Timeline:
Consumer Assistance Model Development

• **April 8, 2013** – Consumer Assistance Grant Awarded
• **April 9, 2013**
  – Oversight Committee meeting
  – Navigator grant award announcement (federal)
• **April 12, 2013** – Advisory Board Meeting
• **April 19, 2013** – Fiscal Committee tables 2013 funding
• **May 6, 2013** – Producer Meeting: Survey/Federal Guidance
• **May 10, 2013** – Advisory Board Meeting
• **May 14, 2013** – Oversight Committee Meeting
Timeline:
Consumer Assistance Model Development (cont.)

• **May 17, 2013** – Meeting with Consumers, Businesses and Providers

• **May 20, 2013** – Second Meeting with Producers

• **May 22, 2013** – Draft model/MOU

• **May 28, 2013** – Oversight Committee Meeting to consider draft model/MOU
Potential Consumer Assistance Role

With a consumer assistance partnership, the state gains the opportunity to:

• Design and conduct New Hampshire-specific outreach and education

• Oversee the conduct of Navigators as they interact with New Hampshire consumers

• If desired, design and conduct a supplemental in-person assistance program
Consumer Assistance – Outreach and Education

Through a consumer assistance partnership, the state could:

- Develop NH-specific *materials* for assisters to use.
- Develop a NH-specific informational *website*, including information geared to producers.
- Conduct NH-specific *marketing and outreach*
Coordinated Model for Consumer Assistance

Agents and Brokers (Producers)
- Clear and distinct role as *only assister able to recommend a particular plan*
- Clear system of handoffs with other assisters

Navigators
- Primary non-producer assisters
- Selected and funded by federal government
- Regulated by NHID, including (if legislated) licensure or certification
- *Cannot receive commissions* on sales inside or outside of Marketplace

Certified Application Counselors
- *Non-funded* assisters
- Assist as part of existing job (e.g., medical provider, Medicaid office staff)

Marketplace Assisters
- Potential *supplemental program* to address gaps once there is clarity on which populations may not be adequately served by other assisters
- State would establish criteria and make selections through RFP process
- Subject to same conflict of interest standards as Navigators (no commissions)