

# Tribal Assister, Navigator and Certified Application Counselor Certification

To implement the Tribal Assister, Navigator/CAC Program, the Washington Health Benefit Exchange (HBE) is required to meet training standards set forth by the Affordable Care Act. The rules ensure that individuals who provide information and one-on-one assistance to consumers, and facilitate enrollment in Qualified Health Plans and other affordability programs, have demonstrated the knowledge and expertise needed to deliver accurate, beneficial assistance.

Each Tribe must submit an agreement to the exchange identifying the primary staff contact(s) and Tribal Assister supervisor. Tribes may choose to have more than one agreement, based on their administration structure. **Fill out WAHBE tribal agreement.**



WAHBE User  
Agreement.pdf

**Any questions on the agreement please contact the tribal liaison.**

The objective of the Tribal Assister, Navigator/CAC certification program is to provide assisters with a basic overview of insurance, including common terms, background on the Affordable Care Act, the Health Benefit Exchange, and *Washington Healthplanfinder*. Upon completion of this program, Navigators/Assisters will understand their responsibilities, how to facilitate the enrollment of a variety of applicants, and how to seek out help when needed.

## Enrolling as a Tribal Assister

To begin the process to enroll a Tribal Assister begin by contacting the Tribal Liaison. All new assisters have to be enrolled into the Learning Management System (LMS) to complete the training modules. Please submit the following excel spreadsheet

To enroll a new Tribal Assister there are several steps. After contacting me;

- Next is to submit the attached excel spreadsheet. One line per new assister; Once submitted, return as an excel document. The Navigator program staff can then create a profile in the Learning Management System (LMS) for you to begin training.

- **The attached Excel spreadsheet.**



Tribal LMS  
Registration Form ma

- Please complete the entire top line. This information needs to be entered into the systems to initiate training in the LMS and establish a profile. Most fields are self-explanatory.
  - You only need to mark fluency if they are fluent in another language and proficiency is verified.

- The Assister will be an IPA (Individual), not a CAC.
- Submit the user agreement- (4-n-1 on the spreadsheet) see WAHBE User agreement attached. (See the instructions for the UA document.)
- Mark if a background check has been completed. (Background checks must be completed every 2 years). This is a federal requirement to have access to the HPF.
- Mark if the assister should be searchable on the Corporate HPF, so anyone can search for your assister and
- The primary language spoken.

2- A profile in the Learning Management System (LMS) will be created to complete the training.

Once training is complete and the attached documents submitted a HealthPlanFinder profile will be created;

Attached documents;

- Job Shadow Attestation when complete.
- WAHBE User agreement



Please return all documents to the location identified on the form.

### **Overview and Description of Materials**

The certification program is made up of learning modules that focus on the key knowledge areas essential to the navigator role. Each module contains a combination of the following resources:

- Description and learning objectives
- PowerPoint (including duration and location)
- Knowledge check
- Additional reference materials

Upon conclusion of each of the required modules, attendees must complete a short exam to pass the course. A maximum time of 2 hours is allowed for each of the module exams and 80% or higher is considered a passing grade. The duration of the program, including all webinars and reference guides, is approximately 15 hours, plus time for job shadowing.

### **Exam Guidelines**

You may use your notes, reference materials, and any of the training materials during each exam. You may take the exam a second time if you do not pass your first attempt. After that, you must retake the learning module. Contact the Tribal liaison to request a retake of exams.

### **Exam Directions**

Please read these exam directions before you log in to the Learning Management System (LMS) to take your exam.

**You will receive two emails from [hpfed@wahbexchange.org](mailto:hpfed@wahbexchange.org). Save these emails!**

1. Membership Approved: Username and Password
2. Enrolled Confirmation: Your link to access the LMS

If you need directions for how to use the LMS, view this [demonstration](#). If you need to reset your LMS password, read more at [Learning Management System Password Reset](#).

### **How do I maintain my certification?**

Throughout the year, *Washington Healthplanfinder* is updated, and certain aspects of the application or enrollment process might change. HBE will offer training sessions on these specific changes and/or other identified topics. Assisters, Navigators and CACs are required to attend these training sessions to maintain user access to *Washington Healthplanfinder*. A Security and Privacy training and exam is required annually, and a background check is required every other year.

### **Long Term Absence**

The Tribal Assister or Supervisor need to contact the Navigator program and Tribal liaison if a tribal assister needs their accounts suspended and not closed, due to a long term absence. A request to the Navigator program and Tribal liaison will reactivate the account and allow the assister to complete and missed training required during the Assisters absence.

### **What type of support is offered to Tribal Assisters, Navigators/CAC's?**

Tribal Assisters and Navigators may contact their "lead organization" for technical support with application issues, as well as enrollment and eligibility support. The lead organization for tribes is the exchange. A Tribal Assister may receive support by calling HBE call center or the tribal liaison.