

Connector Program (Navigator Grants) for FY20

Grant Funding Timeline

Year	Duration	RFA	Renewal	Option Year	Comments
2013 (FY14)	3 years (2 at option)	X			
2014 (FY15)			X	1 st one-year renewal option	
2015 (FY16)			X	2 nd one-year renewal option	
2016 (FY17)	3 years (2 at option)	X			
2017 (FY18)			X	1 st one-year renewal period	Re-issued Midwest and Southern
2018 (FY19)			X	2 nd one-year renewal period	
2019 (FY20)	3 years (2 at option)	X			

RFA Timeline

MHBE Board of Trustees briefed on Grant Solicitation	April 15, 2019
Release of Grant Solicitation	March 5, 2019
Proposals Due to the MHBE	April 10, 2019
Notice of Intent to Award issued	May 10, 2019
Agreement package distributed and agreement process commenced	May, 2019
Final Approval of grant awards by the Board of Trustees	Monday, May 20, 2019
Agreement/contract execution	May – June 2019

\$10M for FY2020 with two additional one year renewal options
Funding split (Federal) \$5,529,327 and (State) \$4,470,673

- Employ or engage trained and certified Navigators to assist consumers applying and enrolling in coverage
- Provide ongoing support relating to eligibility, enrollment, renewal, and post-enrollment issues
- Perform outreach and health literacy education
- Provide appropriate referrals
- Work collaboratively with local agencies
- Ensure services are provided in culturally and linguistically appropriate manner

Eligibility Criteria

Eligibility Criteria:

- Relationships with or ability to establish relationships with eligible populations
- Relationships with other entities engaged in expanding health coverage (community partners, local agencies, providers)
- Sufficient infrastructure to house and manage staff, report outreach and enrollment stats, staff a local call center, track expenditures
- Ability to comply with conditions set out in the Grant Agreement - privacy and security standards, conflict of interest disclosures, maintenance of general and professional liability insurance

Not eligible:

- Individuals or entities who hold a license issued by the MIA
- Health Insurers or their subsidiaries; Managed Care Organizations
- Associations that lobby on behalf of the insurance industry
- Recipients of any direct or indirect consideration from any insurer in connection with enrollment in private health plans

Selection Criteria

- Knowledge of/Connection to Region
- Staffing and Infrastructure Plan
- Communication/Collaboration Plan
- Outreach, Marketing & Events Plan
- Navigator Training and Quality Assurance Plan
- Complete and Justified Budget that aligns with proposed activities
- Budget limited to personnel, equipment, travel, training, marketing, rent/utilities; indirect costs <15%

- RFA posted on <https://www.marylandhbe.com/> and eMaryland Marketplace
- MHBE Received 8 RFA Responses, 1 for each region, all incumbents

MEET THE CONNECTOR ENTITY ORGANIZATIONS

CONNECTOR Contacts

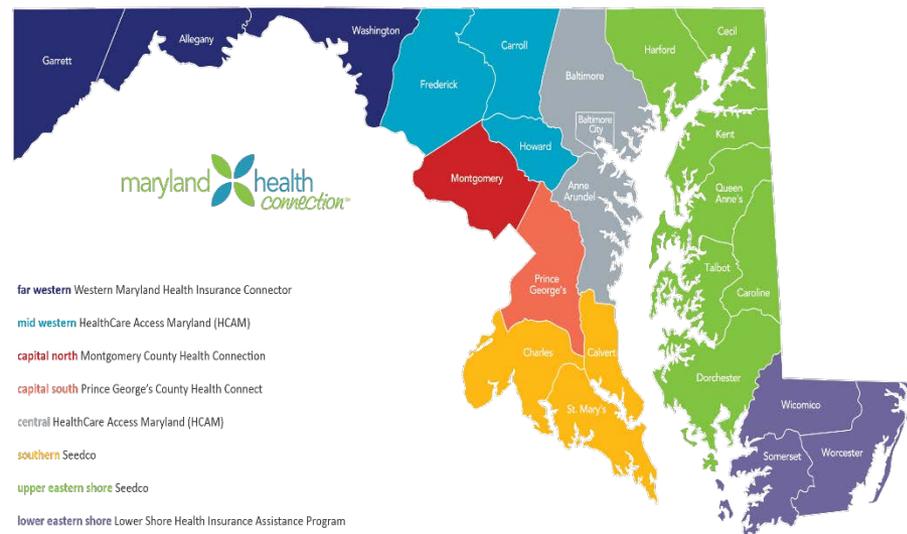
Each Connector has a regional phone number and maintains a web page for their program

