

**Project Work Plan and Timeline—Revised March 19, 2013**

**Year: 1**

**I. Consumer Assistance Partnership**

Objective: Plan, develop and implement all the requirements set forth by the Center for Consumer Information and Insurance Oversight (CCIIO) to support a Consumer Assistance Partnership Exchange.

Results or Benefits Expected:

The New Hampshire Insurance Department will be able to fully administer all the Consumer Assistance functions, including the day to day management of Navigators, operate an In-Person Assistance Program, and provide outreach and education to consumers.

<b>Exchange Activity: Consumer Assistance</b>			
<b>Activities</b>	<b>Milestones</b>	<b>Mo/Yr to be completed</b>	<b>Entity and Individual(s) Responsible</b>
<b><i>1.0 The State has agreements in place to coordinate with the Federally-facilitated Exchange and has a plan for providing the Consumer Assistance activity(ies), including in-person assistance, for its State Partnership Exchange consistent with 45 CFR 155.205(d) and (e).</i></b>			
1.1 Sign a Memorandum of Understanding (MOU) with the Centers for Medicare and Medicaid Services (CMS) to partner on a Consumer Assistance Partnership Exchange	<ul style="list-style-type: none"> <li>• Work with CMS to outline expectations, roles, and responsibilities for the State and the Centers for Medicare and Medicaid Services (CMS) in a Consumer State Partnership in a Federally-facilitated Exchange.</li> <li>• Legislative Joint Healthcare Oversight Committee approves Plan Management and Consumer Assistance Exchange</li> <li>• Legislative Joint Fiscal Committee approves expenditure of grant funds in NHID budget</li> </ul>	<p>April 2013</p> <p>Completed February 2013</p> <p>April 2013</p>	<p>Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director</p>

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<b>Activities</b>	<b>Milestones</b>	<b>Mo/Yr to be completed</b>	<b>Entity and Individual(s) Responsible</b>
	<ul style="list-style-type: none"> <li>Governor and Executive Council (G&amp;C) accepts Establishment Grant funds</li> </ul>	April 2013	
1.2 Contract with a project manager to provide capacity to carry out the project activities and meet the milestones including implementation of the in-person assistance program;	<ul style="list-style-type: none"> <li>RFPs posted for Project Manager, bids reviewed and evaluated</li> <li>Contracts for Project Manager approved by G&amp;C</li> </ul>	March 2013  May 20113	Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director
1.3 Contract with consultants to facilitate the engagement of stakeholders in the planning process of an in-person assistance program; develop and implement an outreach and education plan; develop regulations and oversight of the Navigators	<ul style="list-style-type: none"> <li>RFPs posted for planning consultant, communication consultant, and consultant to develop monitoring process for Navigators</li> <li>Contract for consultants approved by G&amp;C</li> </ul>	March 2013  May 2013	Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director
1.4 Hire a bookkeeper/administrative support person to develop and administer a combination of account monitoring, administrative support and bookkeeping programs for federal grant administration, including financial management, budgetary monitoring, analysis and reporting, financial data entry and personnel data activities.	<ul style="list-style-type: none"> <li>Position filled and staff oriented to grant activities</li> </ul>	May 2013	Entity: NH Insurance Department (NHID) Deputy Commissioner Project Director

Exchange Activity: Consumer Assistance			
Activities	Milestones	Mo/Yr to be completed	Entity and Individual(s) Responsible
<b>2.0 The appropriate State entity has established or has a process in place to support, administer, and oversee (as applicable) aspects of the FFE Navigator program consistent with the applicable requirements of 45 CFR 155.210, including ensuring that Navigators are adhering to the training and conflict of interest standards established by the FFE and to the privacy and security standards developed by the FFE pursuant to 45 CFR 155.260.</b>			
2.1 Develop policies, procedures, regulations and training needed for oversight and regulation of the Navigator program	<ul style="list-style-type: none"> <li>RFPs posted for consultant to develop policies, procedures, regulations and training for Navigators</li> <li>Contract for consultant approved by G&amp;C</li> <li>Infrastructure designed for monitoring of network of Navigators including ongoing monitoring of Navigator activities and providing technical assistance to Navigators</li> </ul>	<p>April 2013</p> <p>May 2013</p> <p>May/ July 2013</p>	<p>Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director</p> <p>Navigator consultant Project Manager NHDHHS</p>
2.2 Provide day to day monitoring of Navigator Program	<ul style="list-style-type: none"> <li>RFPs posted for Navigator Monitor consultants</li> <li>Contract for consultant approved by G&amp;C</li> <li>Monitor and manage the day-to-day activities of the Exchange's Navigator grant program, consistent with the applicable requirements specified in 45 CFR 155.210 and 45 CFR 155.260;</li> <li>Ensure that Navigators are providing</li> </ul>	<p>April 2013</p> <p>May 2013</p> <p>July 2013- April 2014</p> <p>July 2013-</p>	<p>Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director</p> <p>Navigator Monitor</p> <p>Navigator Monitor</p>

