
GCI In-Person Counselor Grant Program (2015)

Get Covered Illinois and
Illinois Department of Public Health

July 10, 2014



Welcome and Agenda

- **Welcome and Agenda**
- **Program Introduction**
- **Application Instructions**
- **EGrAMS Application Process**
- **Q&A**



In-Person Counselor Grant Program Introduction



GCI In-Person Counselor Grant Program

Program Introduction: Jen McGowan, GCI

- **What is the Illinois Health Insurance Marketplace?**
 - Established through the Affordable Care Act
 - Online portal to compare and select health insurance plans (www.healthcare.gov)
 - Operated in partnership with the federal government
 - Coordinates with the Illinois Medicaid program through the Application for Benefits Eligibility portal (www.abe.illinois.gov)



GCI In-Person Counselor Grant Program

Illinois Marketplace Model: Jen McGowan, GCI

Federal responsibilities

- Website
- Call Center
- Account management
- Core business areas: financial management, notices, and oversight

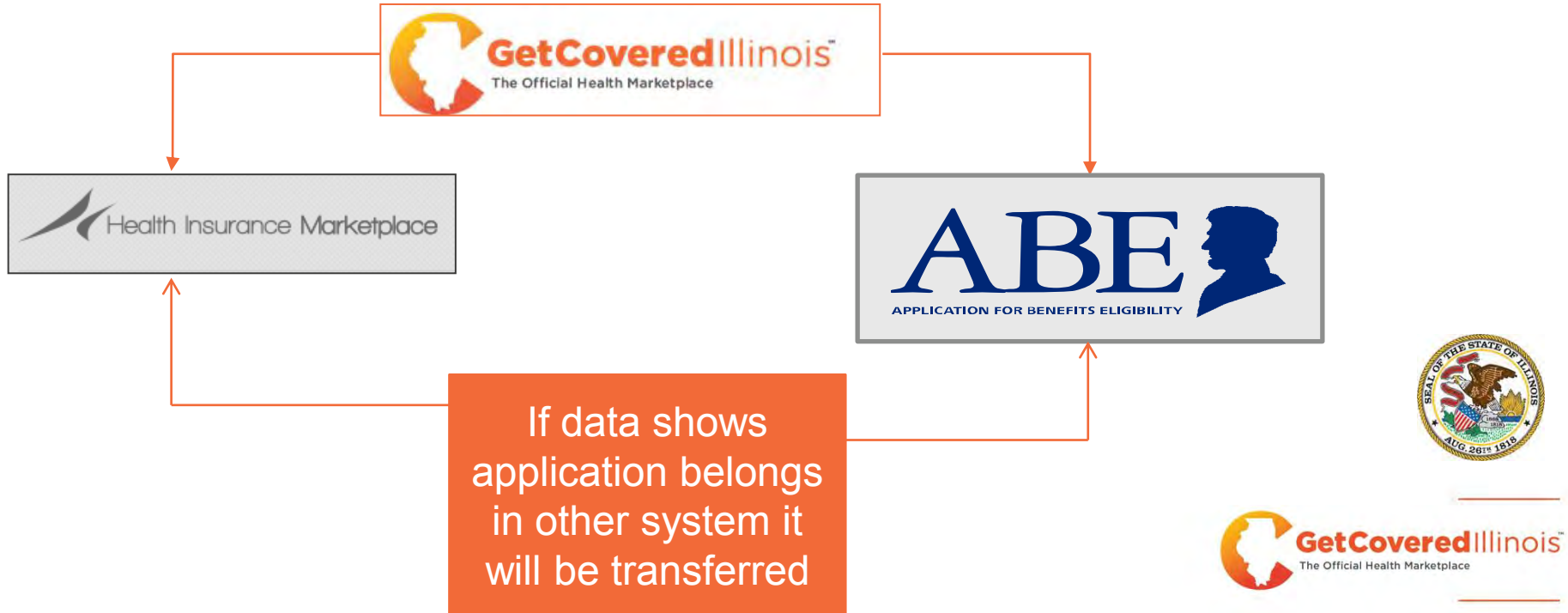
State responsibilities

- Plan management: reviewing and recommending QHPs for approval
- Consumer assistance programs: outreach, training, communications, and oversight



