DVHA Routing Form

Revision Date 5/1/12

Type of Agreement: **Grant** Agreement #: **03410-6111-12** Form of Agreement: **Amendment** Amendment #: **5**

Name of Recipient: **Fletcher Allen Health Care** Vendor #: **7449**

Program Manager : **Lisa Dulsky Watkins** Phone #: **802-872-7535**

Agreement Manager: **Emily Trantum** Phone #: **802-879-5946**

Brief Explanation of Agreement: **Extend the grant term, increase the maximum amount, and revise Attachment A**

Start Date: **11/14/2013** End Date: **5/30/2014** Maximum Amount: **$551,735.00**

Amendments Only: Maximum Prior Amount: **$503,610.00** Percentage of Change: **9.56%**

Bid Process (Contracts Only): ☐ Standard ☐ Simplified ☐ Sole Source ☐ Statutory ☐ Master Contract SOW

Funding Source

Global Commitment 93.778	**$455,900.00**	**GC - HIT**	**$20,000.00**
Special:Settlement	**$22,710.00**	**Special: HIT**	**$5,000.00**
ACA Exchange 93.525	**$48,125.00**		

Contents of Attached Packet

☐ AA-14
☐ Sole Source Memo
☐ Qualitative/Justification Memo
☒ Attachments A, B, C & F
☐ Attachment D - Modifications to C & F
☐ Attachment E - Business Associate Agreement
☐ Attachment G - Academic Research
☐ MOU
☒ Other: **Base, Amend 1, 2, 3, & 4**

Reviewer		Reviewer Initials	Date In	Date Out
DVHA Grant & Contract Administrator	**Kate Jones**	K.J.		
DVHA BO	**Jill Gould**	J.G.		
DVHA Commissioner or Designee	**Mark Larson, Commissioner**	M.L.		
AHS Attorney General	**Seth Steinzor, AAG**	S.S.		
Following Approvals for Contracts Only:				
AHS CIO				
AHS Central Office				
AHS Secretary				

Vision Account Codes:

☐ FFATA Entry ☐ Grant Tracking Module Vision PO #: Initials & Date: Approval & B/C:

RECEIVED
AUG 08 2013
DEPARTMENT OF VERMONT HEALTH ACCESS

AMENDMENT

It is agreed by and between the State of Vermont, Department of Vermont Health Access (hereafter called the "State") and Fletcher Allen Health Care (hereafter called the "Grantee") that the grant on the subject of administering the Vermont Blueprint Integrated Health System in the Chittenden County Health Service Area, effective November 14, 2011 is hereby amended effective July 23, 2013 as follows:

1. **By deleting on page 1 of 5 of Amendment 4, Section 3 (Maximum Amount) and substituting in lieu thereof the following Section 3:**

   3. Maximum Amount: In consideration of services to be performed by the Grantee, the State agrees to pay the Grantee, per payment provisions specified in Attachment B, a sum not to exceed $551,735.

2. **By deleting on page 1 of 19 of Amendment 3, Section 4 (Grant Term) and substituting in lieu thereof the following Section 4:**

   4. Grant Term: The effective date of this Grant Agreement shall be 1/24/2012 and end on 5/30/2014.

3. **By deleting on page 1 of 5 of Amendment 4, Section 5 (Source of Funds) and substituting in lieu thereof the following Section 5:**

   5. Source of Funds: GC $455,900 Special: HIT $5,000 Settlement $22,710 GC-HIT $20,000 Federal - $48,125

4. **By adding on page 12 of 19 in ATTACHMENT A (Scope of Work to be Preformed), under II. Scope of Work and Performance Expectations as amended by Amendment 3 the following:**

   J. Health Care Marketplace Navigation

   Starting in October 2013, individuals, families and small businesses will use Vermont Health Connect to compare health plans side-by-side and find one that fits their needs and budget. Navigators will be available to sit down with Vermonters one-on-one to help them understand their health care options, compare health plan benefits and prices, and select a plan that fits their needs. Small businesses can also turn to Navigators for help in determining the best options for their business. The primary goals of the State's Vermont Health Connect Navigator Program are to:

   1) Provide free in-person enrollment assistance to individuals and businesses in communities across Vermont;

2) Conduct outreach and education to individuals and businesses across Vermont to help them learn about Vermont Health Connect, how it relates to them, and the key timelines to make enrollment decisions; and

3) Fulfill all duties and criteria as determined by state and federal law.

