California’s Navigator Program
Building on a Model of Proven Success

Sonya Vasquez, MSW
Community Health Councils
3731 Stocker St Suite 201
Los Angeles, CA 9008
sonya@chc-inc.org
(323) 295-9372 x235
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-consererate 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.

----------

- Up and running at the onset of the Exchange program
- Have a data management system (on Exchange website?)
California’s Navigator Program

- 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

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

- 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

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

- 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

- 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