GCI In-Person Counselor Grant Program

No Wrong Door for Coverage: Jen McGowan, GCI



GCI In-Person Counselor Grant Program

Get Covered Illinois: Jen McGowan, GCI

- First stop for health coverage in Illinois
- Screening tool directs consumers to the Health Insurance Marketplace or Medicaid
- Answers questions on health coverage options
- Allows consumers to search for in-person assistance throughout Illinois



GCI In-Person Counselor Grant Program

Application for Benefits Eligibility (ABE): Jen McGowan, GCI

- Medicaid coverage extended to:
 - New “ACA Adult” group
 - Former Foster Children
- Online application:
 - Medicaid, including All Kids, FamilyCare and Moms & Babies
 - Supplemental Nutrition Assistance Program (SNAP/ food stamps)
 - Medicare Savings Program
 - Cash Assistance
- ABE Customer Call Center also takes applications over the phone using a telephonic signature.



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HealthCare.gov: Jen McGowan, GCI

- Consumers with household incomes between 100-400% of the Federal Poverty Level (FPL) may be eligible for financial help on the Marketplace
 - Advance premium tax credits
 - Cost-sharing reductions



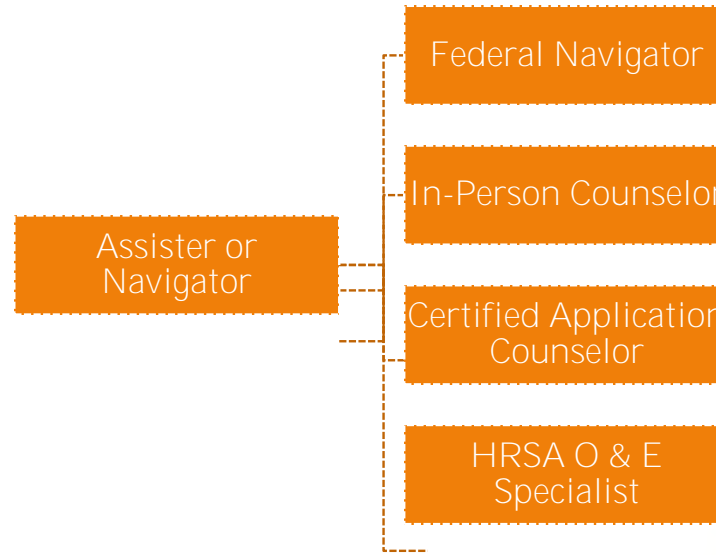
GCI In-Person Counselor Grant Program

Consumer Assistance Programs: Jen McGowan, GCI

Program Structure



Terminology



GCI In-Person Counselor Grant Program

Creating a Culture of Coverage in Illinois: Erik Wallenius, GCI

- **Get Covered Illinois field program**
 - Holistic approach to education and motivation for enrollment across Illinois.
 - Field operations on a local level
 - Integrated messaging and marketing
 - Dedicated resources for support face-to-face, online and via telephone



GCI In-Person Counselor Grant Program

Illinois Navigator Program in 2014: Erik Wallenius, GCI

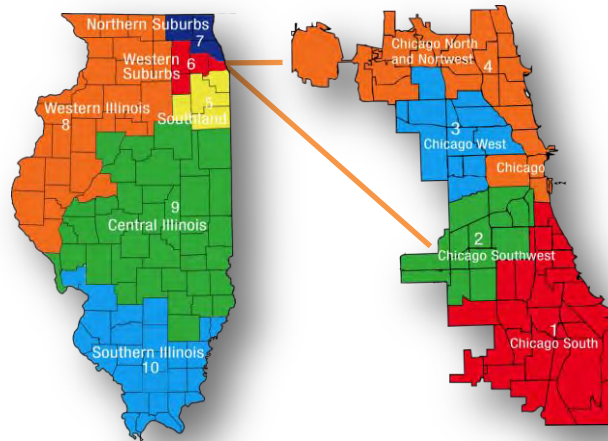
- **Includes the In-Person Counselor Program**
 - Conducted public education to raise awareness about the availability of qualified health plans.
 - Distributed fair and impartial information.
 - Facilitated selection of a qualified health plans on the Marketplace.
 - Provided information that is culturally and linguistically appropriate.