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	<ul style="list-style-type: none"> <li>referrals;</li> <li>• Ensure that Navigators are supporting consumers in obtaining an eligibility determination or redetermination; filing an application; facilitating selection of a qualified health plan (QHP), affordability program, or other coverage option; and reporting a change in status, and/or comparing coverage options;</li> <li>• Ensure the Navigator grantees do not have a conflict of interest during their terms as Navigators as well as Navigator compliance with the privacy and security standards adopted by the Exchange;</li> <li>• Monitor outreach and education efforts, including working with local stakeholders through the Navigator, other in-person assistance and other outreach programs to educate consumers and small businesses about available health plan options;</li> <li>• Ensure that Navigators take any applicable State-developed training and pass any applicable assessments before engaging in consumer assistance work</li> </ul>	<p>April 2014 July 2013- April 2014</p> <p>July 2013- April 2014</p> <p>July 2013- April 2014</p> <p>June – August 2013</p>	<p>Navigator Monitor</p> <p>Navigator Monitor</p> <p>Navigator Monitor</p> <p>Navigator Monitor</p>

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<b>Activities</b>	<b>Milestones</b>	<b>Mo/Yr to be completed</b>	<b>Entity and Individual(s) Responsible</b>
2.3 Develop State-specific training and information resources for Navigator and other in-person assistance programs, as appropriate, to complement required Federal training modules.	<ul style="list-style-type: none"> <li>Approval from CMS for State-specific training before requiring training of Navigators.</li> <li>Provide State-specific training to Navigators</li> </ul>	<p>May 2013</p> <p>June 2013</p>	<p>Project Director Navigator Consultant NH DHHS</p> <p>Navigator Consultant Navigator Monitor</p>
2.4 Support integration and coordination of existing systems of insurance affordability program enrollment, such as Medicaid and the Children’s Health Insurance Program.	<ul style="list-style-type: none"> <li>Navigators and In-Person Assisters are trained on existing systems of insurance affordability program enrollment</li> <li>Navigators and IPAs are monitored for integration and coordination with existing systems of insurance affordability program enrollment</li> </ul>	May 2013 and ongoing	<p>Navigator Consultant Navigator Monitors Project Manager NHDHHS</p>
2.5 Ensure appropriate referral processes are in place for Navigators and in-person assistance personnel to facilitate assistance to consumers whose needs exist outside the scope of the Navigator and other in-person assistance programs, such as appealing an insurer’s claims denial or problems with other types of coverage.	<ul style="list-style-type: none"> <li>Navigators and IPAs are trained in making appropriate referrals to consumers whose needs exist outside the scope of either program.</li> <li>Policies and procedures and a monitoring and evaluation process are in place</li> </ul>	July 2013 and ongoing	<p>Navigator Consultant Navigator Monitors Project Manager NHDHHS</p>
2.6 Develop, in coordination with CMS, processes to share complaints about the Exchange, which are received from the Navigators, in-person assistance personnel, consumers, and others.	<ul style="list-style-type: none"> <li>A process is in place to share complaints about the Exchange.</li> <li>CMS approves of the process.</li> </ul>	August 2013	<p>Navigator Consultant Navigator Monitors Project Manager NHDHHS</p>

