



Open Enrollment and Beyond

The Role of Assisters After Open Enrollment

March 14, 2014



Post Open-Enrollment

- Following the end of open enrollment, in-person assisters, including Navigators and Certified Application Counselors (CACs), will continue many of their existing functions.

Key Role in Three Areas

- 1. Enrollment Assistance:** continuing to assist eligible consumers in enrolling in coverage.
- 2. Post- Enrollment Assistance:** helping consumers with questions related to the utilization of their coverage.
- 3. Outreach and Education:** providing consumers with educational information about the Affordable Care Act (ACA) and health insurance.

Enrollment Assistance

- Expect to assist individuals in several key groups that are able to enroll in coverage
 - Consumers eligible for a Special Enrollment Period (SEP);
 - Consumers eligible for Medicaid/CHIP;
 - American Indians/Alaskan Natives;
 - Consumers transitioning from PCIP; and
 - Small businesses wanting to enroll employees in SHOP (Navigators).

Post- Enrollment Assistance

- Expect to continue and enhance efforts to help consumers navigate the health insurance and health care system.
- This includes helping consumers to
 - Understand and use their health care coverage;
 - Understand their rights as health care consumers;
 - Appeal eligibility and coverage decisions; and
 - Report a change in circumstance and navigate subsequent eligibility redeterminations.

Outreach and Education

- Expect to continue to educate consumers about the benefits of the ACA in preparation for the 2015 Enrollment Cycle.
- This includes:
 - Building trust in your communities;
 - Building and strengthening community partnerships and local coalitions; and
 - Reflecting on what worked and what didn't work in 2014.

Navigator and CAC program in 2015

Section 1311(i) of the Affordable Care Act requires each Marketplace to develop and implement Navigator grant programs.

45 CFR § 155.225(a) requires each Marketplace to have a certified application counselor program.

Ongoing CMS Engagement and Support

- Assister Calls and Newsletter
- Assister Page on [Marketplace.cms.gov](https://marketplace.cms.gov)
- Navigator Project Officers
- Regional Office Staff

Planned Technical Assistance Topics

Time Period	Topic
Early Spring	Role of Assisters post-Open Enrollment
Summer	Deep Dives on specific topics including special populations, SHOP, best practices, etc.
Early Fall	Planning for 2015 Open Enrollment
2015 Open Enrollment	Latest information and updates on issues affecting consumers

Note: Topics tentative and subject to change 9

Assister Feedback

- **Assister Calls and Newsletter**
 - What topics are most pertinent to you in the remaining two weeks of open enrollment?
 - What topics would you like us to cover after open enrollment?
- **CMS Assister Technical Assistance Efforts**
 - Are the calls and newsletter effective communication methods?
 - How would you like us to improve the calls and newsletters?

Assister Feedback (cont.)

- If you are a Navigator grantee, please inform your Navigator project officer.
- If you are a CAC designated organization, please send an email with the subject line “Assister TA Feedback” to CACQuestions@cms.hhs.gov.