

Pinellas County Board of County Commissioners

2018-2019 Work Plan & Timeline | FOA: CA-NAV-18-001

Goal 1: Complete Navigator Training & Certification and Maintain Expertise of Personnel			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
1.1 Successfully complete all required and applicable federal and/or state consumer assistance training.	October 1, 2018	100% of Navigators including the Program Analyst and Program Coordinator will complete the required trainings and pass the certification test annually.	Program Manager, Lisa Freeman
1.2 Schedule weekly conference calls and quarterly in-person meetings and training, when available, with staff members to review policies, procedures, updates, etc., and to answer any staff questions and concerns	September 2018 – September 2019	All staff attend and have an outlet to share experiences with other Navigators, and can provide direct feedback (positive and negative) to program administrators that can help improve the program and consumer experience.	Program Manager, Lisa Freeman
1.3 All Navigators are expected to review the weekly newsletters and participate in CMS webinars when available.	September 2018 – September 2019	Navigators review the most recent updated information provided by CMS on best practices, policy updates, and frequently asked questions.	Program Coordinator, Erin Richards

Goal 2: Provide Navigator Services to Consumers			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
2.1 Implement marketing and communications plan and participate in or host outreach and enrollment events.	October 2018 – September 2019	Reach 60,000 consumers through education and outreach activities, and an additional 2,000,000 through marketing and promotion activities during the entire 2018-2019 budget period	Program Manager, Lisa Freeman Communications staff Program Coordinator, Erin Richards
2.2 Perform outreach and enrollment assistance activities	October 2018 – September 2019	Navigators will assist consumers in 1:1 interactions with 2800 consumers during the entire 2018-2019 budget period (including both specific and general inquiries) as reported to CMS	Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators
2.3 Assist consumers with enrollment or reenrollment in a Qualified Health Plan (QHP)	October 2018 – September 2019	Navigators will assist 550 consumers with enrollment or reenrollment in a QHP during the entire 2018-2019 budget period	Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators

<p>2.4 Provide assistance to consumers applying for or being referred to Medicaid/CHIP</p>	<p>October 2018 – September 2019</p>	<p>Navigators will provide 80 consumers with assistance applying for or being referred to Medicaid/CHIP during the entire 2018-2019 budget period</p>	<p>Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators</p>
<p>2.5 Provide consumers with information and assistance with the additional activities as stated in 45 C.F.R. 155.210(e)</p>	<p>October 2018 – September 2019</p>	<p>Navigators will assist 20 consumers with filing eligibility appeals</p> <p>Navigators will assist 20 consumers with understanding and applying for exemptions from the individual shared responsibility payment</p> <p>Navigators will assist 25 with understanding and assisting with the premium tax reconciliation process</p> <p>Navigators will assist 100 consumers with Exchange-related components of the premium tax reconciliation process, and understanding the availability of IRS resources on this process</p> <p>1900 consumers will be assisted with understanding basic concepts and rights related to health coverage and how to use it</p> <p>Navigators will refer 125 consumers to licensed tax advisors, tax preparers, or other resources for assistance with tax preparation</p>	<p>Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators</p>

		and tax advice related to consumer questions about the Exchange application and enrollment process, exemptions from the requirement to maintain minimum essential coverage and from the individual shared responsibility payment, and premium tax credit reconciliations	
2.6 Refer consumers to other benefit programs, when appropriate	October 2018 – September 2019	100% of consumers who do not sign up through the Exchange for ACA coverage are referred to other benefit programs/services, including association health plans and short-term, limited-duration insurance.	Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators
2.7 Provide information in a fair, accurate and impartial manner	October 2018 – September 2019	Services provided are in a manner consistent with the consumers’ needs (cultural and linguistic, disabilities, languages spoken)	Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators
Goal 3: Maximize Program Impact			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
3.1 Evaluate progress and revise strategies as appropriate with emphasis on reaching individuals in the identified target areas	October 2018 – September 2019	Targeted areas are being saturated through a comprehensive marketing and outreach plan.	Program Manager, Lisa Freeman

of the county with the highest number of “left behind” consumers.			Program Coordinator, Erin Richards
Goal 4: CMS is Informed on Grantee Progress through Timely Grant Reporting/Updates			
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible
5.1. Prepare and Submit Weekly, Monthly, Quarterly, and Annual reporting	September 2018 – September 2019	100% of reports are uploaded to the grants management and HIOS systems on time.	Program Manager, Lisa Freeman Program Coordinator, Erin Richards
5.2. Participate in weekly/bi-weekly conference calls with the Project Officer	September 2018 – September 2019	The County will update the Project Officer regularly of progress to date and incorporate any recommendations.	Program Manager, Lisa Freeman Program Coordinator, Erin Richards