



# CAC presentation to DOH

February 9, 2023

Shelley Sousa

RI Health Center Association

# Rhode Island Health Center Association (RIHCA)

Since 1972, the Rhode Island Health Center Association has been the voice of community based primary care health programs. Focusing on Rhode Island's community health centers, RIHCA works to support, sustain, and strengthen community health centers so they can provide high-quality, comprehensive health care.

## What are **Community Health Centers**?

- Community health centers provide access to medical, oral health, and behavioral health services to more than 21 million Americans.
- **Providence Community Health Centers, Blackstone Valley Community Health Center, and Thundermist Health Centers** are examples of health centers in Rhode Island.
- In many areas of RI, they are the only source of health care for Medicaid and uninsured patients.

# Navigators, CACs, and Your Health Coverage

**RIHCA** and **HealthSource RI** work together to connect Rhode Islanders to personalized enrollment supports through Navigators and Certified Application Counselors (CACs).

**Navigators** and **Certified Application Counselors** are trained and certified to help connect Rhode Islanders to health insurance and provide free and unbiased 1-on-1 enrollment support to Rhode Islanders as they compare options and enroll in health coverage through HealthSource RI.

- There are 15 Navigator Agencies across Rhode Island, including community-based organizations and Rhode Island's health centers. These agencies can connect you to health coverage and other benefits.
- These agencies have certified Navigators ready to provide free and unbiased assistance to Rhode Islanders as they compare options and enroll in health coverage through HealthSource RI.

# Certified Application Counselor Requirements

- The Certified Application Counselor (CAC) shall provide accurate, unbiased information to assist consumers in making health insurance choices that are best for them.
- CAC candidates are required to complete training in full and must successfully complete the certification test prior to serving as a CAC. There is no fee for training.
- At the conclusion of training the CAC will sign the following and provide them to RIHCA:
  - Conflict of Interest Attestation
  - Certified Application Counselor Affidavit
- Upon successful completion of the certification test, the CAC will receive a certification number and a certificate from RIHCA.
- The CAC shall display his/her certificate at all times and note his/her certification number on the enrollment application when working with a consumer.
- The CAC shall have consumers sign a written consent form (template provided by RIHCA; available in English and Spanish) and provide every consumer with a handout that provides information on how to follow up on the appointment and report any concerns.
- The CAC may never, under any circumstances, retain any personal information or account information of customers.

# Benefits on becoming a CAC

- Access to training and resources to better serve customers within your agency's
- Become familiar with the eligibility and application process for Quality Health Plans and Medicaid plans in Rhode Island.
- Real-time email updates from DHS, HSRI, and other resources that become available.
- Assist customers with the Medicaid redetermination that starts in April 2023.
- Assist undocumented children with getting enrolled in Medicaid (Cover all Kids)
- Access to RIHCA tier 2 escalation process.
- Other training opportunities such as MAGI Medicaid training, immigration training, and computer application refresher training.