FY 2017 Navigator Outreach and Enrollment Grant Program RFP Responses to Applicant Questions

March 18, 2016

Eligibility

Q: Can an organization apply for an "in reach" Navigator and Enrollment grant, and later with the separate RFP for "outreach" for the Outreach and Education Grant?

A: Yes, an organization may apply for a Navigator Enrollment Grant (funding area 2) or a Navigator Network Grant (funding area 1) through this RFP and may apply for an Outreach and Education Grant through the separate RFP process at a later date. However, no applicant should write a proposal that is contingent on another proposal being accepted. Applicants for Navigator Enrollment Grants (funding area 2) are expected to already have successful in-reach or outreach activity going on to be competitive for a Navigator Enrollment Grant (funding area 2) which is focused on providing support for navigator staff time for application and enrollment assistance.

Q: Do you anticipate that applicants under Navigator Enrollment Grants (funding area 2) will be allowed to apply for funding area 3 (outreach) as well?

A: Yes, please see the answer above.

Q: Can an agency apply to both a Navigator Enrollment Grants (funding area 2) and the Education and Outreach Grants that are forthcoming?

A: Yes, please see the answer above.

Q: Can you submit for the navigator grants and for outreach grants? Also, can you share the grant size limit for the outreach grant?

A: Yes, please see the answer above. The grant size limit for the forthcoming FY 2017 Outreach and Education Grant RFP will be included in the RFP when it is published. Please see the grant policy statement for more information on the FY 2017 Outreach and Education Grant Program.

Q: If an organization is not a good fit for Navigator Network Grants (funding area 1) but still conducts Education and Outreach activities, how should that be handled throughout the application/budget?

A: If the applicant decides to apply for a Navigator Enrollment Grant (funding area 2) because it is not a good fit for a Navigator Network Grant (funding area 1), the applicant should follow all the requirements in the RFP for Navigator Enrollment Grants. If an applicant is applying for a

Navigator Enrollment Grant it is assumed that the applicant can leverage existing community connections and outreach to get consumers in the door for application and enrollment assistance. The application requirements reflect this assumption. For example, in the Experience section, applicants must "provide evidence of existing relationships with populations to be served by the grant, including current outreach strategies" (RFP page 12).

Q: An organization can't apply for both grants Navigator Network Grants (funding area 1) and Navigator Enrollment Grants (funding area 2) and can only apply for one. Is this correct?

A: Organizations may be part of more than one grant application, but they may only be the lead agency on one proposal. No applicant should write a proposal that is contingent on another proposal being accepted.

Q: If an applicant applies for FA1, would they also be considered for an FA2 grant with an amended budget and implementation plan?

A: No, applicants must chose to apply for either a Navigator Network Grant (funding area 1) or a Navigator Enrollment Grant (funding area 2). The requirements under each funding area are different. If an applicant's proposal is not selected to receive a Navigator Network Grant (funding area 1), it will not be considered for a Navigator Enrollment Grant (funding area 2) and vice-versa (see RFP pages 7 and 22).

Q: Can you be both a lead agency on a Navigator Network Grant (funding area 1) and a formal partner on a Navigator Enrollment Grant (funding area 2)?

A: Yes. If an entity is included in multiple proposals, a separation of duties and budgets must be clear in each proposal's implementation plan and budget. No applicant should write a proposal that is contingent on another proposal being accepted (see RFP page 7).

Q: Can an organization submit as a lead in one funding area and be a paid partner in another?

A: Yes, please see the answer above.

Q: [AGENCY] is a single-member LLC. Registered and licensed in state of Minnesota. My question is whether [AGENCY] qualifies as a "single organization" for the grant. If not, what type of company structure is needed in order to be qualified for the grant?

A: A single-member LLC is considered a single organization and is an eligible organizational structure for this RFP.

Experience

Q: The RFP states that applicants should be able to describe experience and/or capacity to accept referrals from the MNsure Contact Center and report back to MNsure on the result of the referral. Applicants should describe their administrative processes around appointment scheduling and intake that would support their ability to receive and report back on referrals.

