

# Navigator Program Evaluation

## *Draft Policy Statement and Evaluation Summary*

June 2014



### 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