



Changes in 2017

- Began outreach earlier
- Offered later appointments
- Increased available appointments throughout the day

Success

- Open communication between team members
- Keeping each other accountable

Community Connected Care.



Success Stories

- Consumer with a grandfather plan, ending 12-31-17, had never considered viewing his options through the Marketplace. His plan was anticipated to triple for 2018 coverage. We reviewed his plan options and he was able to select and enroll in an ACA plan with a \$0 monthly premium.
 - In collaboration with our HIV Community Program and through their awarded grant funds, navigators were able to educate patients and enroll consumers in an ACA plan. With the available funds, the HIV program was able to sponsor their monthly premiums.
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