

Questions and Answers for Guide Organizations

Updated: June 28, 2013

Questions submitted by Guide Organizations will be answered in this document and subsequent updates. Each new issuance will be forwarded to all organizations to ensure equal access to information.

The questions have been segmented into logical topic areas, which are:

- Hiring;
- Training;
- Licensure;
- Reporting;
- Invoicing;
- Operations; and,
- IPA Guide Management System.

Each topic area has its own numbering scheme, allowing this document to be a “living” and easily searchable document. For example, the first question in the hiring section is numbered QH1 – Question, Hiring, 1 – then QH2, and ongoing. Answers have the companion numbers of AH1, AH2, and ongoing. If you have subsequent questions or need for clarification on any question in the document, please reference the question number and email your question/request to: ipaguideprogram@arkansas.gov .

In some cases, questions span two topic areas. When this happens, after the question a cross reference is given, denoted by an asterisk and the question number of the corresponding section in which the question also appears. For example, question QT17, in the training session, is repeated as question QL6, in the licensing section, since both training and licensing are referenced in one question.

As new questions are received and answered, this document will be updated and the date of the update indicated in the document management log on the last page. The first time a new question appears or is updated in subsequent update documents, it will be clearly identifiable because it will be in bold, and italics, and red. After the initial appearance, it will be changed to normal text so that with each issuance, new information only is so highlighted.

Hiring

QH1: What is the date by which all of our original IPAs should be hired?

AH1: Initial hiring should be completed by mid July, 2013. We do realize that turnover may occur and will offer ongoing training for individuals hired after that time period.

QH2: Are the IPA's being hired full time, 40 hours a week until 5-31-13?

AH2: IPA guides may be full time, which is based on 40 hours per week, or organizations may hire multiple part-time staff to equal one FTE. For example, an organization may hire one part-time staff person for 20 hours per week, and two staff persons for 10 hours per week each for a total of 40 hours. Any combination of staffing hours that equal 40 hours in a week equals 1 FTE. We understand that individuals will have other obligations, such as meetings within the organization, and therefore work expectations were determined based on a full-time worker's effort at 34 hours per week. The contracts run through 5-31-2014.

Background checks

QH1a: If we have an account already set up with the Arkansas State Police, can we go ahead and run the checks?

AH1a: Yes. Background checks can be run as soon as the organization determines it wishes to make a job offer.

QH3: What if I can't find people to hire in a certain county? Am I able to have others travel to a county that they don't live in?

AH3: Yes. However, their travel from their homes to their workplaces is not allowable as a travel expense.

Training

QT1: Who may attend training?

AT1: At this time, ONLY individuals who are hired as IPA Guides and IPA Guide Supervisors are permitted to attend training. This is primarily due to the need to get the Guides trained as quickly as possible within our limited space. One exception is other employees of the IPA Guide organization, such as the Executive Director, who may need this training to successfully administer their contract. Employees other than the Guides will be given second priority in the scheduling of training, but will be scheduled into the next available session. There are adequate training sessions scheduled to ensure all are accommodated.

QT2: How do we register for a class?

AT2: Once a new employee is hired (after the background check), or if a contract key person such as the Executive Director of an organization wishes to attend training, access the IPA Guide Management System – instructions will be forwarded in a separate email – and complete the Individual screens. Once completed, an email will be automatically generated to the AID training department and the employee will be scheduled into the next available class at the institution nearest them. An email advising of the dates and times of the scheduled training will be sent back to the requesting individual and organization.

QT3: The issued guidance states that computers must be purchased before training; we have a two week shipping time for our computers. How can we best solve this issue?

AT3: Training will be offered over a period of several weeks. Staff should be scheduled for training after a laptop is available for his/her use. It is preferable that staff attend with the laptops they will use for their jobs, however, exceptions will be made for training in the first sessions.

QT4: Are all the educational institutions starting the training on 6/24?

AT4: No. The first week training sessions will be offered at only the Lead Colleges. (See Training handout for list of institutions; Lead colleges are in bold.) The second week training sessions, which begin the week of July 8th, will be offered at all participating colleges. There are no classes offered the week of July 1 due to the 4th of July holiday.

QT5: What happens if we train a guide and they leave for another job? How do we train the replacement?

AT5: Newly hired Guides will follow the same process as those involved in the initial hiring. During the initial period, Phase One training is entirely classroom; however, training will be available online for new staff who start their employment after that time.

QT6: Can Executive Directors who will be responsible for Managing the contract attend the training?

AT6: Yes, however, priority will be given to those staff who need the training as an IPA Guide to ensure they are quickly able to perform their job duties. Others will be scheduled into the next available class.

QT7: Is there a test at the end of the training to be licensed? *QL6

AT7: Yes. There are tests at the end of each training phase that must be successfully passed to be eligible for licensing, and a comprehensive test at the end of all three phases of training. If a staff member fails to pass any phase of the training, the employing organization will be notified of its employee's failure. There will be opportunities for staff to be retested.

QT8: What is the scheduled start and end time and the days of Phase One classroom training?