- **How many referrals will grantees be expected to accept from the MNsure Contact Center?**

- **Will grantees have an opportunity to agree to a set number of direct referrals prior to the start of the grant in order to plan for appropriate staffing levels and quality service to consumers?**

- **Will direct referrals from the Contact Center be sent only to lead grantees or to subgrantees and other navigator organizations as well?**

- **If grantees are able to set limits/parameters on referrals, will the different types of referrals sent to grantees be considered as part of those limits? I.e., many callers sent to our org due to needing questions answered but not… [question was left off here]**

A: The MNsure Contact Center has always used the Assister Directory to refer consumers to assisters (navigators and brokers) when the consumer requires assistance more appropriately provided by an assister. Last open enrollment, MNsure piloted a lead generation (referral) process, the Preferred Assister Lead (PAL) process, to improve customer service and bring greater accountability and insight to MNsure Contact Center referrals. The PAL process included tracking which MNsure Contact Center agents made referrals to which assisters and when; generating secure emails containing consumer information to assisters; and updating consumer cases when assisters responded with the outcome of the referral. MNsure Contact Center agents used the PAL process with broker enrollment centers and select Navigator Outreach and Enrollment grantees. If these partners did not cover a particular geographic area or if the consumer requested a particular assister, the agent utilized the Assister Directory to provide contact information for other assisters in the consumer's area. The PAL process is currently being evaluated for any improvements that could be made for the next open enrollment period.

We are not able to put limits on the number of referrals that might come to an organization because it is difficult to predict the number of callers who will need support. Navigator organizations are expected to assist all consumers that come to them. However, MNsure did work with PAL participants to adjust the number of leads being sent to an organization during open enrollment as organizational capacity ebbed and flowed. MNsure will work with lead grantees to determine a process for directing referrals to subgrantees. Please note that the requirement to describe experience and/or capacity to accept referrals from the MNsure Contact Center and report back to MNsure on the result of the referral is only a requirement for Navigator Network (funding area 1) applicants (see RFP pages 11 and 12).

Q: How does MNsure want grantees to report back on referrals from MNsure?

A: MNsure is still evaluating the reporting process used last open enrollment for the PAL process and determining how it will be implemented going forward. Please see the answer above for more information.

Q: Volunteers are an important part of our navigator capacity, especially during open enrollment. How does MNsure think about volunteers? Can we include our volunteer navigators in the question about how many certified navigators are in our organization?

A: Yes, applicants in both funding areas should include volunteer navigators when responding to the question, "How many certified navigators does your network have as of March 1, 2016

(Navigator Network Grant – funding area 1)?" or "How many certified navigators does your organization have as of March 1, 2016 (Navigator Enrollment Grant – funding area 2)?" (See RFP page 12.)

Strategy

Q: The strategy section for FA2 asks organizations to describe current outreach or in-reach activities that are not paid for under the grant as they relate to the specific population of focus. Do these strategies need to be written into the implementation plan or simply described in the strategies section?

A: Applicants for Navigator Enrollment Grants (funding area 2) are asked to describe current or anticipated organization outreach or in-reach activities (not paid for under this grant proposal) that lead the specific population(s) of focus to enrollment assistance (RFP page 14). The online application will include a text box for the applicant to fill in this information within the Strategy section. The strategies should be listed in the work plan if they tie directly to the enrollment goals the applicant is proposing.

Q: Would MNsure include disabilities in the health disparities group listed in the RFP? Even though many children and adults with intellectual and developmental disabilities may have access to private health insurance coverage through their parents' employers, those policies rarely cover the services and supports that they may benefit from. For instance, many private insurance policies set a cap on how many therapy sessions they'll cover in a year. Many policies do not cover specific therapies/treatments for children and adults with autism spectrum disorders. There are disability services and supports that no private insurance funds through the county and state, and these families either don't know about Medical Assistance (MA) or aren't sure if they qualify for it. Our agency receives many calls where families have heard their child isn't eligible for MA because they have private insurance coverage. We believe that many people in the community we serve may go without this supplemental coverage and therefore without access to critical services and supports.