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2.7 Share with CMS, State-developed resources for consumer outreach and education	<ul style="list-style-type: none"> <li>State-developed outreach and education resources are shared with CMS</li> </ul>	July 2013	Project Manager Navigator Monitors
2.8 Work with CMS to develop an appropriate consumer complaint referral and resolution process for the Exchange	<ul style="list-style-type: none"> <li>A consumer complaint referral and resolution process is in place.</li> <li>CMS approves of the process.</li> </ul>	July 2013	Navigator Consultant Navigator Monitors Project Manager
2.9 Ensure Navigators adhere to FFE standards and privacy and security standards.	<ul style="list-style-type: none"> <li>Navigators and IPAs are trained in FFE standards for privacy and security.</li> <li>Policies and procedures and a monitoring and evaluation process are in place</li> </ul>	June-July 2013 August 2013	Navigator Consultant Navigator Monitors Project Manager
<b>3.0 The appropriate State entity has established an in-person assistance program distinct from the Navigator program, and has a process in place to operate the program consistent with FFE guidance, policies and procedures.</b>			
3.1 Plan and develop an In-Person Assistance (IPA) program for consumer assistance consistent with 45 CFR 155.205 (d) and (e);	<ul style="list-style-type: none"> <li>Contract with a facilitator/planner to bring together stakeholders for the purpose of planning a consumer assistance IPA program to meet the unique needs of New Hampshire.</li> <li>Contract with a consultant to develop Request for Proposal for IPAs</li> <li>Contracts approved by G&amp;C</li> <li>Develop and post a request for proposal for the IPA program.</li> </ul>	May-June 2013  May 2013 May 2013 May 2013	Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director Project Manager

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3.2 Develop, implement, and manage In-Person Assistance (IPA) program for consumer assistance consistent with 45 CFR 155.205 (d) and (e);	<ul style="list-style-type: none"> <li>• RFPs posted for IPA contractors</li> <li>• Contract with statewide organizations and not for profit community organizations to provide in-person assistance <ul style="list-style-type: none"> <li>• Ensure coordination with Navigator program and current NHID consumer services</li> <li>• Ensure that In-Person Assistants (IPAs) are providing referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman program, as appropriate</li> <li>• Ensure that IPAs are supporting consumers in obtaining an eligibility determination or redetermination; filing an application; facilitating selection of a qualified health plan (QHP), affordability program, or other coverage option; and reporting a change in status, and/or comparing coverage options;</li> <li>• Ensure the IPA grantees do not have a conflict of interest during their terms as IPAs as well as IPA compliance with the privacy and security standards adopted by the Exchange</li> </ul> </li> <li>• Contract for consultants approved by G&amp;C</li> </ul>	<p>May 2013</p> <p>July 2013- April 2014</p> <p>July 2013- April 2014</p> <p>July 2013- April 2014</p> <p>July 2013- April 2014</p> <p>July 2013- April 2014</p> <p>June 2013</p>	<p>Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel NHDHHS Project Director Project Manager In-Person Assistance Contractors</p>

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3.3 Inform individuals of the availability of the services and how to access such services.	<ul style="list-style-type: none"> <li>Manage and monitor outreach and education efforts, including working with local stakeholders through the IPA and other outreach programs to educate consumers and small businesses about available health plan options;</li> </ul>	July 2013- April 2014	In-Person Assistance Contractors Navigator Monitor Project Manager NHDHHS
3.4 Develop State-specific training and information resources for IPA programs, as appropriate, to complement required Federal training modules.	<ul style="list-style-type: none"> <li>Ensure that IPAs take any applicable State-developed training and pass any applicable assessments before engaging in consumer assistance work; and</li> <li>Work with CMS to ensure that In-Person Assistance personnel take the CMS-developed training before engaging in consumer assistance work and complementary State-developed training, if applicable, and pass any applicable assessments.</li> </ul>	July 2013  July 2013	Project Manager Navigator Consultant Navigator Monitor NH DHHS In-Person Assistance Contractors
3.5 Support integration and coordination of existing systems of insurance affordability program enrollment, such as Medicaid and the Children’s Health Insurance Program.	<ul style="list-style-type: none"> <li>Navigators and In-Person Assisters are trained on existing systems of insurance affordability program enrollment</li> <li>Navigators and IPAs are monitored for integration and coordination with existing systems of insurance affordability program enrollment</li> </ul>	June 2013- April 2014  June 2013- April 2014	Navigator Consultant Navigator Monitor Project Manager NHDHHS In-Person Assistance Contractors