AT8: Classroom training will be Monday – Friday, from 9:00 A.M. until 4:00 P.M with a one hour lunch break.

QT9: How many more weeks will the Phase One training be offered?

AT9: Training will be offered as classroom training through the end of July. After that, it will be available online. Instruction will be provided to IPA Guide Organizations prior to the end of the classroom training on how to register staff, as well as how to access and use the online training modules.

QT10: When will Phase Two training (Federal) begin? Is it completely online? How many hours are involved?

AT10: We do not have details yet on Phase Two training (Federal), other than the fact that it will be entirely online and an estimated 20 hours. Once we have further details, we will send those out.

QT11: When does Phase Three training (state specific) begin? Is it also online? How many hours are involved?

AT11: We do not have details yet on the Phase Three (state specific) training. The training will likely be a combination of on-line and classroom and is anticipated to begin late August and run through September. Once we have further details, we will send those out.

QT12: During the IPA Webinar, we learned that the IPA Guide Management System (GMS) was not “live”. The IPA Guide Program Guidance #002 indicates that ONLY IPA staff entered into the IPA Guide Management System by Friday June 14th will be eligible for placement in the queue for the Phase 1 Training Session, beginning June 24th. What process should IPA Guide Entities and their sub-contractors use, in the interim, to ensure their IPAs “get in the queue” for Phase I Training, set to begin June 24th? How AID will ensure that all 600+ IPA Guides will be trained in a timely manner, if only 12 IPAs are accepted per class? *QM4

AT12: The initial Phase I Training will begin on June 24th, however, we will enroll staff who are entered into the system into that initial training as long as slots remain available, even if entered past June 14th. If the system is not available by June 14th, we will issue additional guidance on registration. This initial training will only take place at the 7 lead colleges. The next training session, beginning the week of July 8th, will be held at all 23 colleges throughout the state. This will allow 276 individuals to be trained each week, which will cover all Guides hired by organizations.

QT13: How soon after names have been added to the system will guides be contacted for training?

AT13: Our goal is to contact new hires with two (2) business days of entry into the GMS. If the IPA Guide has not received training registration information within five (5) business days, please contact us at IPAGuideProgram@Arkansas.gov to ensure there were no problems with the initial entry or with subsequent scheduling.

QT14: Can supervisors register into the system to be assigned for training?

AT14: Yes. However, any person who registers for training is expected to be a full participant in the course. If a person is unable to devote the entire week to the learning experience, he or she should not register for the class.

Licensure

QL1: Who pays the licensing fee, the employee or IPA Guide Organization?

AL1: Since the license is for the individual, not the organization, it is appropriate for the employee to pay the fee. However, if an organization chooses to pay the licensing fee there is nothing prohibiting that decision.

QL2: Can IPA guides begin payroll before receiving a license?

AL2: Yes. However, IPA Guides may **not** engage in outreach activities prior to successful completion of Phase One training. Guides will not be eligible for licensure until after successful completion of all three phases of training, which will in all likelihood not occur until late August or September.

QL3: Will training be available in the evening or day only?

AL3: Initial classroom training is daytime only. Once the courses are available online, which is expected to occur in August, training will be available on demand.

QL4: How many people can we send to the IPA guide training?

AL4: An organization may request training for staff once they have been hired and they will be scheduled into the next available class on a first comes, first serve basis. There is no limit to the number of staff, however, staff must be employed by, or have accepted an offer of employment or formal volunteer status as a part of the contracted number of IPA Guides, from the organization at the time training is requested.

QL5: On the list of colleges, South Ark Community College is listed, but no county or city is listed. Is this in El Dorado?

AL5: Yes, it is in El Dorado. List has been updated, and handout will be regenerated to all organizations.

QL6: Is there a test at the end of the training to be licensed? *QT7

AL6: Yes. There are tests at the end of each training phase that must be successfully passed to be eligible for licensing. There will be a comprehensive test at the end of all three training phases. If a staff member fails to pass any phase of the training, the employing organization will be notified of its employee's failure. There will be opportunities for re-testing.

Reporting

QR1: What happens if we are one month into the 6 month enrollment period and have only signed up a fraction of our 6 month allotment (expectation)? How are we expected to make up for the shortfall? How will you keep track of the enrollees? *QO1

AR1: Each monthly report submitted by the organizations will indicate the number of outreach events held during the month. AID will track these events against the total number each organization committed to and will provide feedback quarterly on how the organization is performing compared to its deliverables. The number of individuals enrolled will be tracked using the Federal portal and, similarly, feedback will be provided to the organizations on their progress. Technical assistance will be ongoing to assist organizations in meeting their deliverables.

QR2: Does the information individually entered by each IPA Guide automatically roll up to the IPA Guide Organization Monthly Report, or does the IPA Guide Organization have to enter the information manually and then extract information from each of the IPA Guides in order to aggregate the data and create the monthly report? *QM5

AR2: Guides will input daily activity reports into IPA Guide Management System. Individual reports will automatically be compiled into the organization report. If the organization needs to adjust the totals, it may do so. Manually adjusted numbers will prompt the assigned contract monitor to contact the organization for clarification. It is important that the organization leadership responsible for the contract review the monthly report for accuracy prior to submission as the organization is attesting to its accuracy upon submission.

