



# THE NAVIGATOR PROGRAM

**Request For Application (RFA) 2018/19 – 2021/22**

**Proposed Funding Model - Presentation for Stakeholder Comment**

**June 11, 2018**

Peter V Lee  
Executive Director

Terri Convey  
Outreach & Sales Director

# Key Principles for the proposed Navigator Grant Program 2018/19 – 2021/22

# 1

## EVERY CONSUMER COUNTS

Built on 5 years of good community-based enrollment. All effectuated enrollment counts towards goal - includes new, active and passive renewals.

# 2

## PERFORMANCE-BASED CONTRACTING

Grant award based on enrollment, outreach and education activities.

# 3

## 80% OF GRANT PAYMENTS TIED TO ACTIVITY REPORTS

Four equal bi-monthly payments fund underserved enrollment, outreach and education activities.

# Key Principles for the proposed Navigator Grant Program 2018/19 – 2021/22

## 4

**20% OF GRANT GOES UP / GOES DOWN BASED ON ENROLLMENT PERFORMANCE**

Eligible incentive increases/decreases based on enrollment. Can earn up to 100% of the eligible incentive.

## 5

**NAVIGATOR PROGRAM FOR 3 YEARS / 2018/19 – 2021/22**

Goals and funding refreshed annually. Adjustments for targeted outreach and new entities.

## 6

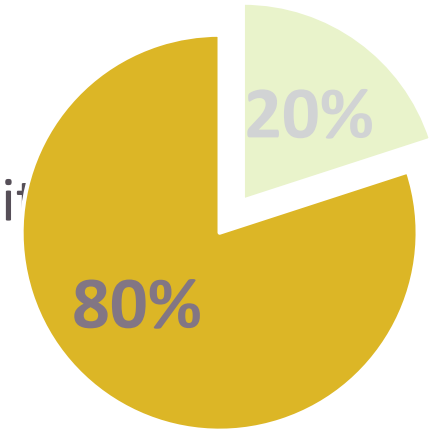
**LIMITED EXPANSION TO CONTINUE TO MEET NEEDS OF TARGETED POPULATIONS**

May augment and/or add new navigators to the existing program to serve new targeted areas.

# Proposed Navigator Program funds enrollment, outreach and education activities. Payment based on bi-monthly reports.

## Core responsibilities

- Providing guidance about eligibility and health plan selection
- Assisting and refer consumers to available programs based on eligibility
- Providing culturally and linguistically appropriate help
- Maintaining visible physical presence for Covered California in local communities
- Sponsoring, conducting or attending outreach events and activities
- Providing enrollment and renewal assistance
- Providing post-enrollment support to ensure successful & continuous enrollment
- Educating consumers on health plan programs and features
- Conducting local earned media and potentially paid promotion
- Providing voter registration guidance



# Potential renewing navigator grant awards based on enrollment history

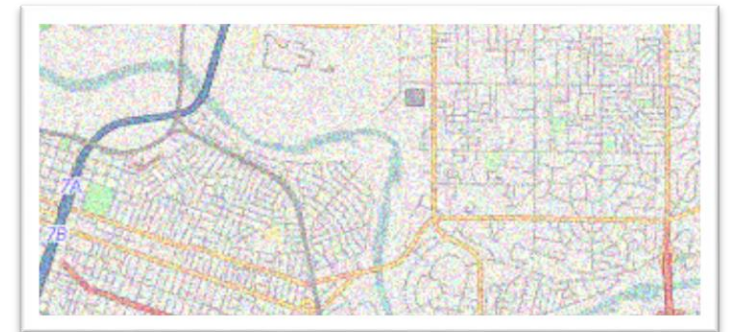
## Funding levels

Award Amount	Goal
\$50,000	404
\$125,000	975
\$200,000	1541

- Potential grant awards based on prior years performance (for those renewed)
- 2018/19 funding based on all effectuated enrollment including new, active and passive to determine "targeted" enrollment
- Year-to-year adjustments to funding allocations may be made for outreach to targeted communities and for significant changes in enrollment performance with potential to have funding increased or decreased

# New awards – based on areas currently underserved or not served at all

- Covered California will continue its funding strategy of focusing on underserved groups and communities including based on geography, (urban/rural) communities, Latinos, African-Americans, Asians and LGBTQ — based on assessment of enrollment and agent or other resources available
- Award adjustments may be given to new and renewing respondents who demonstrate an ability to reach and enroll underserved populations
- New navigators may be eligible for an increased funding adjustment in 2019/20 based on demonstrated efforts to reach new underserved populations