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3.6 Ensure appropriate referral processes are in place for IPA personnel to facilitate assistance to consumers whose needs exist outside the scope of the IPA programs, such as appealing an insurer's claims denial or problems with other types of coverage.	<ul style="list-style-type: none"> <li>• Process documented</li> <li>• Process put in place</li> <li>• Monitoring of IPA contractors</li> </ul>	July 2013- April 2014	Navigator Consultant Navigator Monitor Project Manager NHDHHS In-Person Assistance Contractors
3.7 Develop, in coordination with CMS, processes to share complaints about the Exchange, which are received from the Navigators, in-person assistance personnel, consumers, and other sources	<ul style="list-style-type: none"> <li>• Complaint process documented and shared with CMS</li> <li>• Complaint process put in place and used by IPAs</li> </ul>	July 2013  July-April 2014	Navigator Consultant Navigator Monitor Project Manager NHDHHS In-Person Assistance Contractors
3.8 Work with CMS to develop an appropriate consumer complaint referral and resolution process for the Exchange	<ul style="list-style-type: none"> <li>• Consumer complaint referral and resolution process documented and shared with CMS</li> <li>• Consumer complaint referral and resolution process put in place and used by IPAs</li> </ul>	July 2013  July-April 2014	Navigator Consultant Navigator Monitor Project Manager In-Person Assistance Contractors
3.9 Ensure IPA personnel adhere to FFE standards and privacy and security standards	<ul style="list-style-type: none"> <li>• Contractor monitoring process developed and implemented</li> </ul>	July-April 2014	Navigator Monitors Project Manager In-Person Assistance Contractors

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<b>4.0 Increase the number of consumers in New Hampshire with information and education about available health coverage options through the exchange.</b>			
4.1 Outreach and education plan and activities to educate consumers about the Exchange and insurance affordability programs to encourage participation are developed	<ul style="list-style-type: none"> <li>• RFP posted for communications consultant</li> <li>• Contract approved by G&amp;C</li> </ul>	<p>April 2013</p> <p>May 2013</p>	<p>Entity: NH Insurance Department (NHID) Deputy Commissioner Life, Accident and Health (LAH) Legal Counsel Project Director NHDHHS</p>
	<ul style="list-style-type: none"> <li>▪ An outreach and education plan is developed with high level timeline of strategies</li> </ul>	<p>April 2013</p>	<p>Project Director</p>
	<ul style="list-style-type: none"> <li>• Consumer-focused content is developed, including web content, that clearly explains all consumer eligibility and enrollment options, program information, benefits, and services available, written in plain language, free of jargon and using active task-based labels whenever possible</li> </ul>	<p>June-July 2013</p>	<p>Communication Consultant</p>
	<ul style="list-style-type: none"> <li>▪ Culturally and linguistically appropriate outreach methods are utilized</li> </ul>	<p>July 2013- April 2014</p>	<p>Communication Consultant Project Manager NHDHHS</p>
	<ul style="list-style-type: none"> <li>▪ Website is accessible to individuals with disabilities</li> </ul>	<p>July 2013</p>	
	<ul style="list-style-type: none"> <li>▪ Specific populations/stakeholders are targeted for outreach and education</li> </ul>	<p>July 2013- April 2014</p>	<p>Communication Consultant Project Manager</p>
	<ul style="list-style-type: none"> <li>▪ Performance metrics for tracking results</li> </ul>	<p>June 2013</p>	<p>Communications Consultant</p>

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	<ul style="list-style-type: none"> <li>are developed</li> <li>▪ Messages are tested with consumers, including persons with limited English proficiency and persons with disabilities. Auxiliary aids and services are identified along with any language assistance services</li> <li>▪ Develop New Hampshire focused website or brand FFE website with New Hampshire-specific logos and information</li> </ul>	<p>July 2013</p> <p>July 2013</p>	<p>Communications Consultant</p> <p>Communications Consultant</p>
4.2 Develop a paid and earned media plan by June 15 <sup>th</sup> , 2013	<ul style="list-style-type: none"> <li>• Paid and earned media plan are developed and include: <ul style="list-style-type: none"> <li>▪ Timing and channels (television, radio, print, out-of-home, and online)</li> </ul> </li> <li>• A clear call to action referencing the FFE website</li> </ul>	June 2013	Communications Consultant
4.3 Implement Outreach and Education Plan	<ul style="list-style-type: none"> <li>• Eligibility and enrollment, program information, and benefits and services available through the Exchange and other insurance affordability options are provided to consumers and targeted populations</li> <li>• Information is provided to applicants and enrollees in plain language, in an accessible and timely manner</li> </ul>	<p>July 2013- April 2014</p> <p>July 2013- April 2014</p>	<p>Project Manager</p> <p>Communications Consultant</p> <p>NHDHHS</p> <p>In-Person Assistance</p> <p>Contractors</p> <p>Navigators</p> <p>Navigator Monitors</p>

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	<ul style="list-style-type: none"> <li>• Auxiliary aids and services are provided to individuals with disabilities at no cost to the individual in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act.</li> <li>• Language services are provided to individuals who are limited English proficient at no cost to the individual</li> </ul>	<p>July 2013- April 2014</p> <p>July 2013- April 2014</p>	