Navigators in Maine

Connecting Mainers to the Marketplace
Health Navigators

- Maintain expertise and conduct public outreach and education
- Distribute fair, accurate, impartial information on options
- Facilitate enrollment in QHP’s
- Make Referrals to appropriate programs and agencies
- Provide information and services in a manner that is culturally and linguistically appropriate and accessible to people with disabilities
State Based Marketplace

• Received state funding and an additional grant from a local agency
• We are the only Maine-based Navigator group
• Eleven non-profits providing outreach, education and enrollment assistance in all 16 county in Maine
• Focus towards Open Enrollment assistance through in person and remote access assistance by phone and online.
• More phone-based assistance post Open Enrollment; referrals for in-person when necessary
2020 Navigator Consortium Plan

Open Enrollment:
• Navigators will be available at all the participating agencies
• In-person meetings
• Remote access via internet/Zoom or three way calls to the Marketplace
• You can refer individuals to a specific local agency from our list of partners

Post- Open Enrollment:
• Consumers will be directed to our statewide Navigator line first
• If an issue can’t be solved over the phone, WMCA’s navigator will make referrals for in-person or remote access appointments
• Please share our general Navigator line: 1 855 806 7333
<table>
<thead>
<tr>
<th>Organization Name</th>
<th>Contact Information</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Aroostook County Action Program (ACAP)</td>
<td>Contact: Stan Targonski</td>
<td>207-554-4158</td>
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<td></td>
<td>Navigator based in Presque Isle, call about appointments in Houlton</td>
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<tr>
<td>Consumers for Affordable Health Care (CAHC)</td>
<td>Contact: HelpLine</td>
<td>800-965-7476</td>
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<td>Navigator services available in Augusta</td>
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<td>Healthy Community Coalition (HCC)</td>
<td>Contact: Dianna White</td>
<td>207-779-2834</td>
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<td>Navigator based in Farmington</td>
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<tr>
<td>Maine Health Access to Care</td>
<td>Contact: MaineHealth Coverage Team</td>
<td>877-626-1684</td>
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<td>Navigator based in Greater Portland, Franklin, Know, Lincoln, Oxford, Waldo and York Counties</td>
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<tr>
<td>Midcoast Maine Community Action (MMCA)</td>
<td>Contact: Melissa Kettell or Crissia Lindsey</td>
<td>207-442-7963</td>
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<td>Navigator based in Bath, call about appointments in Damariscotta or Rockland</td>
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<tr>
<td>Penquis (Penobscot and Piscataquis Counties)</td>
<td>Contact: Teri Cucinotti</td>
<td>207-973-3645</td>
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<td>Navigator located in Bangor</td>
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<tr>
<td>Waldo Community Action Partners (WCAP)</td>
<td>Contact Penny Peaslee, Dakota Wind or Wendy Martin</td>
<td>207-338-6809</td>
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<td>Navigator based in Belfast</td>
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<td>Western Maine Community Action (WMCA)</td>
<td>Contact: Patty Lovell</td>
<td>855-806-7333</td>
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<td>Navigator based in Farmington, call about appointments in Lewiston-Auburn or Bridgeton</td>
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<tr>
<td>York County Community Action Corporation (YCCAC)</td>
<td>Contact</td>
<td>800-965-5762</td>
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<td>Navigators based in Sanford, call about appointments in Biddeford and Kittery</td>
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WMCA is the lead agency and covers Androscoggin, Franklin, and Oxford Counties
Impacts on Statewide Coverage

• Fewer regions covered as thoroughly by navigators
• Fewer Navigators at remaining agencies; schedules may be more packed
• Collaboration with CACs and refer to them if no navigator is in the area
• More utilization on remote assistance through phone-based and internet (email and Zoom meeting) assistance whenever possible
Local Details

• WMCA provides enrollment help in Franklin, Androscoggin and Oxford Counties

• Appointments available at 2 locations:
  • WMCA East Wilton Office
  • WMCA Auburn WIC Office
  • Bridgeton Library (volunteer)
  • Portland Library (volunteer)

• Appointment scheduling for all offices through one number: 855-806-7333
Outreach Strategies

• “In-Reach” within Community Action Agencies
• Grassroots outreach and education
• Working with media
• Will conduct educational outreach and training for consumers and organizations. Contact us for more details.
• Enrollment Assistance
Enrollment Appointment Basics

• Things to Bring
  • Name, Address, D.O.B., SSN for all family members
  • Healthcare.gov username and password
  • Income Documents
  • Info about other coverage
  • Immigration doc numbers
  • (OPTIONAL) credit card

• Privacy Standards
• Impartial Advice
• Time commitment
How Can AAA’s Support the Navigator Program?

• Share information about Navigators and the ACA Marketplace during outreach/educational events

• Have informational materials available for your customers who could benefit from navigator services

• Refer potential volunteer navigators to WMCA!
QUESTIONS?

Contact:
Patty Lovell, Western Maine Community Action
plovell@wmca.org
(207) 860 4482
855 806 7333