistors who are awaiting any applicable state certification	# Consumers who have been assisted with general inquiries about health coverage	# Consumers who have sought enrollment assistance	Education only (no enrollment)	Selecting a QHP	Applying for Medicaid/CHIP	Enrolling into SHOP	Referrals to Medicaid/CHIP	Referrals to Agents/Brokers	Taxes	Filing Exemptions	Other (Please specify)			
Name(s) of federal Navigator(s):														
Name of Organization:														
Reporting Period:		XX-XX-XX - XX-XX-XX												

File name should follow this format:  
*Organization Name\_WR\_10-30-15*