A: MNsure's resources are limited and the priority for the Navigator Enrollment Grants (funding area 2) is on increasing enrollment. The greatest opportunity for increasing enrollment through MNsure is through grants that focus on communities that continue to show higher rates of uninsurance compared to Minnesota's statewide average. Applicants for Navigator Enrollment Grants (funding area 2) are expected to focus on an identified population that is disproportionately uninsured or faces barriers to enrollment (see RFP page 13).

Implementation Plan

Q: Can you clarify the definition of each required work plan goal?

- **Number of individuals screened and/or assisted with questions**

- **Number of navigator-assisted applications (counting each individual applying for coverage on an application) – Can you clarify what this means? Are these the number of applications (and individuals) who work with a navigator but we do not know whether or not they complete enrollment?**

- **Number of navigator-assisted successful enrollments in coverage – Does this mean enrollments should be counted singularly, or should we count the full**

number of individuals enrolled? How is this different than Goal 2? How do you define enrollment here – by plan or individuals?

A: The work plan goals in this question are goals for both Navigator Network (funding area 1) and Navigator Enrollment (funding area 2) applicants.

- **Number of individuals screened and/or assisted with questions:** Applicants should project the number of individuals that will be screened if the screening will connect the consumer to assistance if the consumer indicates that they need coverage. General screening of all consumers/clients your organization does for all clients should not be counted unless it is tied to connecting the consumer to enrollment assistance. Applicants should also project the number of individuals that contact them with questions related to applying through MNsure. For example, this would include consumers who may have submitted an application on their own, but are contacting a navigator for help with follow-up. This would also include consumers who have not applied but are contacting a navigator with questions about the process, although they may submit an application on their own.

- **Number of navigator-assisted applications (counting each individual applying for coverage on an application):** Applicants should project the number of consumers they expect to help apply for coverage, counting each individual applying for coverage on the application. The final enrollment status of these individuals may or may not be known.

- **Number of navigator-assisted successful enrollments in coverage:** Applicants should project the number of individuals navigators will successfully enroll in health coverage. Individuals are counted as successfully enrolled for per-enrollment payment purposes when an individual is enrolled in Medical Assistance or MinnesotaCare or an individual has received an eligibility determination for a qualified health plan. Navigator organizations should review their recent quarterly payment reports to make accurate projections. If a navigator organization does not have their quarterly payment reports, they may request a report be re-sent by emailing the Assister Resource Center at navigators@mnsure.org.

Q: We are wondering if screening by a non-navigator – like an intake specialist/clerical person is an eligible activity. We see that the work plan says "insert # screened." To clarify – we understand that the navigator screening would be included.

A: Screening completed by an intake specialist/clerical person should be included if the screening specifically connects someone to assistance with applying for health coverage.

Q: Can you say more about how MNsure intends to measure "number of individuals screened and/or assisted with questions related to the application and enrollment"? Is this an unduplicated number of individuals? And is this the place where consultation work is captured, as well as follow-up work? If so, is it correct to understand that MNsure is trying to capture the unduplicated number of individuals who required follow-up, rather than the number of instances of follow-up (phone calls, emails, etc.) to complete enrollment?

A: MNsure's intention is to capture all the work navigators do with consumers to help them successfully enroll in coverage. This is the category where consultation work, such as follow-up work, should be reported. In regards to the number of individuals screened and/or assisted with questions related to the application and enrollment goal, the individuals counted may end up

being duplicated (counted more than once) if the organization has multiple contacts with the individual. For example, the same individual may be counted under screening when they first contact your organization, then counted again if you assist them with completing an application, and counted a third time if you help them with follow-up questions regarding submitting verifications. MNsure will work with FY 2017 selected grantees to refine goals and improve data collection (see RFP page 8).

Q: How do you define 'enrollment'? We are spending an increasing amount of time dealing with problems (mainly related to MinnesotaCare problems), with paper renewals, and general questions that do not list us as a navigator-assisted enrollment on the application. We are assisting more people who are having difficulty keeping their insurance.

