



NC Get Covered Coalition Meeting
Updates on Navigator Funding, CDO Application Process, and Ambetter's Plans for OE6
Friday, September 21, 2018, 10:00 - 11:30 a.m.
North Carolina Institute of Medicine
630 Davis Drive, Ste. 100, Morrisville, NC 27560

Meeting Notes

Getting to Know NC's Newest ACA Carrier + Q&A

Jeremy Gillespie, Supervisor, Navigator Support, Centene's Ambetter

- **See attached PowerPoint slides.**
- Ambetter will be in 18 states – NC, TN, SC and PA are new
- They work with lower-income, at-risk populations (partners well with Navigators/CACs)
- ACA is a huge part of their business
- Small footprint in NC but this is typical for Ambetter – Start with conservative footprint and then expand
- Can use My Health Pays Reward card for some expenses (\$125 per member)
- **Q&A**
- *Will you be in Wake County in 2019?*
 - Yes, Wake and Durham counties.
- *How does Ambetter's expansion work? Piece by piece or statewide?*
 - We always go where the most members are, where there are good networks/ partnerships and then expand; we start in urban areas and then move to rural. Every state is different, however.
- *Are you aware of a program out of United Way called Premium Help?*
 - No, I'm not. (Willona will put Jeremy in touch with staff at Premium Help. She will also make sure Premium Help is accepting new consumers at this time.)

Navigator Funding Updates + Q&A

Jan Plummer, Coordinator, Certified Marketplace Navigator Program, Mountain Projects, Inc.

- **See attached PowerPoint slides.**
- Mountain Projects did not receive 2018-2019 Navigator funding. However, they received final CAC Designated Organization (CDO) approval on 8/28/18 as well as bridge funding to temporarily support their ACA-related efforts.
- Mountain Projects also applied for alternative funding to sustain their CDO efforts throughout the year.

Mark Van Arnem, Co-Director, NC Navigator Program, Legal Aid of North Carolina

- Legal Aid of North Carolina is the fiscal home for the NC Navigator Consortium
- Saw a drastic cut in funding from last year/ Awarded full \$500k for 2018-2019
- Plan to be in all 100 counties
- Looking to identify alternative funding – Talking to the Kate B. Reynolds Charitable Trust, The Duke Endowment, etc.

- Secured CDO designation – Can continue to operate if they run out of Navigator dollars
- Working to get the word out across the state that open enrollment is coming
 - Call toll-free # (1-855-733-3711) or visit NCNavigator.net to schedule a free appointment with a local in-person assister
 - Slashed advertising 90% last year – We must all work together to spread the word!

CDO Application Process: Quick Reminders + Q&A

April Morgan, Outreach and Enrollment Coordinator, NC Community Health Center Association

- **See attached PowerPoint slides.**
- Deadline to apply for CDO status was September 14, 2018; next opportunity not until summer 2019.
- Stories of people who thought they applied but CMS never received their application. If your information was received, you will get an email from CMS.
- If your application is approved, you'll get a Welcome package in the form of a final approval email – "CDO Agreement Approved." If you haven't received this email, you're not yet a CDO.
- **Q&A**
- Once you've been assigned your CAC number, you can complete the training.
- Remember to go back and correct any inaccurate auto-populated information.
- If you need to create additional certificates with unique IDs, please see your Welcome packet.

Partner Announcements/ Open Discussion

- *Sherie Bryan, Health Plans Raleigh:*
 - Training is very important this year, especially with a new carrier coming in so late.
 - Frustrated by funding cuts; consumers aren't going to do well on their own.
 - Would like to partner more with Navigators and Certified Application Counselors
 - Good year for joint events (e.g., WRAL phone-a-thon)
 - Agents and brokers can usually continue enrolling consumers even when the Marketplace is down.
- *April Morgan, NC Community Health Center Association:*
 - Working with Navigator Consortium and NC Get Covered to provide training opportunities to in-person assisters
 - New assister training on 10/17 (capacity is limited – Deadline to register 10/3)
 - Plan Selection Webinar on 10/9
- *Jennifer Grady, Blue Cross and Blue Shield of North Carolina:*
 - The National Association of Insurance Commissioners (NAIC) is developing a tool to help assist with open enrollment by allowing consumers to compare plans.
 - The tool will ask basic questions about each policy, like duration, whether pre-existing conditions are covered, and whether the policy includes a network.
 - It also allows consumers to compare categories of benefits and benefit limits, as well as cost sharing and premium amounts.
 - It is expected that once finalized, the tool will be available on the NAIC and/or state Department of Insurance websites.
 - Not sure if the tool will be state-specific
- *Joe Langley, UNC Wayne Health*
 - Need enrollment assisters to help with an enrollment event at UNC Wayne Health.
 - UNC Johnston has also agreed to host an event.

- *Sherry Hay, UNC Family Medicine*
 - UNC Health Care received its CDO designation.
 - Looking to build capacity/ Will work with Legal Aid of North Carolina again this year
 - UNC's Student Health Action Coalition (SHAC) is getting folks trained through CDO application and Piedmont Health Services.
- *Willona Stallings, Care Share Health Alliance/NC Get Covered*
 - NC Get Covered received an anonymous donation to support its statewide efforts around the ACA. Most of the money will go towards media and advertising (e.g. digital ads, PSAs, etc.) as well as a statewide conference for in-person assisters.
 - Willona also shared information about upcoming training opportunities for assisters.
- *Mark Van Arnam, Legal Aid of North Carolina*
 - Working on phone-a-thons in the Triad area – Need help in Charlotte, Asheville, and Northeastern areas
- *Cheryl Hallock, Access East, Inc.*
 - CMS announced extensions due to recent storms. As of 9/21, extended dates hadn't been shared yet.

Wrap-Up & Next Steps

- NC Get Covered may cancel its October coalition meeting because of the statewide conference. A final decision will be made soon and shared with coalition partners.

Thank you for your support!