# How proposed Navigator Incentive Plan works

Grant Award  
**\$50,000**

20% funding eligible for enrollment incentive  
**\$10,000**

Specific Navigator Enrollment goal  
**400\***

Enrollment	Eligible Incentive \$10,000/400	Pays
800+	\$25	\$20,000
600	\$25	\$15,000
400	\$25	\$10,000
200	\$25	\$5,000
0	\$25	\$0

- Can earn up to 100% of eligible incentive
- Payment adjusts up or down based on actual enrollment
- Counts all effectuated enrollment including new, active and passive renewals

\* For 2018/19, navigator goals will be adjusted down 12% to account for no individual penalty in 2019

# How proposed Navigator Incentive Plan works

Grant Award

\$125,000

20% funding eligible for enrollment incentive

\$25,000

Specific Navigator Enrollment goal

1,000\*

Enrollment	Eligible Incentive \$25,000/1000	Pays
2000+	\$25	\$50,000
1500	\$25	\$37,500
1000	\$25	\$25,000
500	\$25	\$12,500
0	\$25	\$0

- Can earn up to 100% of eligible incentive
- Payment adjusts up or down based on actual enrollment
- Counts all effectuated enrollment including new, active and passive renewals

\* For 208/19, navigator goals will be adjusted down 12% to account for no individual penalty in 2019



# How proposed Navigator Incentive Plan works

Grant Award	20% funding eligible for enrollment incentive	Specific Navigator Enrollment goal
<b>\$200,000</b>	<b>\$40,000</b>	<b>1,600*</b>

Enrollment	Eligible Incentive \$40,000/1600	Pays
3200+	\$25	\$80,000
2400	\$25	\$60,000
1600	\$25	\$40,000
800	\$25	\$20,000
0	\$25	\$0

- Can earn up to 100% of eligible incentive
- Payment adjusts up or down based on actual enrollment
- Counts all effectuated enrollment including new, active and passive renewals

\* For 2018/19 - navigator goals will be adjusted down 12% to account for no individual penalty in 2019

# Calendar

Activity	Date
Board reviews the Navigator Request for Application (RFA) Proposal	May 17, 2018
Post Navigator RFA Draft	May 21, 2018
Public Stakeholder Comments from Navigator Community through Webinar and electronic submission	May 24, 2018 – May 31, 2018
Conduct Public Stakeholder Comments Webinar	May 25, 2018
Last Day to Submit Stakeholder Inquiries, Questions, and Comments	May 31, 2018
Response to Questions Posted on Exchange Website	June 4, 2018
Public Stakeholder Comments from Navigator Community through Webinar and electronic submission	June 11, 2018 – June 12, 2018
<b>Final comments due <a href="mailto:CommunityPartners@covered.ca.gov">via email to CommunityPartners@covered.ca.gov</a> by 5:00 pm</b>	June 12, 2018
Board Approves the Navigator RFA Proposal at the \$6,675,000 amount and funding model structure	June 14, 2018
Release Navigator RFA	June 15, 2018
RFA Application including all Attachments (Workplan, LOI, Sub Agreements) Due	July 16, 2018
Grant Application, Evaluation, Selection, and Negotiation Process	July 17, 2018 – August 10, 2018
Notification of Intent to Award Posted on the Exchange's Website	August 17, 2018
Last Day to Submit Protest	August 24, 2018
Navigator Grant Award Period	September 1, 2018 – August 31, 2021

# APPENDIX

# 2018/19 projected award rates using current enrollment effectuations

Projected funding recommendations based on current modeling: **subject to change**

# of Awards	Range of 2017-18 Effectuations	Funding Level
2	Over 4,500	\$500,000
1	4,000-4,500	\$475,000
1	3,500-4,000	\$450,000
1	3,100-3,500	\$375,000
1	2,500-3,100	\$350,000
1	2,250-2,500	\$275,000
1	1,750-2,250	\$250,000
5	1,500-1,750	\$200,000
1	1,400-1,500	\$175,000
2	1,250-1,400	\$150,000
1	1,000-1,250	\$125,000
3	800-1,000	\$100,000
8	520-800	\$75,000
15	Below 520	\$50,000