A: The enrollment is navigator-assisted if a navigator is "associated" with the application by including their navigator number on the online application or on Appendix C of the paper application, or by submitting an Assister Case Association Form (DHS-4790). Individuals are counted as successfully enrolled for per-enrollment payment purposes when an individual is enrolled in Medical Assistance or MinnesotaCare or an individual has received an eligibility determination for a qualified health plan. If your organization is assisting people that your navigators are not associated with, you may count those under the "number of individuals screened and/or assisted with questions" goal.

Q: Currently there is no way for us to track the actual official enrollment of the clients we serve. The requirement for funding area 2 is enrollment of 400-600 people, when using past numbers should we assume that our applications entered were in fact enrolled? Will there be a way to start tracking them going forward? (assister portal?)

A: There are currently two methods navigator organizations can use to track the official enrollment of consumers. First, navigator organizations should review their quarterly remittance statements to make accurate projections. If navigator organizations do not have their remittance statements, they may request that they be re-sent by emailing the Assister Resource Center at navigators@mnsure.org. The remittance statements indicate how many enrollments the navigator organization was paid for by program: Medical Assistance, MinnesotaCare or QHP.

Navigator organizations may also request an "enrollment report" that provides detailed information on paid enrollments for a completed quarter. The report is a spreadsheet listing individual enrollments during a quarter by a navigator organization based on MNsure's accounting of enrollment payments. Navigator organizations that wish to request an enrollment report must complete the new form, the Enrollment Report: Privacy and Security Policies Questionnaire, and submit it the Assister Resource Center. At this time, MNsure will process requests for enrollment reports for 3rd and 4th quarter of 2015. Additional information on this process is available in the new policy, Navigator Enrollment Report Process. Please review this policy before submitting the questionnaire. Requests for enrollment reports may not be processed prior to the deadline for submitting proposals for this RFP. MNsure recommends navigator organizations utilize remittance statements for making enrollment projections for this RFP.

Q: How is "number individuals reached through outreach and education activities" measured? Should we plan to count every attendee at an event, or just those you have some direct contact with? For example, if tabling at a health fair that has 200 attendees,

should we plan to count 200 as "reached" or just count the 30 or 40 (for example) who stop by our table?

A: For Navigator Network Grants (funding area 1), you should count the number of individuals directly reached through outreach and education activities. In the example provided, you would count the number of individuals that stopped by your table, not the total number of individuals attending the health fair.

Q: Should the grant work plan for FA2 contain only enrollment goals and no outreach goals that detail where enrollment events will be held?

A: The Navigator Enrollment Grant (funding area 2) work plan goals only include goals related to application assistance and enrollment because the focus of the grant and what is being paid for under the grant is application and enrollment work. However, specific outreach or in-reach strategies can be included under strategies used to achieve the enrollment-focused goals.

Q: Seeing that this year's RFP again requires grantees to work with MNsure in outreach strategies, will grantees be introduced to these outreach strategies in advance of submitting work plans in order to accommodate staffing and appropriate planning?

A: Outreach is a requirement of Navigator Network Grant (funding area 1) applicants only. Each year, MNsure has continued to adapt its outreach strategies to the changing environment. MNsure's strategy will continue to include elevating and supporting the work of our grantees. For example, MNsure may do a press release on an outreach event a grantee is hosting (in coordination with the grantee). There will be instances where MNsure may initiate outreach and ask grantees to participate. MNsure will provide as much notice as possible under these circumstances. MNsure will also work with grantees to ensure outreach events and enrollment opportunities are posted on MNsure's events calendar. Additional discussions around MNsure's outreach plans will be part of the contract negotiations with selected proposals.

Q: On page 16 of the guidelines, you ask that the staffing plan clarify the number of navigator FTEs supported by the grant as well as other FTEs supported by the grant. Please explain if you mean: A. FTEs that might be covered under indirect costs or involved in management and reporting? B. Something else or additional?

