

Your Health Idaho Update

Susannah Buckley-Green,
Policy & Operations



Your Health
IDAHO

Shop. Compare. Choose.

Our First Year



194 days and counting...

Enabling legislation passed (March 28, 2013) 194 days before the start of 2013 open enrollment

- **A volunteer board with a duty to keep control of the Exchange in Idaho**
 - No staff
 - No access to funding
 - No policies and procedures
 - No organizational structure
 - No office
- **No technology solution for Idahoans to shop for Insurance**
 - Security of Idaho's information is a key priority for the Exchange board (and is included in enabling legislation)
 - Other states were falling behind with even more time
 - Decision to use FFM technology for 2014 open enrollment

Legislation Promises Efficient Idaho Model

“The creation of a state-based health insurance exchange will provide an Idaho-specific solution that fits the unique needs of the state of Idaho.

The exchange shall be financially self-supporting and shall not request any financial support from the state and shall not have the power to tax or encumber state assets”

(Excerpt from HB 248)

First Year Challenges....

- **Building** a marketplace in a limited time period that met the requirements for a state-based marketplace and allowed Idaho to keep local control
- **Fulfilling** the cost-savings promise in the enabling legislation and achieving financial sustainability
- **Educating** Idahoans on the options available to them through the Exchange.

Consumer Assistance Requirements under the ACA

Navigators and In-Person Assisters

The ACA created the establishment of “Navigators” and “In-Person Assisters” to be prepared to help individuals understand their insurance options.

While these two groups may look the same and serve a similar purpose for consumers, the ACA establishes two key differences:

- States are statutorily required to have a navigator program; in-person assistance programs are optional.
- States must finance navigator grants from sources other than their federal exchange establishment grants; in-person assisters can be funded through establishment grants.

In Idaho, for 2014 Open Enrollment we had only an In-Person Assister Program. For 2015 Open Enrollment we will introduce Navigators, and also another role called a Certified Application Counselor (CACs)

Idaho's In-Person Assisters

For 2014, we sought out to partner with organizations that were already serving our target populations

- Community Action Partnership of Idaho
- Idaho Association of Counties
- Idaho Hospital Association
- Idaho Primary Care Association
- Mountain States Groups
- Public Health Districts
- Idaho's Five Federally Recognized Tribes

Success in the first year

At the close of open enrollment more than **76,000** Idahoans had selected a plan on Your Health Idaho...

25,000 Idahoans were assisted by YHI's IPA community during the 2014 Open Enrollment period

More than 1500 of those Idahoans were assisted by the Public Health Districts!

THANK YOU!

The Year Ahead for IPA community



Key Changes for 2015 Open Enrollment

- Consumer Connector System Access
- Introduction of CACs
- Automated Reporting & Tracking
- Idaho Customer Support for Eligibility
- Virtual Learning

2015 Consumer Connector Design

Primary Role for Agents / Brokers

- Information
- Policy
- Eligibility Assistance
- Enrollment Assistance
- Plan Recommendation
- YHI System Access

Consumer Support Center (CSC)

- General Information
- Eligibility Information
- YHI System Access
- **Lead Referral to Agent / Broker**

Navigators, In-Person Assisters

- General Information
- Policy Information
- Eligibility Information
- Self-Enrollment Assistance
- YHI System Access
- **Lead Referral to Agent / Broker**

Certified Application Counselors (CACs)

- General Information
- Eligibility Information
- Limited YHI system access
- **Referral to Agent / Broker**

IPA Training & Certification



Training & Certification Timeline

We are working hard to prepare training and certification on the new technology system for 2015 Open Enrollment. The training launch is based on a step-by-step process. Our intention is to launch training program in early September.

**Step One:
Technology System Design & Testing**

**Step Two:
Carrier Plan Review & UAT Testing**

**Step Three:
System Training Development**

**Step Four:
Agent Training & Certification**

Learning Management System

Our new Learning Management System (LMS) will allow consumer connectors to self-direct training process. Several key features of the new LMS:

- Online course registration
- Automated certification process
- Electronic/print certificates and online “Badges” that organizations can use on website or other places
- Peer to Peer networking available online
- Resource and Documents library
- Webinar and online meeting capability

Questions?

Email us!
connect@yourhealthidaho.org

