

# Pinellas County Board of County Commissioners

2017-2018 Work Plan & Timeline | FOA: CA-NAV-15-001

<b>Goal 1: Complete Navigator Training &amp; Certification and Maintain Expertise of Personnel</b>			
<b>Key Action Steps</b>	<b>Timeline</b>	<b>Expected Outcome</b>	<b>Person/Area Responsible</b>
1.1 Successfully complete all required and applicable federal and/or state consumer assistance training.	September 2017	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 2017 – September 2018	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 2017 – September 2018	Navigators review the most recent updated information provided by CMS on best practices, policy updates, and frequently asked questions.	Program Coordinator, Erin Richards

<b>Goal 2: Increase Visibility of County Navigator Services</b>			
<b>Key Action Steps</b>	<b>Timeline</b>	<b>Expected Outcome</b>	<b>Person/Area Responsible</b>
2.1 Implement marketing and communications plan and participate in or host outreach and enrollment events.	September 2017 – September 2018	Reach 200,000 consumers through marketing and promotion activities, as reported in Assist Connect, during Open Enrollment November 1, 2017 – December 15, 2017 and a total of 600,000 annually	Program Manager, Lisa Freeman Communications staff Program Coordinator, Erin Richards
2.2 Maintain a physical presence by strategically locating staff in targeted areas of the county where greatest numbers of uninsured may be reached	September 2017 – September 2018	Access to Navigators is within a reasonable distance with the least amount of barriers for those seeking assistance	Program Manager, Lisa Freeman

<b>Goal 3: Provide Navigator Services to Consumers</b>			
<b>Key Action Steps</b>	<b>Timeline</b>	<b>Expected Outcome</b>	<b>Person/Area Responsible</b>
3.1 Perform outreach and enrollment assistance activities	September 2017 – September 2018	Navigators successfully perform all duties outlines for outreach and enrollment assistance activities with one on one consumer interactions (including both general and specific inquiries) to 5500 consumers annually meeting identified goals outlines in the scope of work.	Program Coordinator, Erin Richards  Program Analyst, Pedro Limas  Navigators
3.2 Assist consumers with enrolling/reenrolling in a Qualified Health Plan (QHP)	September 2017 – September 2018	Navigators will assist 600 consumers with enrolling/reenrolling in a QHP during OE5 (November 1 – December 15, 2017) and a total of 800 annually.	Program Coordinator, Erin Richards  Program Analyst, Pedro Limas  Navigators
3.3 Provide information in a fair, accurate and impartial manner	September 2017 – September 2018	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

<p>3.4 Provide post-enrollment assistance to consumers enrolled in health care coverage</p>	<p>September 2017 – September 2018</p>	<p>Consumers maintain their coverage and understand how to utilize the available services</p>	<p>Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators</p>
<p>3.5 Refer consumers to other benefit programs, when appropriate</p>	<p>September 2017 – September 2018</p>	<p>100% of consumers who do not sign up through the Marketplace for ACA coverage are referred to other benefit programs/services. Among those we expect to refer 30 consumers to the state Medicaid/CHIP office during OE5 and a total of 100 annually.</p>	<p>Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators</p>
<p>3.6 Provide assistance to consumers with understanding and using their health insurance (health insurance literacy, locating providers, and billing and payment questions</p>	<p>September 2017 – September 2018</p>	<p>Navigators will provide 1:1 assistance to 2500 consumers annually with understanding and using their health insurance including health insurance literacy, locating providers, and billing and payment questions.</p>	<p>Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators</p>
<p>3.7 Provide assistance to consumers with complex cases (data matching issues (DMI)/ periodic data matching (PDM) issues, SEP eligibility, employers sponsored coverage issues, APTC/CSR assistance)</p>	<p>September 2017 – September 2018</p>	<p>Navigators will provide 1:1 assistance to 225 consumers annually with complex cases including data matching issues (DMI)/periodic data matching (PDM) issues, SEP eligibility, employers sponsored coverage issues, and APTC/CSR assistance.</p>	<p>Program Coordinator, Erin Richards Program Analyst, Pedro Limas Navigators</p>

<b>Goal 4: Maximize Program Impact</b>			
<b>Key Action Steps</b>	<b>Timeline</b>	<b>Expected Outcome</b>	<b>Person/Area Responsible</b>
4.1. Evaluate progress and revise strategies as appropriate with emphasis on reaching individuals in the identified target areas of the county with the highest number of uninsured.	October 2017 – September 2018	Targeted areas are being saturated through a comprehensive marketing and outreach plan.	Program Manager, Lisa Freeman  Program Coordinator, Erin Richards
<b>Goal 5: CMS is Informed on Grantee Progress through Timely Grant Reporting/Updates</b>			
<b>Key Action Steps</b>	<b>Timeline</b>	<b>Expected Outcome</b>	<b>Person/Area Responsible</b>
5.1. Prepare and Submit Weekly, Monthly, Quarterly, and Annual reporting	September 2017 – September 2018	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 2017 – September 2018	The County will update the Project Officer regularly of progress to date and incorporate any recommendations.	Program Manager, Lisa Freeman  Program Coordinator, Erin Richards