Region	Counties Served	Phone and Website
FAR WEST	Garrett, Allegany, Washington	Call 1-888-202-0212 or visit www.wmdhealthconnect.org
CENTRAL	Baltimore City, Baltimore County, Anne Arundel	Call 410-500-4710 or visit www.healthcareaccessmaryland.org
MIDWEST	Frederick, Carroll, Howard	Call 410-500-4710 or visit www.healthcareaccessmaryland.org
LOWER SHORE	Wicomico, Somerset, Worcester	Call 1-855-445-5540 or visit lowershorehealth.org
MONTGOMERY	Montgomery	Call 240-777-1815 or visit www.montgomeryhealthconnection.org
PRINCE GEORGE'S	Prince George's	Call 301-927-4500 or visit www.PGchealthconnect.org
UPPER SHORE	Harford, Cecil, Kent, Queen Anne's, Talbot, Caroline, and Dorchester	Call 1-866-492-6057 or visit www.SEEDCO.org/affordable-health-care-maryland
SOUTHERN	Calvert, Charles, and St. Mary's	Call 1-855-339-3007 or visit www.SEEDCO.org/affordable-health-care-maryland

Remaining the same:

- Geographical Distribution – 8 regions
- Funding Distribution - based on population and geographical density and need
- Overall priorities and responsibilities

Consumer Assistance Regions



- Explicit commitment to OE Events
- Weekly Story Collection and Delivery
- Navigator Self-Assessment and Supervisory Assessment
- Separate enrollment targets for “new” enrollments
- Expanded List of Targeted Populations

Target Populations

Always on our radar:

Young adults

Minority communities such as African-Americans and Hispanics

People with Limited English Proficiency

People living in rural areas

Soon to become eligible:

Changing marital status

Turning 26

Employment ending/losing coverage

Vulnerable/hard to reach:

Mental Illness/Substance Use Disorders

Deaf/Hard of Hearing

Mixed Immigration Status HHs

Special Populations:

Employed with no health insurance

Jobless

Self-employed

Low education levels

LGBT+

FY 2020 CONNECTOR FUNDING

Region	Counties	Total FY20 Enrollment Goals (QHP and MA)	Number of New Enrollees Goal	Distribution of NTE Grant Funds FY120
Far Western	Garrett, Allegany, Washington	5,000	1,300	\$600,000
Mid-Western	Frederick, Carroll, Howard	9,000	2,200	\$930,000
Central	Baltimore City, Baltimore, Anne Arundel	48,600	8,600	\$3,120,000
Capital North	Montgomery	28,000	7,200	\$1,580,000
Capital South	Prince George's	28,000	7,200	\$1,580,000
Southern	Calvert, St. Mary's, Charles	5,000	1,300	\$600,000
Upper Eastern	Harford, Cecil, Kent, Q. Anne's, Talbot, Caroline, Dorchester	10,000	2,500	\$1,020,000
Lower Eastern	Wicomico, Worcester, Somerset	4,000	1,000	\$570,000

- Overall goals are based on all enrollments and renewals in the region to reflect CE outreach efforts and support of other CAW groups
- New enrollment targets are Navigator effort specific to encourage and measure CE/Navigator performance in reaching uninsured

Board Action

The demonstrated capacity of the CE program to provide high quality certified Navigators to perform outreach, provide in-person application and enrollment assistance to consumers, and to provide technical assistance and regional support to other consumer assistance organizations in their regions, contributes significantly each year to MHBE reaching its enrollment goals. Navigators fulfill the Governor's customer service pledge to Maryland residents every day throughout the state.

MHBE seeks Board approval to fund the Connector Entity (Navigator Program) grants in the amount of \$10M (Federal-\$5,529,327 and State-\$4,470,673) for FY20, distributed among 6 organizations, supporting 8 regions, as outlined in this presentation.