# *Assistance Network*

Finance Committee Meeting

Framework for Assistance Network

- The Assistance Network was created to provide education, outreach and in person assistance by
  - o Establishing geographic reach,
  - o Leveraging community trust, relationships and partnerships
  - o Capitalizing on organizational expertise to find and serve target populations
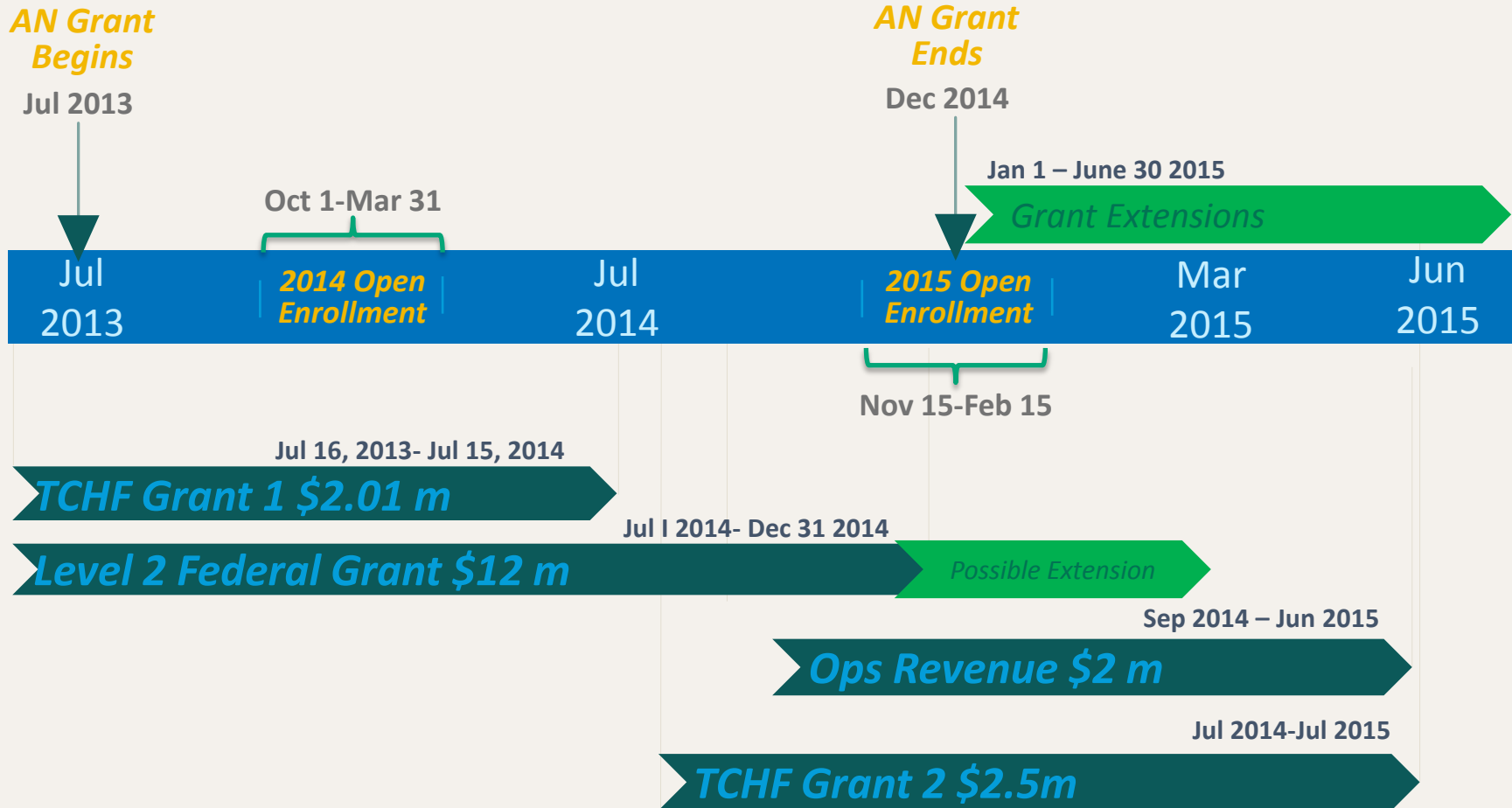
Assistance Network
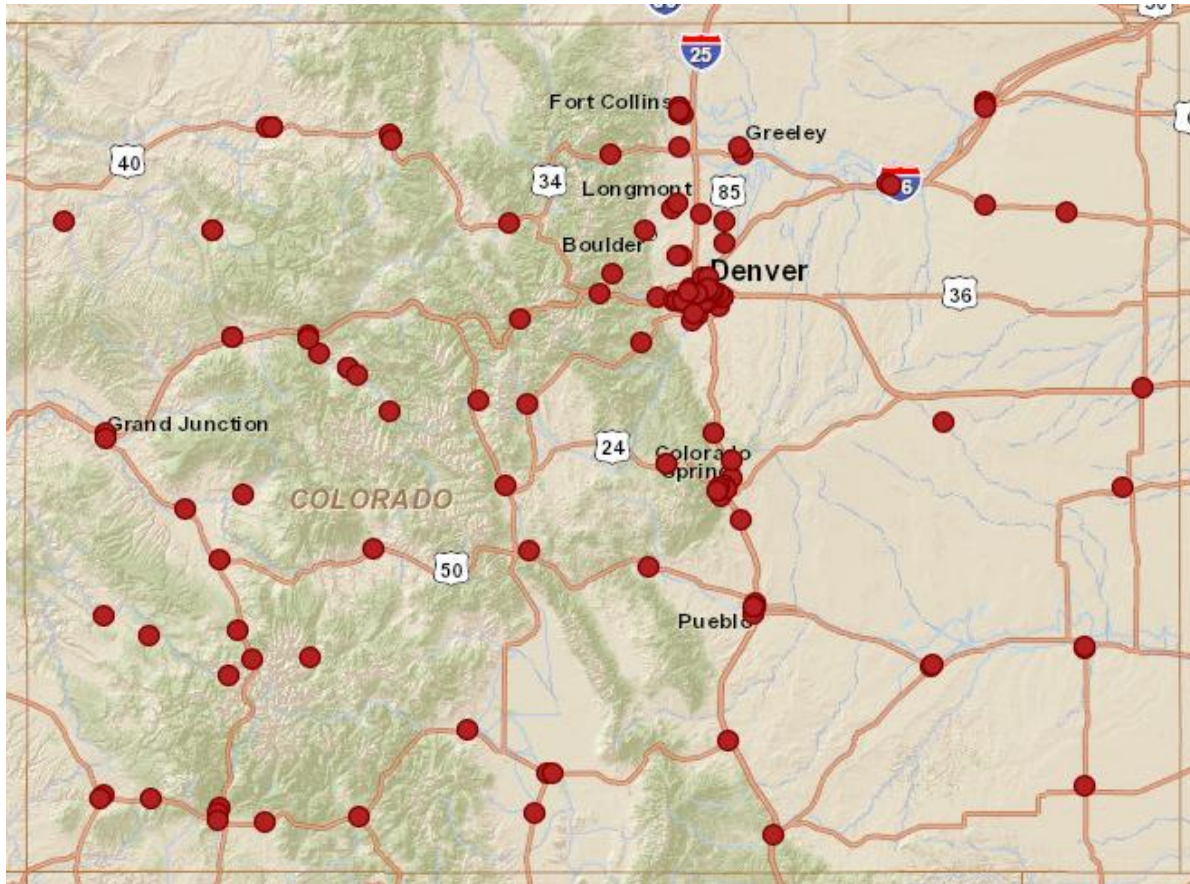
Strengths