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Reaching Illinois Consumers: Erik Wallenius, GCI

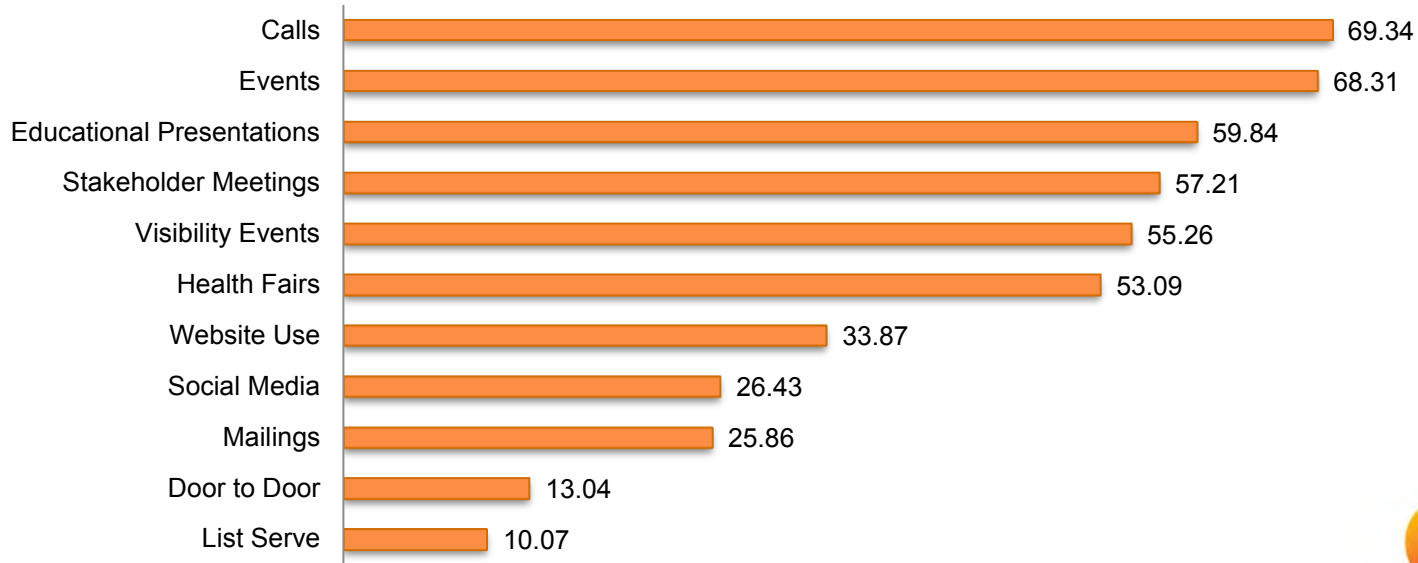
- **Network of community organizations for in-person outreach and assistance**
 - Approximately 200 partner organizations
 - More than 1,200 in-person counselors
 - Covered 10 Regions in Illinois



