



DC Health Benefit  
Exchange Authority

## RESOLUTION

### EXECUTIVE BOARD OF THE DISTRICT OF COLUMBIA HEALTH BENEFIT EXCHANGE AUTHORITY

**To establish an In-Person Assistor (IPA) program, including goals, target populations, grant making structure, duties, conflict of interest rules, language and cultural competency requirements, training requirements, performance metrics, and an evaluation component.**

**WHEREAS**, the Health Benefit Exchange Authority Establishment Act of 2011, effective March 4, 2012 (D.C. Law 19-94; D.C. Official Code § 31-3171.01 *et seq.*) (“Act”) created the District of Columbia Health Benefit Exchange Authority (“Authority”), an independent authority of the Government of the District of Columbia, and its governing Executive Board;

**WHEREAS**, § 3(b) of the Act (D.C. Official Code §31-3171.02(b)) includes in the Authority’s purposes, reducing the number of uninsured, educating consumers, assisting individuals and groups to access programs, the premium assistance tax credits, and the cost sharing reductions;

**WHEREAS**, § 8 of the Act (D.C. Code §31-3171.07) authorizes the Executive Board to create additional advisory boards to consult with on insurance standards, covered benefits, premiums, plan certification, internet technology system development and any other policy or operational issue within the Board’s purview;

**WHEREAS**, on December 12, 2012, the Executive Board established the Consumer Assistance & Outreach Advisory Committee to focus on designing and implementing the Navigator and In-Person Consumer Assistance programs, consumer outreach efforts, and other issues as requested by the Executive Board or Authority staff;

**WHEREAS**, on February 2, 2013, at the recommendation of the Standing Advisory Board, the Executive Board appointed to the committee consumer advocates, a small business, a producer, a health insurance carrier, a provider organization, someone with expertise in reaching individuals with disabilities, and others;

**WHEREAS**, the Consumer Assistance and Outreach Advisory Committee met on February 26<sup>th</sup>, March 13<sup>th</sup>, March 27<sup>th</sup>, April 10<sup>th</sup>, and April 15<sup>th</sup> of 2013 to discuss the goals, target population, grant making structure, duties, conflict of interest rules, language and cultural competency requirements, training, performance metrics, and evaluation component of an IPA program;

**WHEREAS**, on April 5, 2013, the Centers for Medicare & Medicaid Services within the U.S. Department of Health and Human Services, promulgated a notice of proposed rulemaking establishing Navigator and non-navigator assistance personnel standards including conflict of interest, training, and certification standards (78 Fed. Reg. 66 (5 April 2013). pp. 20581 – 20597);

**WHEREAS**, on April 10, 2013, the Consumer Assistance and Outreach Advisory Committee and Producers Advisory Committee met in a joint meeting to discuss the overlapping roles of an IPA and a producer in the individual and small group market;

**WHEREAS**, the Consumer Assistance and Outreach Advisory Committee reached a series of consensus recommendations on April 15, 2013 that included recommendations from the joint Consumer Assistance and Outreach Advisory Committee and Producers Advisory Committee meeting;

**WHEREAS**, on April 17, 2013, the Marketing and Consumer Outreach Working Committee deliberated on these recommendations and unanimously voted in favor of them; and

**NOW, THEREFORE, BE IT RESOLVED** that the Executive Board hereby approves the consensus recommendations regarding the establishment of an IPA program that are in the attached document titled In-Person Assistor Recommendations to the DC Health Benefit Exchange Board, Consumer Assistance and Outreach Advisory Committee dated April 15, 2013.

**I HEREBY CERTIFY** that the foregoing Resolution was adopted on this   18th   day of   April  , 2013, by the Executive Board of the District of Columbia Health Benefit Exchange Authority in an open meeting.

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Khalid Pitts, Secretary/Treasurer  
District of Columbia Health Benefits Exchange Authority

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Date