

Assister Updates MTF – January 2017

Agenda

- Certified Application Counselor (CAC) reminders
- MAhealthconnector.org Assister Portal
- Questions

CAC 2017 Recertification: Thank You!

*Friendly Reminder: “Mandatory” courses
will come your way in CY 2017*

- **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 “Mandatory Courses”**
 - Eliminates the need to retake all of the curriculum to recertify annually in a short period of time
 - 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 yearly assessment to recertify

Assister Portal for Certified Application Counselors and Navigators

- Assister Portal allows Massachusetts Certified Application Counselors and Navigators (“Assisters”) help individuals more easily find the most affordable health coverage that meets their needs
- Assisters use portal to help members create new application or work on existing application
- Assisters able to manage individuals they assist
- Rolling out in phases, from December 5, 2016 through early Spring ‘17

- 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 began this Fall - similar to MassHealth Assister Line rollout process
- Phase I, 200 Assisters went live 12/5/16
- Phase II, 300 Assisters set to go live 1/18/17
- Online training followed by conference calls for Q&A
- Tools: User Guide and Job aids
- Lead CACs have a key role
- Federal, ACA Requirements
 - Tighter security requirements around who is accessing the information and what computer is being used

QUESTIONS?

