

**HEALTH BENEFIT EXCHANGE AND INSURANCE OVERSIGHT
NAVIGATOR SUBCOMMITTEE**

Monday, January 30, 2012

North Carolina Institute of Medicine, Morrisville

1:00pm – 4:00 pm

Agenda

(Go To Webinar Instructions are at the Bottom of Agenda)

1:00-1:10

WELCOME AND INTRODUCTIONS

Louis Belo

Chief Deputy Commissioner

North Carolina Department of Insurance

Co-Chair

Allen Feezor

Senior Policy Advisor

North Carolina Department of Health and Human Services

Co-Chair

1:10-1:20

Update on Insurance Smart NC

Carla Obiol

Senior Deputy Commissioner

Ombudsman Services Group

North Carolina Department of Insurance

1:20-3:45

DISCUSSION ON ENROLLMENT ASSISTERS (CBO/NON PROFIT, DSS,
PROVIDERS, DOI, AGENTS/BROKERS, OTHER)

Discussion Questions:

- Target populations
- Training requirements
- Certification requirements
- Linking consumers to trained assisters
- Compensation (if any) and how
- Code of ethics/contractual obligations
- Methods to ensure accountability

Of these, who should be recognized as official “navigators” to meet HBE contracting requirements?

Pam Silberman, JD, DrPH

President & CEO

North Carolina Institute of Medicine

3:45-4:00

PUBLIC COMMENT PERIOD

GO-TO-WEBINAR INSTRUCTIONS

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1. Please join my meeting, Monday, January 30 at 1:00 PM Eastern Daylight Time.

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