A: The staffing plan requirements for Navigator Enrollment Grants (funding area 2) requires applicants clarify the number of navigator FTEs supported by MNsure grant funding (limited to 2 FTEs with each individual navigator supported by the grant no less than .5 FTE for navigator application and enrollment activities) and to clarify the number of other FTEs supported by the grant (see RFP page 16). Applicants for Navigator Enrollment Grants (funding area 2) may request non-navigator staff time to cover costs directly related to fulfilling MNsure grant management and reporting requirements (see RFP page 18). The non-navigator staff time is in addition to the 2 FTE in navigator staff time.

Q: What is the difference between these two questions?

- **Staffing- Number of grant funded navigator FTEs* Number of navigator FTEs supported by MNsure grant funding (limited to 2 FTEs, with each individual navigator supported by the grant no less than .5 FTE for navigator application and enrollment activities).**

- **Staffing- All grant-supported FTEs* Number of FTEs supported by the grant. Is this all of the FTEs involved in the program? Navigators or other staff who will work on the grant?**

A: Please see answer above.

Q: Staffing Plan* Specific role of staff FTEs supported by the grant, including staff responsible for grant administration - Would you like us to describe all staff who work on MNsure activities whether or not they are supported with MNsure funding (part time navigators not funded by MNsure, staff responsible for grant administration, other departments, etc). Or, is this question specific to the staff funded by this MNsure grant?

A: For both funding areas, the requirement to describe the specific role of staff FTEs supported by the grant only includes describing the role of staff proposed to be funded by the grant (see RFP pages 15 and 16). If there is staff that is not funded by the grant that will help the organization achieve its grant goals, please describe that in the work plan narrative section of the online application.

Q: In FA1 grants, are navigators funded by the grant allowed to work less than 0.5FTE? Can this fluctuate throughout the grant year?

A: Yes, navigators funded by the grant through a Navigator Network Grant (funding area 1) are allowed to work less than .5 FTE and staff time may fluctuate throughout the grant year. However, MNsure believes it is especially important to support navigators whose primary focus is doing navigator work, since expertise can only be developed and maintained by providing application and enrollment assistance on a regular basis (see RFP page 15).

Q: Our partnership covers a very large and rural geographic area. Although well-trained and skilled not all of our navigators are at least .5 FTE and we believe that our delivery model can be more effective and efficient given the need for generalization in our region. Is it mandatory that all navigators are at least .5 FTE and that the primary focus of their job be MNsure work?

A: It is mandatory that all navigators funded by Navigator Enrollment Grants must be at least .5 FTE on MNsure. However, it is okay if an individual's FTE load varies throughout the year to accommodate fluctuations in busy enrollments periods, as long as the average for the year is .5 FTE. One of the requirements of Navigator Enrollment Grants is to ensure year-round navigator assistance (RFP page 9). As mentioned earlier, MNsure believes it is important for navigators to do this work on a regular basis to develop and maintain expertise. Remember that the requirement for .5 FTE navigators focused on navigator application and enrollment activities is not a requirement for Navigator Network Grants (funding area 1) (see RFP page 15 and 16).

Q: The work plan sheet seems to be in a "protected" format and I am having difficulty adjusting one of the rows because I'm being asked for a password. Advice?

A: The work plan templates are intended to be protected from allowing additional columns to be added, but not protected from adding or deleting rows. The Navigator Enrollment Grant work plan template mistakenly would not allow rows to be deleted. This has been corrected. Please download a new template. If it continues to be a problem, please email navigatorgrants@mnsure.org. MNsure will respond to applicants requesting technical support

through the proposal submission deadline of April 1, 2016, at 1 p.m. Central Time (see RFP page 20).

Q: How heavily is MNsure weighing QHP enrollments for FA2?

A: Qualified health plan (QHP) enrollments are important to MNsure, especially during open enrollment, but they are not weighted in any way as being more important than public program enrollments when evaluating grant proposals. We do expect that applicants will complete QHP enrollments, as facilitating the selection of a QHP is a federally required duty for navigators (45 C.F.R. 155.210(e)(3)).

Budget

Q: For Navigator Enrollment Grants (funding area 2), do you need to apply for the full $125,000 amount?

A: No, applicants may apply for any amount up to $125,000.

Q: It states for Navigator Enrollment Grants (funding area 2) that it is up to $125,000. Does that mean we can ask for less, such as $75,000?

