

Navigator Program Evaluation

The MNSure Board of Directors adopted a Navigator Program Evaluation Policy on June 18, 2014, for evaluation of the 2014-2015 navigator program. That evaluation report was presented to the MNSure Board at its March 12, 2015 meeting. While MNSure continues to evaluate its navigator program at the direction of its Chief Executive Officer, the delivery of that evaluation report renders this policy obsolete and it is therefore rescinded.

Policy Statement

~~MNSure is beginning to evaluate its navigator program model. The current model is based on per enrollment payments to navigator organizations and block grants to organizations for outreach, education and enrollment support for populations facing barriers to coverage and to facilitate regional networks. Evaluation is needed to improve program design and implementation and to demonstrate program impact.~~

Key Objectives

- ~~Utilize a third party evaluator to conduct a thorough evaluation of the navigator program which will be used, in conjunction with other information, to inform MNSure board decisions regarding the program in early 2015~~
- ~~Establish a framework for continuous program improvement through evaluation, which includes stakeholder input.~~

Third Party Navigator Program Evaluation

~~MNSure will seek a qualified evaluator to perform a statewide evaluation of the effectiveness, impact and current design of the navigator program model on increasing enrollment through MNSure. MNSure has identified \$200,000 in current federal grants for this effort. Key questions to be addressed:~~

- ~~Is the current compensation model of using per-enrollment payments and block grants effective and sustainable? Does the payment rate accurately reflect the work needed to assist consumers with enrollment? Is there an alternative payment model that should be considered?~~
- ~~Are individuals with barriers to coverage being reached and enrolled?~~
- ~~What outreach methods are most successful in increasing enrollment?~~
- ~~Do navigators receive the information, tools, assistance and support they need to effectively assist consumers?~~
- ~~Are consumers satisfied with assistance they receive from navigators?~~
- ~~How well do navigators and other consumer assistance partners interact with each other?~~
- ~~Are there effective regional resource and referral networks in place that could be modeled in other regions of the state?~~



- ~~How did actual navigator activities in 2013 and 2014 compare to anticipated activities?~~
- ~~How did the actual consumer use of navigators compare to how MNSure anticipated consumers would use navigators?~~
- ~~Are there models from other states that should be considered?~~
- ~~What processes and procedures could facilitate on-going evaluation of the program?~~

Third Party Evaluation Tentative Timeline

June 18 ~~— Draft policy statement presented to MNSure Board for consideration~~

End of June ~~— RFP released~~

Aug ~~— Evaluation contract begins~~

Aug ~~— Dec — Evaluator conducts analysis and provides periodic preliminary reports~~

Jan ~~— Evaluator reports findings and recommendations to MNSure Board~~

BOARD CHAIR APPROVAL

Date 7/20/14 Signature *Peter Senn*