

# Your Health Idaho Update

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# 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...

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**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!

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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!  
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