A: Yes, applicants may apply for any amount up to $125,000.

Q: The RFP states that the grant amount available for funding area 2 is up to $125,000 and supports up to 2 FTE navigators. What if our salary structure is such that we can support more than 2 FTEs with that amount of funds, are we not allowed to? What if we can support 3 people with even less than $125,000? Are we still limited to just supporting two?

A: For Navigator Enrollment Grants (funding area 2), applicants may only apply to support up to 2 FTE navigators for application and enrollment assistance. If an applicant's organization can support 2 FTE navigators with less than $125,000, the applicant should apply for less than $125,000. Applicants may apply for any amount up to $125,000. Please see page 18 of the RFP for other allowable expenses for this funding area.

Q: For Navigator Enrollment Grants (funding area 2), is it a requirement to have a 0.5 FTE navigator funded by the grant? Many of our navigators are 0.25 FTE but still are not quite fully supported by MNsure per-enrollment payments.

A: It is not a requirement to have a .5 FTE navigator **funded** by the grant. However, it is required that navigators funded through this grant conduct navigator application and enrollment activities at least .5 FTE. This time could be funded through other sources in combination with funding through this grant. The purpose of the .5 requirement is to ensure there are enough skilled navigators available on a regular basis to support application and enrollment assistance.

Q: For Navigator Enrollment Grants (funding area 2), is it ok if their FTE load varies throughout the course of the grant as long as it is .50 total for the year? May be higher during open enrollment per individual?

A: Yes, it is okay if an individual's FTE load varies throughout the year to accommodate fluctuations in busy enrollment periods. However, one of the requirements of Navigator

Enrollment Grants (funding area 2) is to ensure year-round navigator assistance (RFP page 9). MNsure expects some level of activity throughout the year.

Q: For Navigator Enrollment Grants (funding area 2), can the 2 FTEs funded by MNsure be in any combination of time above .5FTE? For example, could you have 1 FTE and 2 .5 FTE?

A: Yes, as long as each position is spending at least .5 FTE focused on application and enrollment assistance.

Q: We will be applying with 2 other agencies (paid partners). Currently we have 4 navigators on staff and our partners each have 2 on their staff for a total of 8 navigators. We are reading in the grant that between the 3 agencies and 8 navigators we will have to share the 2 FTE position requirement? Or does each partner get 2 FTE?

A: For Navigator Enrollment Grants (funding area 2), applicants may include up to 2 FTEs of navigator staff time in their budget. If the applicant is applying with paid partners, they would share the 2 FTE requirement. Each partner would not get 2 FTEs of navigator staff time.

Q: If we have to share, then our agency will go with 1 FTE and our partners each with only .5 FTE. In doing that, we are wondering if we can swap out/share the 1 FTE position between more than two people at different times throughout the grant. For example, person (A) take the full FTE position for 3 months during open enrollment, then have it go to 2 people (A & B) at .5 each, but if one of those people needs to be gone could we swap for another navigator on staff (B & C) but still at .5 each, then go back to Person A take over as the one FTE? Just as long as we don't go under the .5 per person per pay period?

A: The purpose of the requirement to have navigators conducting application and enrollment assistance at .5 FTE, for Navigator Enrollment Grants (funding area 2), is to ensure there are enough skilled navigators available on a regular basis to support application and enrollment assistance. It is important that navigators providing this assistance do it consistently to develop and maintain the necessary expertise. Therefore, switching the FTEs between different people is not generally allowable, unless there is a special circumstance.

Q: Can you explain consultant and contractor costs in the budget?

A: Subgrantees (paid partners) must be included in the summary budget as paid partners (line 7) and a detailed budget must be filled out for each of them. The line item for contractors/consultants may be used, for example, for working with an advertising consultant on a specific outreach piece or a printer to print materials in bulk.

Q: "General outreach and promotional materials" are listed under unallowable expenses. Is that in reference to MNsure materials that would connect individuals to enrollment assistance, or outreach materials related to our organization in general?

