



State of New Jersey
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To: Navigators, Navigator Entities, Certified Application Counselors (CACs), Certified Application Counselor Designated Organizations (CDOs)

From: New Jersey Department of Banking and Insurance

Date: September 30, 2019

RE: State Certification, Training and Designation Requirements for Plan Years 2019 and 2020

I. Purpose

The purpose of this notice is to provide information to Navigators, Navigator Entities/Organizations, Certified Application Counselors (CACs), and Certified Application Counselor Designated Organizations (CDOs) regarding certification to provide continued Marketplace enrollment assistance for 2019 and the certification and designation requirements for 2020 under the State-Based Exchange on the Federal Platform (SBE-FP).

II. Background

In accordance with P.L.2019, c.141., the State of New Jersey is transitioning to a State-Based Exchange on the Federal Platform (SBE-FP) for plan year 2020 and will transition to a State-Based Exchange for 2021. The SBE-FP will operate within the New Jersey Department of Banking and Insurance ("the Department"). Under the SBE-FP, enrollment in Qualified Health Plans will continue to be conducted using the federal platform, HealthCare.gov. The Department will operate and oversee the Navigator and Certified Application Counselors programs for Plan Year 2020. Navigator organizations and Certified Application Counselor Designated Organizations (CDOs) are now required to obtain approval from the state, through the Department. CDOs will continue to oversee the activities and provide certification to CACs. The Department will provide certification to individual Navigators.

III. Training, Certification Requirements for Navigators and CACs in the SBE-FP; Designation of CDOs and Authorization of Navigator Entities in the SBE-FP

2019 Certification Extension. This communication serves as notice by the Department that the certifications of all Navigators and Certified Application Counselors ("Assisters"), received upon completion of U.S. Centers for Medicare and Medicaid Services ("CMS") 2019 Assister Training, and that recently expired (within the last 90

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days) are authorized to be extended through October 31, 2019 so that Assisters may continue to provide health coverage application and enrollment assistance during the extension period. Additionally, CDOs are authorized to extend the certifications of CACs under their authority through October 31, 2019. Entities and individuals operating under the extension must continue to comply with federal privacy and security and conflict of interest requirements.

2020 Certification Requirements. This communication serves as notice by the Department that all individual Navigators and CACs seeking to provide application and enrollment assistance through the State-Based Exchange on the Federal Platform for plan year 2020, including during the open enrollment period beginning November 1, 2019, must be certified by the state. Organizations seeking to operate as CDOs in New Jersey for plan year 2020 must apply for and receive designation by the Department, even if they received designation by CMS. Organizations seeking to operate in New Jersey as a Navigator entity for plan year 2020 must apply for and receive a Navigator Grant Award. For plan year 2020, all Navigators and Certified Application Counselors will be required to operate under the direction of a Navigator entity or a CDO.

2020 Navigator & CDO Application Process Under the SBE-FP

Navigator Grant Application Process. Organizations seeking to become a New Jersey State Navigator Grantee for plan year 2020 may apply to the Department's Request for Applications for grant funding to be issued soon, and posted to the Department website at <https://www.state.nj.us/dobi/njexchange/navigators.html>

CDO Application Process. All CDOs currently operating under an agreement with CMS and organizations seeking to become a CDO must apply to be designated by the Department by October 20, 2019 to perform application and enrollment activities in the SBE-FP for plan year 2020. The CDO application may be found on the Department website, at <https://www.state.nj.us/dobi/njexchange/cdos.html>

CDO Outreach Project Grant Funding Opportunity. CDOs may apply for grant funding to support outreach projects to be conducted in addition to their responsibilities as a CDO as established under federal regulation. Organizations designated by the state as a CDO for plan year 2020, and that served as a CDO for plan year 2019, will be eligible and may apply to the Department's Request for Applications for grant funding to be issued soon and posted to the Department website, at: <https://www.state.nj.us/dobi/njexchange/cdos.html>

2020 Training and Certification Process Under the SBE-FP

Training. For Plan Year 2020, Assisters seeking to operate in the SBE-FP must complete CMS Assister Training and New Jersey State Training. The CMS Assister training is available now and must be completed by active Assisters by October 31, 2019. Similar to last year, the 2020 Assister Training will be delivered through the Marketplace Learning Management System (MLMS), with supplemental training provided through an optional Assister Readiness Webinar Series. However, since New Jersey is no longer operating as a Federally-Facilitated Marketplace, all Assisters must update their MLMS training profiles to reflect their training as an Assister under a State-Based Exchange-Federal Platform.

CMS Assister Training may be accessed by the following link:
<https://portal.cms.gov/wps/portal/unauthportal/home/>

Navigator, CDO and CAC ID Numbers. Navigators, CDOs and CACs operating in New Jersey must use a new state-approved Navigator or CAC ID Number for 2020 certification.

Navigator entities and CDOs that possess a CMS-issued Organization ID Number, and who have an active or recently expired agreement with CMS (expiration within the last 90 days), must update their CMS issued ID Number to an approved State ID Number as they transition into the New Jersey State-Based Exchange on the Federal Platform. Similarly, Assisters operating under these organizations must update their individual Navigator ID and CAC ID numbers. All CMS numbers must be retired upon the update to a State ID number.

The approved State ID number adheres to the following format:

Current Navigator Entity/CDO ID Number Format

Root number (i.e. NJNAVC, NJCDOA) followed by a number “x” that correlates to a specific organization.

Current Navigator/CAC ID Number Format

Root number followed by a 5-digit number “x” that correlates to a specific Assister.

State ID Number Format

For ease of transition of Federal ID numbers to an approved State ID Number, the Department requests that Navigator Entities and CDOs attach an “S” before the numeric series in their retiring Federal ID Numbers. The “S” will denote a State formatted ID number.

Please see the following chart for additional information on the ID Number format.

	Federal ID Number Format (Retire)	State ID Number Format (New)
Navigator Entities	NJNAVCXX	NJNAVCSXX
CDOs	NJCDOAXX USCDOAXX	NJCDOASXX USCDOASXX

“X” Denotes a number that correlates to the Organization Individual ID number(s).

NOTE: Organizations seeking to become a new CDO or a Navigator entity in New Jersey must obtain a State issued Organization ID Number from the Department before Federal or State training can be accessed. CACs serving under a new CDO and Navigators serving under a new Navigator entity cannot take the CMS Assister Training and New Jersey State Training until a State ID number has been assigned to the organization.

Certification. Upon successful completion of CMS Assister Training, Navigator entities and CDOs will provide individual navigators and CACs with Department-issued New Jersey State Training. Navigators and CDOs must send a list of individual Navigators and CACs that have completed federal and state training to PublicAffairs@dobi.nj.gov with the subject line: Training Completion Confirmation. Upon successful completion of federal and state training, applicants will receive a state certification for 2020 valid through October 31, 2020.

Organizations interested in receiving Department updates may email their contact information to DOBIAssistersListServ@dobi.nj.gov with the subject line: ListServ Request.

Questions

Organizations and Assisters are encouraged to submit their questions to the Department of Banking and Insurance as follows –

Navigators

NavigatorQuestions@dobi.nj.gov

CACs

CACQuestions@dobi.nj.gov

CDOs

CDOQuestions@dobi.nj.gov