- Local presence and visibility in communities throughout the state.

- Strategic partnerships.

- Community trust.

- Geographic, Community and Cultural Relevance.

- Commitment to Health Coverage.

- Ability to serve vulnerable communities.

- Access to the uninsured.

- Relationship building.

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Funding and Grant Timelines

AN Grant Begins
Jul 2013

AN Grant Ends
Dec 2014

Oct 1-Mar 31

Jan 1 – June 30 2015
Grant Extensions

| Jul 2013 | 2014 Open Enrollment | Jul 2014 | 2015 Open Enrollment | Mar 2015 | Jun 2015 |

Nov 15-Feb 15

Jul 16, 2013- Jul 15, 2014
TCHF Grant 1 $2.01 m

Jul I 2014- Dec 31 2014
Level 2 Federal Grant $12 m — Possible Extension

Sep 2014 – Jun 2015
Ops Revenue $2 m

Jul 2014-Jul 2015
TCHF Grant 2 $2.5m

Funding and Grant Timelines

- Assistance Network grants awarded for July 2013-December 2014
  - Initial grant period was 18 months to allow for continuity from the first to the second open enrollment period and for development of presence as an Assistance Site and staff expertise
  - Grant extensions to be offered due to shift in open enrollment timing and funding strategy, through June 2015.
- Various funding streams support Assistance Network grants
  - Federal grant, through 2014 (possible extension)
  - Colorado Health Foundation grants, 2013-14 and 2014-15
  - C4HCO revenue

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Assistance Network Metrics

- Total number of Assistance Sites currently: 53 (51 with grant funding)
- Total number of Assistance Site locations: ~150
- Total number of Health Coverage Guides, supervisors, outreach staff and administrators trained: 890
- Total number of Health Coverage Guides currently certified: 440
- Approx. Marketplace Enrollments: 8542
- Total number of people reached through outreach events July-March: 111,241

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Assistance Network Post OEP Activities