GCI In-Person Counselor Grant Program

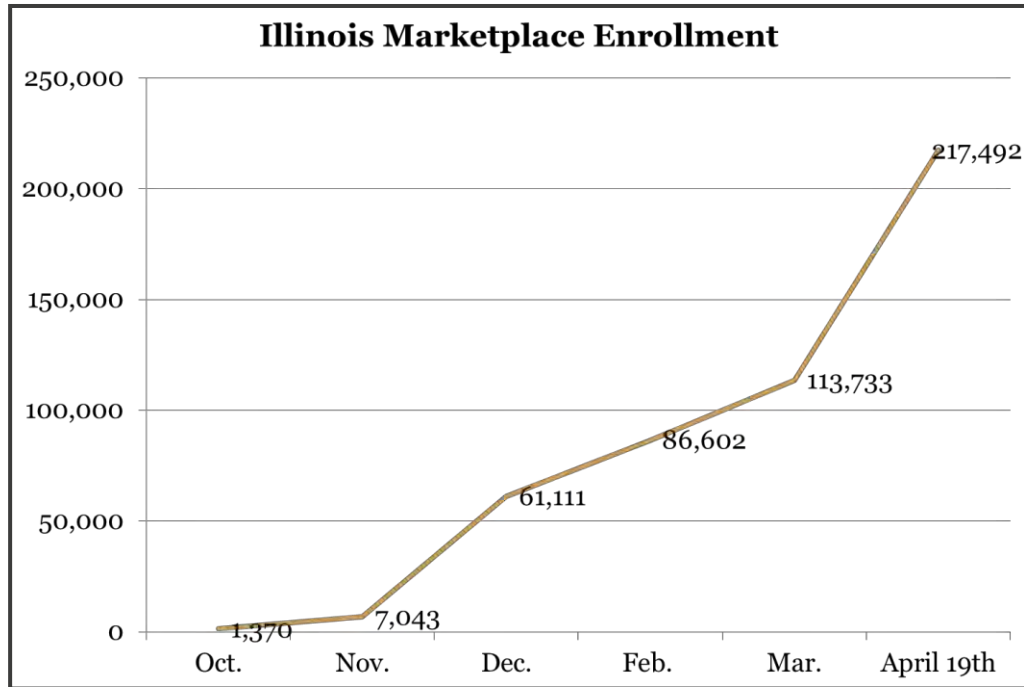
Key Components of Field Campaign: Erik Wallenius, GCI

Percentage of Navigators Report Using...



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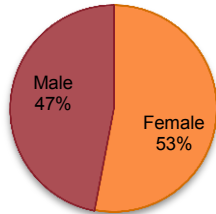
Illinois Marketplace Enrollment: Erik Wallenius, GCI



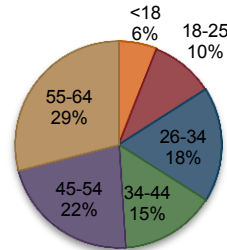
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Illinois Marketplace Enrollment: Erik Wallenius, GCI

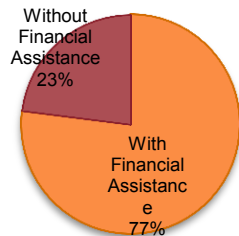
Marketplace Enrollees by Gender



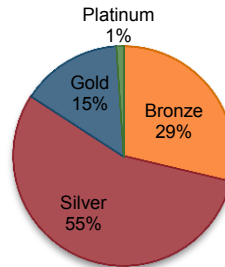
Marketplace Enrollees by Age



Marketplace Enrollees by Financial Assistance



Marketplace Enrollees by Plan Level



GCI In-Person Counselor Grant Program

Key Dates: Jen McGowan, GCI

- The Application Instructions are available on the DPH website:
<http://www.idph.state.il.us/fundop.htm>
- Key Dates:
 - **July 21, 2014: Questions about Grant Program due (5 PM CDT)**
 - Submit questions to gov.coveragehelp@illinois.gov
 - Responses will be posted periodically to the DPH website.
 - Technical Questions related to the EGrAMS application process can be submitted to DPH.GrantReview@illinois.gov through the end of the application period.
 - **August 1, 2014: Grant Applications due on EGrAMS (5 PM CDT)**
 - **Early September 2014: Grants awards announced**



GCI In-Person Counselor Grant Program

IPC Grant Application – Key Changes: Jen McGowan, GCI

- **Appendix V**
- **Section I – Background Information**
 - Added information from the recent Final Rule on Market Standards for 2015 and Beyond on organizational duties
 - Includes requirement to provide an operational presence in the regions that an organization is applying for
- **Section II – Period of Performance**
 - Shorter performance period with an option of renewal



GCI In-Person Counselor Grant Program

IPC Grant Application – Key Changes: Jen McGowan, GCI

- **Section III – Eligible Applicants**

- Requires applicants to operate by regions and submit information region-by-region within a single application.
- Individual organizations may only appear on one application
- Reiterates focus on serving the general population as opposed to specific, targeted populations
- Updated prohibited activities based on Final Rule on Market Standards for 2015 and Beyond
- Allows organizations to apply and receive a grant through the federal Navigator program but does not allow an individual IPC and Navigator to be paid by both programs (must have a distinct staff)



