

# Navigator Program: Navigator Certification, Recertification and Decertification processes

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# Agenda | Topics of Discussion

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- I. Welcome and Reintroductions
- II. Review of May Steering Committee Decisions
- III. Research/Alternatives Analysis Report - Navigator Certification, Recertification, and Decertification
- IV. Definitions Brainstorming
  - Conflict of Interest
  - Professionally accepted ethical standards
- V. Other
  - Training topics
  - Subgroup

# Steering Committee | May Decision

Consumer Assistance Advisory Committee

Recommendations

FFE Partnership Steering Committee

Recommendations

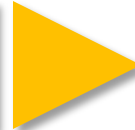
AID Commissioner

Decision

Implement

# Roadmap | Topic #2

|           |                               |
|-----------|-------------------------------|
| May       | Navigator Eligibility         |
| June      | Certification Standards       |
| July      | Grant Application Process     |
| August    | Funding Options               |
| September | Performance Measurement       |
| October   | Training                      |
| November  | On-Going Navigator Monitoring |



The Committee will make recommendations related to:

- Affirmation of Federal certification and recertification standards.
- Additional certification standards for Arkansas Navigators

# Navigator Certification | Definitions

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- Arkansas' Navigator Program will consist of two types of Navigators
  - **Individual Navigators** - who will be working directly with consumers to educate and guide them through the health care system
  - **Navigator Entities** – Navigator entities will employ or contract with individual Navigators but individual Navigators may also work independently.
- Navigator Certification applies to Individual Navigators.
- Navigator Entities will apply to become Navigator Grantees by completing an application(next month's topic).

# Navigator Certification | Considerations

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Individual Navigators can attest that:

- They are not a health insurance issuer; subsidiary of a health insurance issuer, or an association that includes members of or lobbies on behalf of the insurance industry health insurance issuer;
- They do not receive any direct or indirect payments from any health insurance issuer in connection with the enrollment of any qualified individuals or qualified employees in a Qualified Health Plan (QHP);
- They do not receive any compensation of any kind from any other entity for enrolling individuals in health plans;

# Navigator Certification | Considerations

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## Attestation cont'd:

- Disclosure of any past compensation received from plans, reason for compensation, and whether or not there is a desire to receive future compensation from any plan or insurer in the health care community;
- A commitment to full participation in required initial and on-going training;
- A commitment that the Navigator will not provide financial incentives to potential health coverage consumers, such as rebates or giveaways;
- The Navigator will agree to a criminal background check in accordance with State and Federal rules; and

# Navigator Certification | Considerations

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## Attestation cont'd:

- The Navigator will agree to put consumer safety first in carrying out the duties of the Navigator.
- The Navigator is a legal resident of Arkansas.
- The Navigator is at X years of Age (18 or 21?)
- The Navigator can demonstrate basic computer and internet skills
- The Navigator can provide references
- Other?



# Navigator Certification | Considerations

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For insurance brokers or producers, attestations should include:

- Disclosure of the fact that you are a licensed broker or a licensed producer and an explanation of how you will meet the terms of Federal regulations regarding Navigator participation, including how you will prevent a conflict of interest.

# Navigator Certification | Considerations

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## Training

- Before final certification Individual Navigators should be expected to attend state-administered Navigator Trainings.
- Although the topic of training is not scheduled until October, the co-chairs began to identify possible training competencies that Navigators should possess (see hand-out)

# Navigator Certification | Considerations

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## *Discussion*

# Navigator Re-Certification|Considerations

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The re-certification process should include:

- Reaffirmation of the attestations required for initial certification;
- Changes to any elements provided in the initial certification process;
- Compliance with all state training and reporting requirements;

# Navigator Re-Certification|Considerations

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Cont'd:

- A review of the services provided during the previous year and the performance of the individual Navigator during that time;
- A review of complaints, the disposition of the complaints, and their resolutions;
- Navigator performance; and,
- Other?

# Navigator Re-Certification|Considerations

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## *Discussion*

# Navigator De-Certification|Considerations

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The de-certification process should include:

- Navigator does not meet specific quality and other standards;
- Navigator demonstrates conduct that he/she is not operating within professionally-accepted ethical standards;
- There has been a change in status of any of the attestations that result in the Navigator not meeting requirements for participation;
- Consumer complaints about the Navigator that were not resolved or corrected with a corrective action plan;

# Navigator De-Certification|Considerations

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## *Discussion*



## Conflict of Interest

- Any private or personal interest sufficient to influence or appear to influence the objective exercise of the individual's official or professional responsibilities.

**Is this sufficient for a definition or would you add to it?**

# Navigator Certification | Defining Terms

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## Professionally Accepted Ethical Standards

- Each consumer is treated with respect, acceptance and dignity
- The Navigator will not knowingly misrepresent applicant eligibility information
- Misrepresentation of capability to act as Navigator, and noncompliance with certification standards

# Navigator Certification | Defining Terms

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## Professionally Accepted Ethical Standards

- The Navigator will protect the client's right to privacy and confidentiality
- The Navigator will protect the integrity, safety, and security of client records
- The Navigator will provide services without discrimination or preference based on age, ethnicity, culture, race, disability, gender, religion, sexual orientation or socioeconomic status

# Navigator Certification | Defining Terms

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## Professionally Accepted Ethical Standards

- The Navigator will respect individuals and groups, their cultures and beliefs.
- Navigators will act with integrity, honesty, genuineness, and objectivity

# Navigator Certification | Defining Terms

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## *Discussion*

# Navigator Program | Sub-Group

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The purpose of the Navigator Recruitment Sub-Work Group is to:

- Generate interest in Navigator participation for the exchange to decrease the number of uninsured consumers in Arkansas.
- Identify possible Navigator Grantees and Individuals
- Approach them to discuss the exchange and the purpose of the Navigator program with the goal of recruiting grantees and Individual navigators to provide the services.

# Navigator Eligibility | Next Steps

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- Organize Consumer Assistance Advisory Committee comments and recommendations;
- Draft Consumer Assistance Advisory Committee Recommendations;
- Attach Committee Recommendations to Research/Alternatives Report - Submit to FFE Partnership Steering Committee;
- FFE Partnership Steering Committee Meeting on Thursday, June 28, 2012.

# Roadmap | Topic #3

|           |                               |
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The Committee will make recommendations related to:

- Features of the application to ensure quality control and integrity.
- Application processes and policies.



# Questions? | PCG Contacts

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