- Life change events enrollments (Medicaid terminations, loss of employer coverage, etc.)
- Life change event education and outreach to institutions and organizations likely to experience life changes
- Ongoing outreach to promote Marketplace awareness
- Health insurance basics education
- "Coverage to Care" education
- Post enrollment troubleshooting support
- Training refreshes, project planning for upcoming open enrollment
- C4HCO: ongoing support, issue resolution, supplemental training webinars, site visits and coaching for Assistance Sites that are not achieving expected outcomes
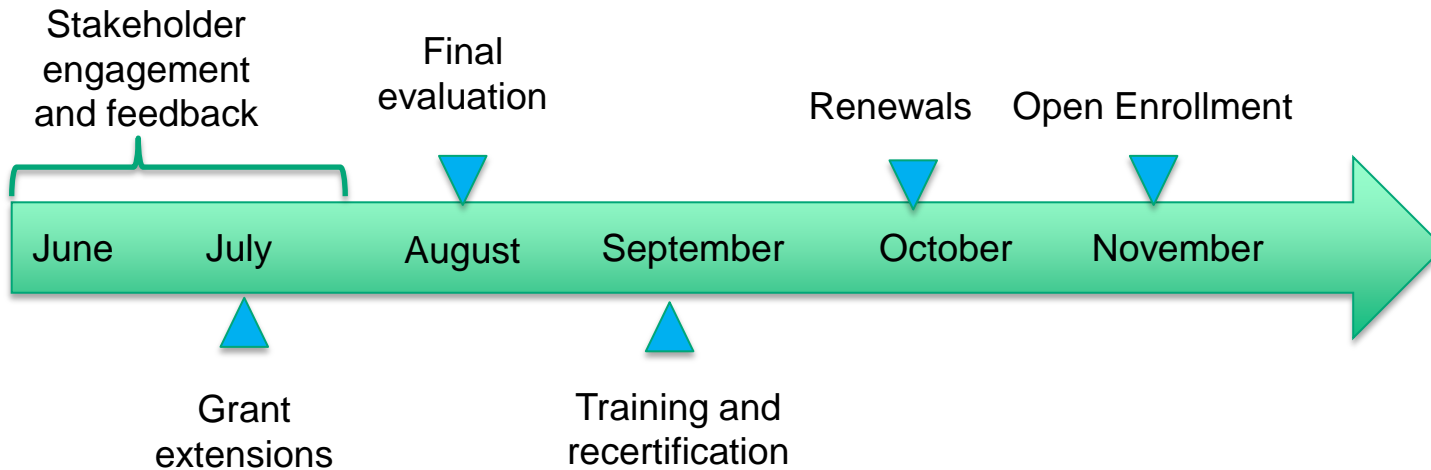
Assistance Network Reporting and Evaluation

- Quarterly reports (before and during open enrollment); Monthly reporting post open enrollment
- Quantitative
  - Number of in person assistance encounters
  - Number of light touch and high touch outreach efforts
  - Number of individuals reached through education and outreach
  - Target populations reached
  - Number of enrollments
- Experiential
  - Successes and barriers, client stories
  - Target populations
  - Types of efforts undertaken on education, outreach, enrollment, etc.
  - Customer satisfaction
- Financial
  - Reimbursement requests
  - Timesheets with outreach, enrollment, admin break outs
- Evaluation related site visits to targeted sites to understand success factors
- Focus on learning and establishing a metrics baseline
- Final evaluation report: August

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Assistance Network Measures

- Metrics
  - In person assistance
  - Enrollment
  - Targeted outreach
  - Customer Satisfaction
  - Reporting/engagement with Connect for Health Colorado
- Establishing baseline
- Working towards an objective methodology that balances funding, FTE, harder to reach/high touch customer base

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Looking ahead: Upcoming milestones

Stakeholder engagement and feedback

Final evaluation

Renewals

Open Enrollment

June | July | August | September | October | November

Grant extensions

Training and recertification

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Assistance Site Grant Extension

- Change to 2015 Open Enrollment Period

- Shift in grant cycle timing

- 6 month extension with opportunity for grant adjustment

- Letters and Grant Agreement Extension Amendments to go out in coming weeks

- Will work with Assistance Sites on appropriate funding levels

Looking Ahead: 2015-16 grant

- July 2015-June 2016 grant cycle

- FOA expected early 2015 (late Feb-early Mar)

- Stakeholder engagement
  - Assistance Network Program Managers June 10-11
  - Rural Regions Advisory Group June 24
  - Individual Experience Advisory Group July 29

- Key elements for feedback
  - Program structure (C4HCO→Regional Hubs→Assistance Sites)
  - Assistance Site scope of work,
  - Health Coverage Guide role and core competencies

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Considerations: 2015-16 grant

- Move to a one year grant cycle
- Analytics driven performance management
- Improve targeting using data and analytics
- More effective and efficient service to rural areas
- Need for additional bilingual HCGs and maintaining ability to serve diverse customers in a culturally and linguistically appropriate way
- Need to renew current customers; new customers harder to find
- There will always be customers requiring in-person assistance
- Maintaining presence in some communities crucial to success
- Investment in training & staff development v. work flow fluctuations
- Extensiveness of additional training and knowledge requirements
- Case management or patient navigator role for HCGs
- Balance mission based orientation of community organizations
- Balance no wrong door approach

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