

# Assister Updates MTF – October 2016

# Agenda

- Certified Application Counselor 2017 Recertification
- MAhealthconnector.org Assister Portal
- Questions

# CAC 2017 Recertification

# CAC 2017 Recertification

- Annual Recertification is federally mandated
- Current Certification valid until December 15, 2016
- Recertification period: November 15 to December 15, 2016
- Plans for CAC Recertification this Fall – *much briefer* than in prior years!
  - Current CACs will take a Recertification assessment
    - Assessment content includes both Eligibility Policy and Applications — online and ACA-3
  - To be able to take the assessment:
    - Completion of all **mandatory training events** that have already happened, or will happen, prior to 11/15 (e.g., MassHealth Renewals, Health Connector Redetermination and Renewals, refresher on Citizens and Immigration, refresher on CAC requirements )

- **Reminder: What are “Mandatory Training Events”?**
  - Training identified clearly as “mandatory” that occurs throughout the year—calls, webinars, meetings, online
  - Content: Clearly identified as “mandatory.” Policy or procedure updates, certain system enhancements, training refreshers, updates to online courses
    - Time period to finish mandatory training events – typically 3 weeks
- **Advantages of new Recertification Process**
  - Eliminates the need to retake all of the curriculum each year in a short time period
  - Not much different than what you’ve been doing all along - now we give you credit toward your annual recertification for attending/taking mandatory trainings
  - Keep up with mandatory events, just take and pass assessment to recertify

- Next steps:
  - Watch for and take additional mandatory trainings that will occur prior to 11/15
  - Watch for email announcing opening of 2017 Recertification
  - Complete and pass the 2017 Recertification Assessment
  - Print your 2017 CAC Certificate
  - Certificate valid from completion of assessment through 12/31/2017

- What else....
  - Reminder: Current Certification valid until December 15, 2016
  - Not everything we do will be tracked. You will continue to receive important information via Assister emails, conference calls, and meetings. You are still required to read/take. You will likely see Assessment questions around that content
  - When it's mandatory, we will let you know. And there will always be a set time limit for completion

# Assister Portal for Certified Application Counselors and Navigators



- The Assister Portal will allow Massachusetts Certified Application Counselors and Navigators (“Assisters”) help individuals more easily find the most affordable health coverage that meets their needs
- Assisters will use the portal to help members create a new application or work on an existing application
- Assisters will be able to manage individuals they assist
- Coming this Fall and Winter!
- Rolling out gradually, in phases

- Submit applications on behalf of individuals
- Search for individuals in the online system
- Add new / update existing applications (Report a Change, Renewals, complete applications/ shopping/ enrollment)
- Build Your “Member List”
- Export Your “Member list”
- See program eligibility information for the individuals you work with and program enrollment for Health Connector Plans
- See if individuals in your Member List have an outstanding RFI (Request for Information)

- Phased training rollout this Fall and Winter - similar to the MassHealth Assister Line rollout
- Online training followed by conference calls for Q&A
- Tools: User Guide, Job aids, FAQ document with who to call for which type of question
- Lead CACs will have a key role
- Federal, ACA Requirements
  - Tighter security requirements around who is accessing the information and what computer is being used

# QUESTIONS?

