

Assister Updates MTF – October 2017

Agenda

- Certified Application Counselor 2018 Recertification
- Friendly Reminder: Be Sure to Read Your Emails
- CAC Obligations
- What's Happening Fall/Winter 2017-18
- Questions

CAC 2018 Recertification

CAC 2018 Recertification

- Annual Recertification is federally mandated
- Current Certification valid until December 31, 2017
- Recertification period: November 15 to December 31, 2017
- CAC Recertification this Fall – like last year:
 - 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., End of Year Tax Filing Process (January 2017), Health Connector 2018 Redetermination and Renewals)
 - Watch your email for upcoming mandatory training courses

- 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
- Recertification Process
 - Eliminates need to retake all the curriculum each year in a short time period
 - Not much different than what you’ve been doing all along - we give you credit toward your annual recertification for attending/taking mandatory trainings
 - Keep up with mandatory events, 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 2018 Recertification
 - Complete and pass the 2018 Recertification Assessment
 - Print your 2018 CAC Certificate:
 - While your 2017 certificate will no longer be valid. Your CAC # remains the same from year to year
 - Certificate valid from completion of assessment through 12/31/2018

- What else....
 - Reminder: Current Certification valid until December 31, 2017
 - You will continue to receive important information via Assister emails, conference calls, and meetings. You are required to read/take. You will 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

CAC Obligations

- Reminder – Certified Application Counselors (CACs) Must:
 - Provide assistance to any individual who requests it from the CAC organization, whether that person is a patient/client of the CAC organization, or walks in and has no previous affiliation with the organization
 - This requirement is found in the **Certified Application Counselor Organization Designation Agreement** (CAC Organization Agreement) each CAC organization executes when it becomes a CAC organization
 - A CAC organization *can* make appointments with individuals for future visit(s) when CACs are extremely busy, or if the individual seeking assistance needs to bring items with them in order to complete their visit
 - However, CACs cannot refuse assistance to someone who requests it, or instruct that person to go to another organization for assistance. Those actions are prohibited under the CAC Organization Agreement

Assisters: Please Read Your Emails....

- **Assister Update Emails:**
 - Part of certified Assisters' **ongoing education**
 - **In addition to** online training, conference calls, and in-person meetings like MTFs
 - **Keeps you up to date** on latest policy, systems or process changes, key dates, member communications and outreach coming up
 - We know you want and **need to keep updated** as you help individuals on a daily basis

continued...

- **Assister Update Emails (continued):**
 - To improve communication experience, we began using Constant Contact in April:
 - Organized, clean layout – easier to read and focus in on key topics
 - Reduced size of email – attachments are links
 - Statistics:
 - How soon an email is read after we send it
 - Which job aids or resources are accessed from the email
 - Please be sure to read Assister emails as soon as you receive them, **particularly with two important upcoming activities:** Health Connector Open Enrollment and MassHealth New Health Plans

- **A Few Words About Assister Conference Calls:**
 - Important information about current activities
 - Opportunity to ask questions about the topic of the call
 - Most offered by our staff as support for you
 - Some may be offered as part of mandatory training, *but we will always let you know when that is the case*

Date	Event Type	Topic
Late October through November	Assister Mandatory Trainings	MassHealth Health Plans, Health Connector Open Enrollment, review of certain courses
October through January	All-Assister Conference Calls	Health Connector Open Enrollment
November	All-Assister Conference Calls	MassHealth Health Plans
11/15/17 through 12/31/17	CAC Recertification	Annual CAC Recertification
Early December	All-Assister Conference Call	MassHealth Health Plans
January	Joint MassHealth and Health Connector All-Assister Conference Calls	MassHealth Health Plans , Health Connector Open Enrollment, End of Year Tax Filing Process
January through April	Check-in All-Assister Conference Calls	MassHealth Health Plans

QUESTIONS?