GCI In-Person Counselor Grant Program

IPC Grant Application – Key Changes: Jen McGowan, GCI

- **Section IV – Funding Overview**

- Describes the regional focus of the application. Applicants must provide information on a region-by-region basis.
- Grant funds may not be used for institutional, organizational, or community-based overhead costs not directly related to grant objectives.
- No IPC staff may receive funding under this grant as compensation on a per-application, per-individual-assisted, or per-enrollment basis.



GCI In-Person Counselor Grant Program

IPC Grant Application – Key Changes: Jen McGowan, GCI

- **Section V – Program Requirements**

- Includes examples of expected outreach and education activities
- Requires IPCs to be available to work evening and weekend hours.
- Sets out suggested parameters for staffing structure and key staff positions, including a minimum of 5 IPCs operating per-region on a full-time basis.
- Requires Program Managers to be certified.
- Quarterly progress reports and monthly expenditure reports are due every two months, with additional reporting requirements to the Get Covered Illinois team on a regular basis.
- Provides additional information on ensuring privacy and security of consumers' personally identifiable information.



GCI In-Person Counselor Grant Program

IPC Grant Program Application Instructions: Syed Zaffer, GCI

Period of Performance

- Expected period of performance: August 1, 2014 to April 15, 2015
- Potential for renewal
- All awardees must perform required activities through the grant cycle
 - Open enrollment period – November 15, 2014 to February 15, 2015
 - Pre and post-enrollment assistance
 - Medicaid enrollments
 - Special enrollment period



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IPC Grant Program Application Instructions: Syed Zaffer, GCI

Period of Performance

Sample Timeline of Grant Activities	
August 2014	Grantee organization receives notice of award; grant agreement is executed.
August-October 2014	Grantee organization employees fulfill certification requirements (training, background check).
August-September 2014	Grantee organization works with Get Covered Illinois team to implement strategic outreach plan and begin Medicaid/SHOP enrollments.
September-November 2014	Grantee organization conducts pre-enrollment outreach, tracking, educational activities, and Medicaid/SHOP enrollments.
November 2014-February 2015	Grantee organization conducts activities to facilitate enrollment in health coverage.
February-April 2015	Grantee organization provides post-enrollment education and support, facilitates enrollment for individuals eligible for Medicaid and individual/family QHP special enrollment periods, and continues to facilitate enrollment for eligible small employers.



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IPC Grant Program Application Instructions: Syed Zaffer, GCI

Eligible Applicants

- For the 2015 IPC program, grants will be made on a region-by-region basis. Applicants must submit information for each region in which they apply for funding.
- Must be legally recognized organization based in Illinois.
- Organizations should maintain an office or physical presence in regions they are applying for



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IPC Grant Program Application Instructions: Syed Zaffer, GCI

Eligible Applicants

- Eligible organizations include:
 - Community and consumer-focused nonprofit groups;
 - Trade, industry, and professional associations;
 - Commercial fishing industry organizations, ranching and farming organizations;
 - Chambers of commerce;
 - Unions;
 - Resource partners of the Small Business Administration;
 - Licensed agents and brokers; and
 - Other public or private entities that meet the requirements of this section and 45 CFR 155.210 (see Appendix III).



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IPC Grant Program Application Instructions: Syed Zaffer, GCI

Eligible Applicants

- To receive a grant, an applicant must:
 - Be capable of carrying out at least those duties described in the Program Requirements section
 - Demonstrate to IDPH that the entity has existing relationships, or could readily establish relationships, with consumers
 - Meet the certification standards prescribed within this application;
 - Not have a conflict of interest during the term as grantee defined in the section below; and
 - Comply with the privacy and security standards adopted by IDPH, Get Covered Illinois and HHS



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IPC Grant Program Application Instructions: Syed Zaffer, GCI

