

HBE RFP 16-003 Appendix F
Navigator Knowledge, Skills, and Competencies Guidelines

*Competency = the ongoing ability to maintain, update and demonstrate sufficient knowledge, skills, judgment, and qualifications necessary to practice safely and ethically in a designated role and setting in accordance with Navigator requirements. One achieves continuing competency through active practice, self-assessment and reflection, and continuing education.

Knowledge	Skills	Competencies*	Qualities
Relationships			
	<ul style="list-style-type: none"> • Create a safe and confidential place for people to discuss health issues • Understand and articulate client needs including those for people with low socioeconomic status, Limited English Proficiency, and disabilities 	<ul style="list-style-type: none"> • Ability to communicate effectively with lay people, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions • Fluency with population served • Effective Customer service skills • Listening Skills • Problem solving • Conflict Resolution – maintain control under difficult situations • Ability to speak in language that consumers, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions status can understand 	<ul style="list-style-type: none"> • Relationship with community being served • Understanding of the special enrollment conditions for American Indians and Alaskan Natives • Desire to help community • Commitment to assure access to hard to serve and hard to reach individuals and groups
Content:			
<ul style="list-style-type: none"> • Public and private health insurance • ACA and the Health Benefit Exchange (HBE) • Qualified Health Plans (QHP) and actuarial value • Premium subsidies and how they are 	<ul style="list-style-type: none"> • Use Health information technology • Explain insurance information 	<ul style="list-style-type: none"> • Computer skills • Data collection skills (use HBE metrics) • Ability to speak in language or obtain language support resources that consumers, people with disabilities, Limited English Proficient, low-socioeconomic, chronic conditions status can 	

<ul style="list-style-type: none"> calculated Penalties for opting out of insurance coverage Metal plan tiers Health Plan Quality metrics IRS information related to the HBE HIPAA regulations Authorized representatives under state and federal law How the Washington <i>Healthplanfinder</i> works 		understand	
Referral			
<ul style="list-style-type: none"> Role of Navigator, Agent-Broker, Call Center Pass off points between groups. The correct parties to direct people to, in what circumstances. Limit to Navigator's role 	<ul style="list-style-type: none"> Refer people to Agent-Broker Refer people to services for additional health resources and information 	<ul style="list-style-type: none"> Communication Skills Computer Skills 	