In order to maximize Navigators' impact and ensure accountability, Navigators will be managed by entities selected by Vermont Health Connect to be "Navigator Organizations." By accepting this grant, the Grantee is attesting their intention to serve as a Navigator Organization.

1. Grantee Duties and Criteria

- Assign qualified personnel to be trained and certified as Navigators by the State;
- Obtain a State of Vermont criminal conviction report on each selected Navigator and keep on file. If the prospective Navigator has not resided in the state of Vermont for the past five consecutive years, then an FBI criminal background check is required. Navigators may initiate employment with the grantee prior to the receipt of background check results by the Navigator organization. Continued employment of Navigators is contingent upon satisfactory results of the required criminal history;
- Manage and oversee Navigators;
- Ensure that only certified Navigators are providing enrollment assistance. The State recognizes that enrollment assistance work will be performed by Navigator's, Certified Application Counselors, and brokers; however only Navigator activities shall be reimbursed and reported under this grant;
- Leverage connections with key target populations to boost the State's outreach efforts;
- Provide quarterly status reports detailing engagement and enrollment efforts;
- Meet with the state on a quarterly basis; attend additional meetings either in person or by phone as requested by the State;

2. Navigator Duties and Criteria as determined by state and federal law

- Maintain expertise in eligibility, enrollment, and program specifications and conduct public education activities to raise awareness about the Vermont Health Connect;
- Provide information and services in a fair, accurate and impartial manner; such information must acknowledge other health programs;
- Facilitate selection of a qualified health plan (QHP) and/or Medicaid, Dr. Dynasaur, VPharm and other public health benefit. Provide referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman established under section 2793 of the PHS Act, or any other appropriate State agency or agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage; and
- Provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Exchange, including individuals with limited English proficiency, and ensure accessibility and usability of Navigator tools and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act.

The State's Training Process and Requirements
As the Navigator certification criteria dictates, individuals designated to become Navigators by Grantee must complete the Navigator training program and pass an exam to demonstrate an understanding of the information taught in the training program. This is a two-step process:

1. Complete 24 hours of Navigator Training
2. Pass a written exam

The training program and exam will take place in July 2013 and September 2013. Over time, new regulations and information pertaining to Vermont Health Connect may be released and it will be important for Navigators to be aware of those changes or updates. Pending how much new information is available, it is estimated that Navigators may be required to complete an additional 4-12 hours of training over the course of the year.

Evaluation of Navigator Organizations
Grantee shall submit, with the quarterly reports to the State using the reporting form provided to track navigator activity. Reports will detail progress in engagement and enrollment levels, assessment of Navigator and Navigator Organization activities, forecasting for upcoming months and recommendations for strategic adjustments if applicable. The State will review reports and evaluate Navigator Organizations on a quarterly basis.

Upon execution of this grant the State will provide the Grantee with the required reporting forms. The Grantee shall be required to report the following data elements on a monthly basis.

Outreach Activities
- Number of outreach events by event type (e.g., meeting with community group, attendance at public event, social media, materials distribution, other)
- Number of individuals reached (e.g., number in attendance at community meeting, contacts at public event, followers/likes/friends on social media, amount of materials distributed)

Enrollment Activities
Enrollment Assistance Contacts - Individuals
- Number of those assisted from target population
- Number of those assisted not from target population
- Number of those assisted by application outcome (complete, incomplete, unknown)
- Number of applications by enrollment outcome (enrolled, not enrolled, unknown)

Enrollment Assistance Contacts – Small Businesses
- Number of businesses assisted
- Number of businesses assisted by coverage type (e.g., all carriers and plans, one carrier and all plans, unknown)
- Total number of employees represented by small business enrollment assistance contacts
- Total number of employees electing coverage

Qualitative Reporting

- Assessment of organization's progress toward outreach goals for the period; observations about most/least successful outreach and education activities during the reporting period
- Assessment of organization's progress against enrollment goals
- Barriers encountered during reporting period with respect to outreach and/or enrollment activities
- Observations about the type of enrollment assistance requested by individuals and/or businesses – e.g., type of assistance requested, at what point in the process individuals/businesses seek assistance, at what point they no longer need assistance
- Assessment/observations about length of time spent on each person/entity assisted with enrollment

Additionally, the Grantee will be expected to meet with the State at least monthly by phone or more often as determined by the State and to attend quarterly Navigator Organization summits to share lessons learned, collaborate on strategies to address shared challenges, and provide feedback to the State.