A: General outreach and promotional materials are listed as an unallowable expense for Navigator Enrollment Grant (funding area 2) applicants (RFP page 18). These expenses are unallowable because the purpose of Navigator Enrollment Grants (funding area 2) is to fund navigator staff time for application and enrollment assistance, not outreach. Organizations

applying for this area should already have in place methods for reaching potential applicants for assistance. However, MNsure collateral materials are available to all assisters.

Q: Can the budget include travel/equipment costs for all of our navigators (even staff and volunteers not funded by the grant)?

A: MNsure will allow a reasonable amount of travel and equipment costs for staff not funded directly by the grant, if those costs tie directly to the applicant's grant goals.

Q: For FA2, if we asked for a lesser amount of grant funds because of the inherent complexity of our work, could we set lower, more realistic goals for our agency? Would MNsure consider this as an option?

A: The enrollment goal guidelines on page 10 of the RFP are included as guidelines. MNsure will consider proposals that include lower goals. However, MNsure will not make significant exceptions since the purpose of Navigator Enrollment Grants is to drive enrollments among populations where the opportunity for increasing enrollment is high.

Q: How should applicants estimate and include per enrollment payments in their budget?

A: Anticipated per-enrollee payments should be discussed in the narrative section of the budget.

Letters of Support / Grant Partners

Q: Are navigator organizations applying in funding area one (Navigator Network Grants) able formalize their partnership with MNsure broker enrollment centers (by listing them as a formal partner and designating funding for them)?

A: The purpose of the Navigator Outreach and Enrollment Grant Program is to support a network of navigator organizations and support navigator enrollment capacity. MNsure is authorized by Minnesota law to issue grants to support the navigator program (see RFP page 4). Broker agencies are encouraged to partner as unpaid grant partners with navigator organizations submitting a grant application.

Q: Can you please confirm that letters of support are only needed from paid partners, not unpaid partners?

A: Yes, letters of support requirements only apply to paid grant partners (subgrantees). Letters of support are not required from unpaid grant partners (see RFP page 8).

Q: Are FA2 applicants required to partner with broker enrollment centers/are they able to receive grant funds to partner with broker enrollment centers (for travel, etc.)?

A: Applicants for Navigator Enrollment Grants (funding area 2) are not required to partner with a broker enrollment center, but MNsure encourages these partnerships. A reasonable amount of travel expenses are allowable for the navigator to travel to participate in enrollment opportunities with broker enrollment centers or other MNsure-certified brokers. Go to the Find an Assister web page for a list of currently certified brokers and broker enrollment centers.

RFP Process

Q: It sounds like the grantees will be announced after the July 1 start date of the grant. Can you address the possible funding gap that might happen with this timeline?

A: Grantees will be announced publicly after the July 1 anticipated start date. Grantees that are selected to move on to the final stage of review and contract negotiations will be notified in advance of July.

Q: What happens if you have a question after the 11th?

A: As per the solicitation, applicants' questions regarding this RFP must have been emailed by 1 p.m. Central Time on Friday, March 11, 2016. After March 11, MNsure will respond to applicants requesting technical support through the proposal submission deadline of April 1, 2016, at 1 p.m. Central Time (see RFP page 20). Technical support questions must be emailed to navigatorgrants@mnsure.org.

Q: We are a current grantee and are ready to start uploading documents for our next grant proposal. We learned on the RFP webinar last week that these will be uploaded into the same Foundant page that our monthly reports go. Since I am the only staff member with access, should we be requesting a different login for them, or should we use my login?

A: Current grantees are encouraged to apply using their current active Foundant accounts (see RFP page 19). However, if the person associated with that account is not able to submit the application, organizations can create a new account in Foundant.

Q: If we have an existing Foundant account we use for monthly reports, will that same account be the one we use for submitting the grant?

A: Please see the answer above.

Other

Q: The RFP states that grantees may be required to use the assister portal to facilitate tracking application and enrollment activity.