Eligible Applicants

- Grantees participating in the grant program may not be:
 - Health insurance issuers or subsidiaries
 - Lobbyist for any health insurance issuer
 - Compensated directly or indirectly from health insurance issuers
- A full list of prohibited activities and relationships are available in the RFA
- Conflict of interest disclosure requirements are also included in the RFA



GCI In-Person Counselor Grant Program

IPC Grant Program Application Instructions: Syed Zaffer, GCI

Eligible Applicants

- Applicant organizations may receive funding through HHS Navigator Program, HRSA Outreach and Enrollment Assistance Program, and other ACA enrollment programs
- Application organizations that are selected for the IPC program may not use other funding sources to pay staff working as IPCs
- Separate accounting and financial records must be kept for each program



GCI In-Person Counselor Grant Program

IPC Grant Program Application Instructions: Syed Zaffer, GCI

Funding Overview

- Funding determined on a region-by-region basis
- Grantees may apply for more than one region using a single application, but must complete all information for each region separately
- Applicants must provide the number of certified IPC personnel from each participating organization that will be designated in each region
- Grant funding should be used to support in-person application assistance, outreach and education activities, and post-enrollment support
- Grant funds may not be used for institutional, organizational, or community-based overhead costs not directly related to grant objectives, indirect costs, or levies
 - A list of eligible and ineligible expenses is available in the RFA
- No IPC staff may receive funding under this grant as compensation on a per-application, per-individual-assisted, or per-enrollment basis.



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IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Activities**

- Must provide in-person assistance to individuals and small businesses
- Required duties include:
 - Maintain expertise in eligibility, enrollment, and program requirements;
 - Conduct public education activities
 - Provide information and services in a fair, accurate and impartial manner
 - Facilitate selection of a QHP or public insurance plan
 - Provide referrals to the Illinois Department of Insurance or other appropriate State agencies for grievances, complaints, or questions regarding a health plan, coverage, or a determination under a plan or other coverage
 - Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served at no cost
 - Maintain a physical presence in the Marketplace service area



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IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Activities**
 - Engage in outreach and education activities including:
 - Canvassing local communities and small businesses
 - Lead generation
 - Data entry of lead generation (Request for Information cards)
 - Educational presentations
 - Visibility and tabling events
 - Stakeholder engagement
 - Must be regularly available during evenings and weekends and outside of grantee offices



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IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Organizational Structure and Staffing Requirements**
 - All IPCs should be full-time employees dedicated exclusively to grant activities
 - All Grantees will appoint a Program Director to manage all IPC grant activities
 - Grantees must propose a minimum of 5 IPCs (from lead and/or sub-grantee organizations) per region
 - Non-IPC administrative/management positions should be minimal and, for organizations applying with sub-grantees, concentrated in the Grantee organization.
 - Sub-grantees should identify Project Supervisors to coordinate IPC activities within their organizations
 - Sub-grantees with small amounts of staff dedicated to the grant should consider assigning these duties to an individual who also performs IPC duties.
 - Applicants with a large number of sub-grantee organizations or IPC staff within a region may want to consider appointing a Regional Project Manager to coordinate grant activities among sub-grantee partners within the region.



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IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Target Populations**

- Grantees are expected to engage with all individuals seeking health coverage, regardless of the coverage program they ultimately enroll
 - Adults with income under 138% of the Federal Poverty Level (FPL) may be eligible for the Illinois Medicaid program.
 - Pregnant women and children may be eligible for the Medicaid or All Kids programs at higher income levels.
 - Individuals with incomes above Medicaid levels are typically eligible for Marketplace coverage.
 - Individuals and families with income below 400% FPL may be eligible for financial assistance with Marketplace plan premiums and/or cost-sharing requirements.
 - Small businesses with 50 or fewer full-time equivalent employees are eligible for small group coverage through the SHOP Marketplace.
- Grantees are expected to refine their messages and outreach activities in order to reach the Marketplace eligible population



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IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Certification**
 - All IPCs and management personnel are required to be certified
 - Including state-specific in-person training, federal online training and criminal background check
 - To successfully complete all training requirements, individuals must pass the state and federal exam
 - Travel costs associated with training are reimbursable through the grant
 - Individuals who are denied certification are ineligible to receive any funds under this Grant following such denial
 - IPCs who are already certified by the state must complete recertification requirements only

