

Navigator Training and Certification Process

The ACA establishes training standards that navigators must meet before they begin assisting Exchange customers. The amount of training needed to meet these standards and prepare individuals can be daunting for those who are new to this work. The navigator team recently conducted a work group comprised of navigators and tribal assisters from around the state to evaluate and recommend ways to improve the initial training and certification process. Lead Organizations also provided input.

To more effectively prepare navigator candidates to assist customers and provide quicker access to Washington Healthplanfinder (HPF), the work group recommended a phased-in approach to training and certification. This does not increase the training required for new navigators and does not impact current navigators.

Phase 1 (Role 1)- Washington Apple Health

First, navigator candidates would complete training modules preparing them to complete Washington Apple Health (WAH) renewals and enrollments by completing the following modules:

Washington Apple Health

- Module 1 - [Washington Apple Health Overview](#)
- Module 2 - [MAGI Methodology](#)
- Module 3 - [Apple Health \(Medicaid\) Household Composition](#)
- Module 4 - [Apple Health Eligibility Factors](#)
- Module 5 - [Apple Health Maintaining Eligibility](#)

Application Completion/Submission Demos

- Segment 1 - [Account Creation](#)
- Segment 2 - [About You](#)
- Segment 3 - [Taxes & Additional Household Members](#)
- Segment 4 - [Additional Questions](#)
- Segment 5 - [Household Income](#)
- Segment 6 - [Application Review & Esign](#)
- Segment 7 - [Managed Care Plan Selection](#)
- Segment 8 - [Plan Shopping & My Cart](#)
- Segment 9 - [Tax Credits, Confirm Plan & Acct. Home](#)

Role of the Navigator

Security and Privacy

User Agreement

- ❖ In addition, Navigators must complete Job Shadowing prior to certification. To complete the Job Shadowing for WAH, the navigator must view 3 complete, separate applications with a seasoned Navigator

Upon successful completion, the individual receives Healthplanfinder login credentials and full access to serve Washington Apple Health customers. King County requires new Navigators to complete 10 Applications during Phase 1 before being able to move to Phase 2. This allows Navigators/CACs to gain skills and confidence in the system before completing additional training related to Qualified Health Plans (QHPs). Navigators who will only assist with Washington Apple Health continue to perform their work with this level of access.

Phase 2 (Role 2) – Qualified Health and Dental Plans

Navigators/CACs who will also complete QHP enrollments will advise the lead organization or CAC coordinator when they are ready to begin QHP training and exams. The Exchange will load the QHP training modules and exams to the user's LMS dashboard. Upon completion, the Navigator/CAC receives system access to support QHP customers.

QHP training requires completion the following modules:

Taxes and Washington Healthplanfinder

Qualifying Life Events and Special Enrollment Periods

Conditional Eligibility Verification

American Indian/Alaska Native

AI/AN Part 2

Customer Decision Support Tool

Insurance 101

Qualified Health and Dental Plans