

California's Navigator Program

Building on a Model of Proven Success



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Community Health Councils

- ❑ Non-profit community-based health promotion, advocacy and policy organization
- ❑ Mission: to improve health & increase access to quality healthcare for uninsured, under-resourced & underserved populations
- ❑ Policy Areas:
 - Expansion & Quality of Healthcare Coverage (EQHC)
 - Access & Quality of Healthcare
 - Community Health & Education
- ❑ EQHC Projects
 - California Covering Kids & Families
 - LA Access to Health Coverage
 - ❑ CAA Network
 - Access Benefits for Children (ABC) Health Project (South Los Angeles)

ACA & the Navigator Program

- ❑ Intended to help small businesses and individuals understand the options available to them through the Health Benefit Exchange
- ❑ Eligible entities are those who can demonstrate existing relationships or could establish relationships with those likely to be qualified to enroll in a qualified health plan
- ❑ Entities will receive grants from the Exchange operational funds

Navigators will:

- ❑ Engage in public education activities,
- ❑ Fairly and impartially share information,
- ❑ Help public enroll in health plans,
- ❑ Refer enrollee, who has a grievance, complaint, or question to appropriate State agency(ies), and
- ❑ Present information in a culturally and linguistically-considerate manner to people using the Exchange

Cannot be or receive consideration from a health insurer
(in connection with enrollment into a qualified health plan)

Proposed Federal Exchange Regulations Released July 11th:

- ❑ Meet licensing, certification or other standards as determined by the state
- ❑ Not have a conflict of interest during Navigator term
- ❑ Include at least 2 of the types of entities listed in ACA (including a CBO and/or reflect a cross section of organizations)
- ❑ Adhere to standards and requirements including training, referral protocols, and information sharing
- ❑ Could combine funding with federal funding for Medicaid and CHIP activities.

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- ❑ Up and running at the onset of the Exchange program
- ❑ Have a data management system (on Exchange website?)

# California's Navigator Program

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- AB 1602 & SB 900 which created the California Health Benefit Exchange, reaffirms federal law
- The Exchange Board's current Grant proposal will obtain funds to:
  - Evaluate navigator program design and funding options with input from key stakeholders and experts
  - Develop timeline and process for selection and funding of navigators
  - identify organizations and criteria for navigators

# CHC ~ CKF/LA Access

## Recommendation

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In order to implement a seamless system of consumer outreach and enrollment:

- ❑ The Navigator Program should build upon and incorporate the existing statewide network of Enrollment Entities (EE) and Certified Application Assistants (CAA)
- ❑ State training should build on what CAAs receive locally and establish a certification program that all enrollers/Navigators must successfully complete

# CAAs ~ a Strong Model of Success

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- ❑ Started in 1998 part of the State Children's Health Insurance Program (SCHIP) ~ Healthy Families
- ❑ As of March 2011, there are 4,000 enrollment entities (EE) and 23,000 Certified Application Assistants (CAA).
- ❑ The network of EEs in all fifty-eight counties includes CBOs, clinics, school districts and local brokers.
- ❑ Funding varies ~ CAA reimbursements ended in 2009.
- ❑ In FFY 2010 CAAs assisted with
  - 83,952 children who were found eligible and enrolled in HF.
  - 105,552 Annual Eligibility Renewals (AER) resulting in 83,382 children or 79% re-qualifying for the program.



# Bridging the Divide: CAAs

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- Who Are CAA's?
  - Mirror the communities they target and serve
  - Educated, Experienced and Informed
  - Strategically in the community as trusted resources
- What Services Do They Provide?
  - Comprehensive Case Management
    - Outreach, Enrollment, Retention, and Utilization (OERU)
  - Education about & referrals to the local safety net infrastructure and prevention/wellness services
  - Liaison for the client (troubleshooting/consumer assistance)

# Highlight ~ LA County

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- ❑ LA County Children's Health Outreach Initiative (CHOI)
- ❑ Funded through First 5 LA through the Los Angeles Department of Health (LADPH)
- ❑ Funds 14 agencies to provide OERU
- ❑ Funds training for contracted & non-contracted agencies
- ❑ Maintains the CHOI database for case management
- ❑ Positive working relationship with local health care infrastructure (Medi-Cal, health plans, providers)

# Children's Health Outreach Initiative

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- July 2003 – June 2010
  - outreached to 925,263 individuals
  - provided 108,566 referrals
  - completed applications for 249,194
- From July 2008 – June 2010 agencies had
  - 75% approval rate on all applications (68,833)
  - contacted 70% of those confirmed enrolled (51,961) to provide utilization assistance.
- June 2008 retention study showed that 72% of the clients were still enrolled 14mo after enrollment assistance