- **To what extent will grantees be required to use the assister portal?**
- **Will all navigators be required to use it? For all applications?**
- **Will navigators that are subgrantees be required to use it as well?**

A: MNsure is still evaluating whether grantee navigator organizations will be required to use the assister portal to facilitate monitoring grant performance. If MNsure requires all grantee organizations to use the assister portal, it would also be required for subgrantees (paid partners). Even if an organization is using the assister portal, it would never be a requirement to use it with all consumers, since an important part of the how the portal functions is that consumers need to make the choice to associate with the assister. Also, even if a consumer is associated with an assister, the application and enrollment can still be completed by the consumer using their own account. For general information on the Assister Portal Pilot, please see the Assister Portal Project Statement.

Q: Have there been any requirements set up yet regarding the assister portal? We are wondering what these will be, and what type of work will be involved in it? How much tracking of enrollment will be required? Our main concern with this is that during the busy enrollment periods it will be hard to stay on top of the enrollments plus the tracking with the number of FTE requirement for this grant.

A: Please see the answer above.

Q: I am a navigator. I was wondering if you could explain the process on how to receive funds for enrolling consumers?

A: Navigator organizations contracted with MNsure receive per-enrollment payments for enrollments completed by their navigators on a quarterly basis. Navigator organizations receive $25 per individual enrolled in Medical Assistance and $70 per individual for MinnesotaCare and QHP enrollments. The payment from MNsure goes to the navigator organization, not the individual navigator.

Q: Can you talk about the grant contracts being extended for an additional year? Is this a new piece and what would be required of grantees?

A: MNsure is reserving right to extend the grant contract for an additional year, not to exceed a total of two years (see RFP page 10). Mid-year (likely around December/January), MNsure will assess the progress current grantees have made toward work plan goals and budgets. As appropriate, MNsure will invite grantees to submit a proposed updated work plan and budget for fiscal year 2018, and will negotiate extending the grant contract. An important consideration for extending grant contracts will be MNsure's fiscal year 2018 budget.

Q: Our organization would be an excellent candidate for the MNsure grant but due to some of the stipulations we have not applied in the past. Due to the size of our organization it would require us to purchase software to meet the requirement for the affirmative action piece that would cost about $75,000 and as we understand it we would not be able to use grant funds to purchase such software. I just wanted to give my statement as it is preventing us from participating in the grant and I am not sure if this is a barrier for other organizations as well.

A: We are unaware of any software purchase required to complete an affirmative action plan. Please note that the affirmative action proposal is required for any proposals that are or may be in excess of $100,000. Should MNsure exercise its option to extend a grant contract a second year and that results in the award exceeding $100,000, an Affirmative Action Certification will be required by MNsure at that time prior to the extension being completed. Please see the MN Department of Human Rights' [FAQ about Affirmative Action Plans](#) and their [Develop an Affirmative Action Plan](#) web page for information on affirmative action plans.

Q: Are there any other ways to get help with questions besides this e-mail? What about related questions in the future?

A: As per the solicitation, applicants' questions regarding this RFP must have been emailed by 1 p.m. Central Time on Friday, March 11, 2016. After March 11, MNsure will respond to applicants requesting technical support through the proposal submission deadline of April 1, 2016, at 1 p.m. Central Time (see RFP page 20). Technical support questions must be emailed to navigatorgrants@mnsure.org.

If your organization has questions regarding the forthcoming Outreach and Education RFP, please watch MNsure's website for the email address to send questions to.

Q: Do non-MAGI renewals count towards the target enrollment goals? The typical renewals we assist with are not through MNsure but are paper renewals that go directly to the county for MAXIS cases.

A: Yes, non-MAGI (non-modified adjusted gross income) renewals count toward the enrollment goals as long as case association forms are filled out for them.

Q: [BROKER AGENCY] LLC is certified with MNsure. Currently company does not receive any direct payments (grants) from MNsure. Will [BROKER AGENCY] have to be registered as a partner or a lead agency?

A: The purpose of the Navigator Outreach and Enrollment Grant Program is to support a statewide network of navigator organizations and support navigator enrollment capacity. MNsure is authorized by Minnesota law to issue grants to support the navigator program (see RFP page 4). Broker agencies are encouraged to partner as unpaid grant partners with navigator organizations submitting applications.