Navigator Program Engagement Webinar #4

Thursday, February 13, 2020
9:30 am – 10:30 am

Outreach & Sales Division | Account Services Team

Webinar Housekeeping

Recording

- Today's webinar session will be recorded.

Participants

- Please use the dial-in feature.

- Select the "Raise Your Hands" icon feature if you would like to speak. We will unmute you and announce your name to speak.

Notetakers

- We will have notetakers to document your feedback and comments.

Technical Difficulties

- Submit technical difficulty comments/questions via chat feature so we can assist you.

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Agenda

1. Round Tables

2. Compliance Site Visits

3. General Program/Unit Updates

4. Questions/Comments

5. Next Steps

Navigator Program:
Round Tables

Round Table

- Southern California event

  o February 19 – Santa Ana

- Northern California event

  o February 26 - Sacramento

- EventBrite email invites went out to all Navigators

  o Primary Contacts and Authorized contacts

  o Difficulty accessing links or registering?

    - Please contact your Account Rep immediately after this webinar

Navigator Program:
Compliance Site Visits

Compliance Site Visits

- Compliance Site Visit ensures compliance with agreement:

  - Performance standards

  - Applicable laws and regulations

  - Service activities

- Will review and discuss items in the Contract Monitoring Checklist

- Will review Enrollment Assistance Authorization Forms

- Will provide an opportunity for clarification, technical assistance and feedback

Compliance Site Visits

Timeline:	Approx
• Verbal Schedule	45 days
• Entrance Letter	30 days
• Contract Review/Preparations	30 days
• Current Productivity Report	15 days
• Courtesy/Reminder Email/Call	5 days

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Compliance Site Visits

- Compliance Site Visit must be with Authorized or Primary contact

- Account Representatives will contact Navigators to confirm date

- Covered CA will upload to My Files section of SalesForce a list of

  Enrollment Assistance Authorization Forms to be ready for review

  - List will be randomized

  - List will include enrollees handled by any sub-grantee

  - List will be provided minimum of 7-10 days prior to the site visit

Navigator Program:
Program/Unit Updates

Navigator Program Updates

- Productivity Report
  - Data warehouse issues continue – MediCal numbers affected
  - Report issued during January covered up to December 31
  - January Productivity report update
  - Passive Renewal numbers

- Account Services Staff Changes
  - Section Manager position was advertised, applications have closed
  - Account Representative coverage

- Engagement Webinar #3
  - Resources available on Navigator web site

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Navigator Program:
Questions/Comments

Feedback and Comments

- Click on the icon, "Raise Your Hands"
- We will unmute you and announce your name to speak

OR

- Type your comments in the "chat box" and we will share it out.

Next Steps

- Release an FAQ based on this session

- Communicate a date and time for the next engagement webinar

- Continue to collect feedback and enhance Navigator program

Thank You!