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: Overview

- 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
Assister Portal: Highlights

• 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?