

# 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)