



Survey of Voices and Experiences of Community-Based Contracted Navigators: ACA Enrollment

March 10, 2014

To Whom It May Concern:

The Commission on the Public's Health System is a citywide, community-based membership health advocacy organization committed to ensuring that the voices of medically underserved communities, especially their need for safety net health care providers, are heard.

We would like to gather feedback on the opportunities and challenges that Navigators are facing in the implementation of the Affordable Care Act. We have identified your organization as one of the contracted community-based organizations charged with educating and assisting consumers in purchasing coverage through the New York State of Health insurance exchange.

We are seeking to gather information by conducting an 11-question survey in order to better understand what is going well and the challenges with enrolling people into the exchange. We are interested in learning what contracted community-based organizations are facing with ensuring that the exchange is working and reaching hard-to-reach populations. We will provide recommendations based on your input, which will be used in our advocacy efforts.

The survey will be anonymous. We understand that your organization is contracted by the State, and we are not looking to alter relations that your organization has with them. We estimate the survey will take 10 to 15 minutes to complete. If your time is very limited, you can respond to some questions but not others.

If you choose to fill out the survey, our deadline is April 10, 2014. You can mail back the survey to:

Commission on the Public's Health System
45 Clinton Street
New York, NY 10002

Or if it's easier, you can fill it out within this Word document and email it to jpuma@cphsnyc.org. A volunteer will print it out and mix it in with the other responses, and no one else will know who it came from.

Thank you,

Anthony Feliciano, Director

8. On a scale of 1 to 3 (1 being least important and 3 being most important), how important do you think the following offerings would be in improving your organization's capacity to assist community members in navigating the exchange? (please, circle or highlight the number)

a. Funds to expand navigator staff

1 ----- 2 ----- 3

b. Funds to do outreach

1 ----- 2 ----- 3

c. Ongoing technical assistance

1 ----- 2 ----- 3

d. Training for non-navigator staff on how the exchange works

1 ----- 2 ----- 3

e. More information on the navigators' role

1 ----- 2 ----- 3

f. More printed and web-based information on the exchange in languages other than English

1 ----- 2 ----- 3

g. Demographic and geographic information on exchange users

1 ----- 2 ----- 3

h. Other _____

1 ----- 2 ----- 3

9. What areas do you see the state doing well in rolling out the exchange?

10. Thinking of both your organization and the exchange, what major barriers are you seeing for community members who need assistance in deciding on and actually enrolling?

10a. What ideas do you have to reduce those barriers?

11. Please briefly describe your organization's activities to help connect uninsured and underserved people in your service area to health insurance or health care services. This includes people without documents who are barred from participating in the exchange.

Thank you