- **Job Postings**
 - All new positions funded through this grant must be posted on the Illinois JobLink website



GCI In-Person Counselor Grant Program

IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Equipment; Collected Data; Intellectual Property**
 - All collection, use and storage of PII arising as a result of the grantee's performance of its duties under this Grant must comply with the applicable federal privacy and security standards
 - All PII obtained by a grantee under this Grant shall be the property of the State, may not be disclosed to third parties, and must be used by grantee solely for purposes of the grantee's performance of its duties under this Grant, and not for any secondary purpose.



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IPC Grant Program Application Instructions: Jen McGowan, GCI

Program Requirements

- **Reporting**
 - Must submit progress reports and expenditure reports every two month
 - Must fulfill all reporting requirements designated by the Get Covered Illinois Team
- **Ensuring Privacy and Security of Consumer PII**
 - Successful applicants must demonstrate ability to ensure consumers' personally identifiable information is protected
 - Monthly security compliance checklists are required from each IPC working the grant



GCI In-Person Counselor Grant Program

IPC Grant Program Application Scoring: Estrelitta Harmon, IDPH

- Services by Region: 25 Points
 - See Page 36 of Application Instructions for detailed criteria
- Project Narrative and Goals: 40 Points
 - See Page 37 of Application Instructions for detailed criteria
- Key Staff, Project Management Structure, and Ensuring Privacy and Security of Consumer Personally Identifiable Information: 15 Points
 - See Pages 39 of Application Instructions for detailed criteria
- The Work Plan: 10 Points
 - See Page 42 of Application Instructions for detailed criteria
- Budget and Budget Narrative: 10 Points
 - See Page 49 of Application Instructions for detailed criteria



GCI In-Person Counselor Grant Program

EGrAMS: Estrelitta Harmon, IDPH

- The Illinois Department of Public Health (IDPH) will accept IPC grant applications exclusively through its **E**lectronic **G**rants **A**dministration & **M**anagement **S**ystem (EGrAMS)
- Access the EGrAMS system here: <https://idphgrants.com>



The screenshot shows the IDPH GRANTS website. The header includes the IDPH logo and the text "IDPH GRANTS" and "ILLINOIS". A navigation menu on the left lists various links such as "Home", "About EGrAMS", "EGrAMS Login", "Validate Workstation", "Register your Agency", "Create User Profile", "Grant Opportunity Notification", "Training Materials", "Current Grants", "Center for Minority Health Services", "Health Insurance Marketplace", "Finance and Administration", "Health Protection", "Health Protection - HIV/AIDS", "Health Promotion", "Policy, Planning and Statistics", "Office of Preparedness and Response", and "Office of Women's Health". The main content area contains a welcome message from IDPH, a description of the EGrAMS system, and instructions on how to access the system. The footer includes links to "Illinois.gov Home", "EGrAMS Home", "Contact EGrAMS", "Contact Information", "State Web Sites", "Track Vendor Payments", "Site Map", "Privacy Policy", "Accessibility Policy", "Security Policy", and a copyright notice for 2004-2013 HTC Global Service.



GCI In-Person Counselor Grant Program

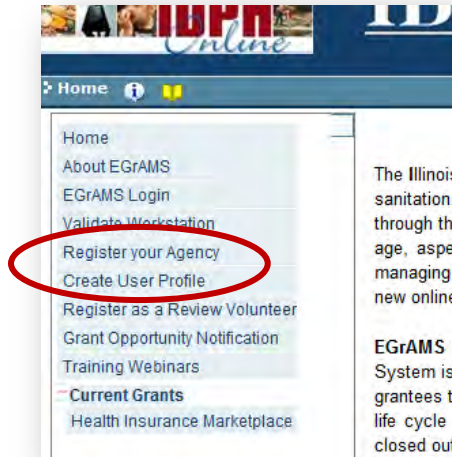
EGrAMS Registration: Estrelitta Harmon, IDPH

1. Register your Agency/Organization

- a. All agencies interested in applying for the IPC grant must register with EGrAMS

2. Create Individual User Profile(s)

- a. The EGrAMS application allows users to create their own user login and password
- b. User Profiles are associated with the Agency/Organization created in step 1.