Grantee Deliverables

1. Target Population and Enrollment:
   Grantee will target a coverage-eligible population that includes those attributed to primary care practices in the Health Services Area and individuals identified as uninsured or underinsured at the point of care. Navigators or Community Health Teams will work with health systems to query their panel of patients to identify those who are coverage-eligible, including working with the primary care practices, addictions treatment centers, hospitals, and emergency departments.

2. Outreach and Education:
   1. Partner with Community Health Team members (as outlined in the grant application) to disseminate Vermont Health Connect information.

   2. Hold "Open Enrollment Days" at a public venue in the targeted service area for specific target populations with trained navigators available.

   3. Utilize computer, tablets, or other technology to access the State's Vermont Health Connect online portal to enroll members of the targeted population when working in the community.

   4. As indicated in its grant application, the Grantee will implement multiple modes of outreach and education, such as:

      - In person CHT visits
      - In-person activity-space outreach and education
        - Community-based self-management workshops
        - Primary care practices
        - Addiction treatment centers and peer organizations

- Grantee programs
- Presentations and specially billed Open Enrollment sessions at Grantee's facility or other activity space

5. At each point of contact the Grantee will provide information and guidance about appropriate utilization of health services, including assistance with establishing a primary care medical home, education on when to access the emergency room, and referral to preventive health services.

6. Promote use of Community Health Team among local navigator organizations and support their clients by providing information and guidance about appropriate utilization of health services, including assistance with establishing a primary care medical home, education on when to access the emergency room, and referral to preventive health services.

Additional Deliverables as outlined in the Navigator Application
Between July and September activities, the Grantee will engage a network of potential enrollees by:

- Maintaining a presence in five or more events or festivals
- Meeting one-on-one with relevant organizations that serve the designated population that will require enrollment support;
- Coordinating and convening overlapping Navigator organizations to present a clear, consistent message and avoid duplication of effort;
- Identifying locations and dates and conducting Vermont Health Connect presentations to the communities they serve; and,
- Placing existing Vermont Health Connect materials in markets, community centers, primary care practices, hospitals, emergency rooms, addiction treatment centers, peer organizations, and other physical and online venues that their target population frequents.

The Grantee will be expected to do the above while also working on an ongoing basis to connect their target population to the Vermont Health Connect participatory activities as appropriate – both through social media and offline – directing the target population to kick-off events.

The Grantee will be expected to share detailed plans for the outreach and engagement listed above with Blueprint for Health Assistant Director as assigned – both verbally and through online tools as directed by the Blueprint. The Grantee will be expected to adhere to the Blueprint's guidance regarding public communication, coordination with other Navigator organizations, and necessary adjustments to outreach and enrollment efforts.

5. By adding on page 4 of 5 of Amendment 4 in ATTACHMENT B Payment Provision, the following:

Navigator
The Grantee shall invoice the State monthly up to the sum of $3,750 per month ($1875 for one-half month) for 11.5 months for navigator activities in Attachment A on expenses incurred and

completion of grant deliverables. Payments for navigator activities will only be issued after all reports due quarterly are received by the State.

Navigator Milestone Payments
The Grantee shall invoice the State $500/150 enrollees up to $5,000.

6. **By deleting on page 5 of 5 of Amendment 4, Approved Budget for October, 2012 to September 30, 2013 and substituting in lieu thereof the following budget chart:**

Approved Budget for October 1, 2012 to September 30, 2013:

Project Management	$140,400
Project Management Milestones	$13,600
Vermont Health Connect Navigation (July 15 to September 30, 3013)	$43,125
Navigation Milestones (July 15 to June 30, 2014)	$5,000
Health Information Technology Interfaces	$20,000
Self-Management Programs	$30,000
Self-Management Master Trainer Consultation	$3,000
Self-management Completers ($200 each)	$23,600
Training and Travel	$10,000
Training Carried Over (2011-2012)	$10,000
Flexible funding	$7,500
Amendment #4 Total	**$306,225**
Navigator Budget October 1, 2013 to June 30, 2014	
Vermont Health Connect Navigation	$33,750

This amendment consists of 6 pages. Except as modified by this amendment and any previous amendments, all provisions of this grant, (#**03410-6111-12**) dated **November 14, 2011** shall remain unchanged and in full force and effect.

STATE OF VERMONT

DEPARTMENT OF VERMONT HEALTH ACCESS

MARK LARSON, COMMISSIONER — DATE 8/14/13

GRANTEE

FLETCHER ALLEN HEALTH CARE

ANNA NOONAN — DATE 8-2-13

Received in BO
AUG 0 8 2013
PO Attached _____
Packing Slip _____