

# Pinellas County Board of County Commissioners

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## Project Goals 2017-2018 | Cooperative Agreement to Support Navigators in Federally-Funded and State Partnership Marketplaces

### Pinellas County Project Goals for the 2017-18 Budget Period

- ❖ Number of Navigators: 11
- ❖ Number of Bilingual: 5, 4- Spanish, 1-Haitian Creole/French
  - Number of consumers to be enrolled/reenrolled in a QHP during OE 5 only (11/1-12/15/17): 600
  - Number of consumers to be enrolled reenrolled in a QHP during entire budget year: 800
- ❖ Number of consumers referred to Medicaid/CHIP during OE5 only: 30
- ❖ Number of consumers referred to Medicaid/CHIP during entire budget year: 100
- ❖ Number of consumers reached through marketing and promotion activities, as reported in Assist Connect, during OE5 only: 200,000
- ❖ Number of consumers reached through marketing and promotion activities, as reported in Assist Connect during entire budget year: 600,000
- ❖ Number of 1:1 consumer interactions (including both general and specific inquiries) with consumers as reported in HIOS: 5500
- ❖ Number of 1:1 consumer interactions where Navigators assisted consumers w understanding and using their health insurance (HIOS ques- health insurance literacy, locating providers, and billing and payment questions): 2500
- ❖ Number of 1:1 consumer interactions where Navigators assisted consumers with complex cases (HIOS ques- data matching issues (DMI)/periodic data matching (PDM) issues, SEP eligibility, employers sponsored coverage issues, APTC/CSR assistance): 225