Please visit the Training Materials section on EGrAMS or click [HERE](#) to view the Introductory Guide for Applicants



GCI In-Person Counselor Grant Program

EGrAMS Application: Estrelitta Harmon, IDPH

- Initiate the Grant Application
- Enter and Submit Grant Application
- Please visit the Training Materials section on EGrAMS or click [HERE](#) to view the EGrAMS Instructional Guide for Application Entry and Submission

IMPORTANT NOTICE:
A Regional Budget is required for all applications

Click on the '+' to enter in the Amount Requested for each identified region.

Description	Qty	Rate	Units	UoM	Total	Amount Requested	Cash	Inkind	Notes
In-Person Counselor	2000.000	1.000	8.00	MTH	16,000.00				
Totals: 16,000.00 0.00 0.00									

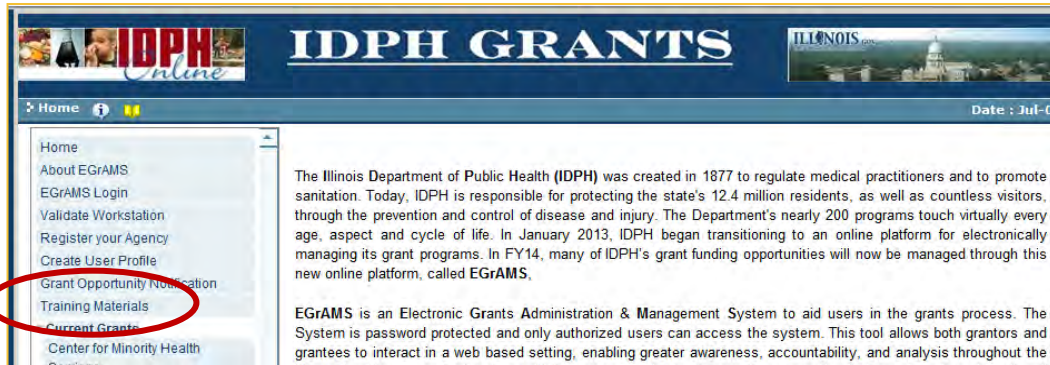
Del.	Description	Amount Requested	Cash	Inkind	Total (16,000.00)
X	Region 01 - Chicago South	16,000.00	0.00	0.00	0.00
X	Region 04 - The Southland	0.00	0.00	0.00	0.00
Totals		0.00	0.00	0.00	0.00



GCI In-Person Counselor Grant Program

EGrAMS Training Webinars: Estrelitta Harmon, IDPH

- For additional guidance, please view the Training Materials section on the <https://idphgrants.com> landing page and/or the menu bar after login
- Please contact IDPH for EGrAMS assistance at DPH.GrantReview@illinois.gov



Questions



How to Ask a Question

- **Typing:** You can submit a question by typing it in the Questions section in your meeting control panel.
- Other questions related to the grant program can be submitted to Gov.CoverageHelp@illinois.gov through 5:00 PM CDT on **July 21, 2014**.
 - All responses will be posted online at <http://www.idph.state.il.us/fundop.htm>
- Technical questions related to the EGrAMS application will be accepted through the submission deadline of 5 PM CDT on **August 1, 2014**.



GCI In-Person Counselor Grant Program

Conclusion: Erik Wallenius, GCI

- DPH IPC Grant Program Website: <http://www.idph.state.il.us/fundop.htm>
- Important Links:
 - IPC Grant Program Application Instructions
 - EGrAMS Quick Start Guide
 - Responses to Questions
- Key Dates:
 - July 21, 2014: Questions about Grant Program due (5 PM CDT)
 - August 1, 2014: Grant Applications due on EGrAMS (5 PM CDT)
 - Early September 2014: Grants awards announced
- Additional Questions: Gov.CoverageHelp@illinois.gov



Thank You