QR3: What type of documentation do you want us to keep to show the events we have done and the individuals we have spoken to?

AR3: AID will be providing sign-up sheets and a Speaker Summary Report document for use at all events. Please keep these as supporting documentation for all events. We will be sending these materials, as well as scheduling a Webinar on their usage, within the upcoming two weeks. If you have events prior to this distribution, please contact us and we will provide guidance on the use of the materials.

Invoicing

QI1: You cannot invoice until system is live, when will system go live?

AI1: The IPA Guide Management System is expected to be fully functional on or before June 17. Organizations will be notified and instructions will be sent explaining how to access it. A manual invoice for start-up funds may be submitted prior to that time following the instructions provided in the June 11, 2013 Webinar and in the distributed handouts.

QI2: May we submit the initial invoice via email, or do I need to mail it?

AI2: Email is the preferred method for the submission of the initial invoice. Invoices may be emailed to: Amanda.Spicer@arkansas.gov.

QI3: Two budgets were submitted and approved. One for Medicaid and Non-Medicaid - should I invoice 10% from each budget?

AI3: One invoice may be submitted. This invoice should reflect no more than 20% of the total of both budgets.

QI4: Please provide an email address for invoicing questions. Also, please include the name and phone number.

AI4: Invoicing questions should be sent to: Mandy Spicer at Amanda.Spicer@arkansas.gov. Mandy may also be contacted by calling 501.683.3635.

QI5: Will AID make monthly payments to the IPA Guide Organization if the IPAs employed have not received the Phase One IPA Training, due to no fault of the IPA Guide Organization and/or its subcontractors, and have not been able to conduct any required Performance Metrics activities, much less report them? *QO4

AI5: While we do not foresee any problems with scheduling staff quickly into training, should this issue arise, AID will make payments to the organizations based on their expenditures. The training will be able to accommodate 276 people each week which we believe will be sufficient. Please contact your IPA monitor to discuss any specific situations that may arise.

QI6: In the initial invoice, is it permissible to invoice for wages, even though we have not yet paid them, so that we have the cash to pay wages when they are due (and we will then seek reimbursement for the wages on a regular monthly invoice)?

A17: This is permissible; however, there should be a reasonable expectation that the cost for wages will be incurred during the immediately upcoming invoicing period.

QI8: Are supervisors able to bill for salaries?

QI8: Invoicing is based on the approved budget. There are funds in each organization's budget designated as supervisor salaries. Organizations may bill these amounts as they actually accrue. For example, if an organization has not hired any IPA Guides, that supervisor is not performing supervisory activities and should not have billable hours. Once IPA Guides are on staff, appropriate supervisory salary dollars may be billed. If any changes to the amount in your budget are needed, that would require a budget amendment.

QI9: May we invoice for IPA Guide salaries prior to obtaining all required forms?

A19: No. All forms must be in hand prior to invoicing for IPA Guide salaries.

Operations

QO1: What happens if we are one month into the 6 month enrollment period and have only signed up a fraction of our 6 month allotment (expectation)? How are we expected to make up for the shortfall? How will you keep track of the enrollees? *QR1

AO1: Each monthly report submitted by the organizations will indicate the number of outreach events held during the month. AID will track these events against the total number each organization committed to and will provide feedback quarterly on how the organization is performing compared to its deliverables. The number of individuals enrolled will be tracked using the Federal portal and, similarly, feedback will be provided to the organizations on their progress. Technical assistance will be ongoing to assist organizations in meeting their deliverables.

QO2: Once entered into the system, can the individual's hours of operation be modified? (several IPAs will be college students and hours may vary by semester).

AO2: Yes. You may access the IPA Guide Management system and update work hours according to the new schedule. It is important that schedules be kept up-to-date since the Arkansas Health Connector Resource Center will use this data to provide consumers information regarding the availability of IPA Guides to assist them. There is no limit to the number of times a schedule may be changed.

Q03: Can we substitute two part-time Guides for one full-time guide?

A03: Yes. Any combination of staffing hours between or among IPA Guides that add up to 30 hours, which equals one FTE, is acceptable. Full time equals 30 hours per week, or whatever the organization's policy regarding full time employment is.

Q04: Will AID make monthly payments to the IPA Guide Organization if the IPAs employed have not received the Phase One IPA Training, due to no fault of the IPA Guide Organization and/or its subcontractors, and have not been able to conduct any required Performance Metrics activities, much less report them? *Q15

A04: While we do not foresee any problems with scheduling staff quickly into training, should this issue arise, AID will make payments to the organizations based on their expenditures. The training will be able to accommodate 276 people each week which we believe will be sufficient.

An IPA Guide may NOT conduct outreach/education activities until the IPA Guide has completed Phase 1 Training. The IPA Guide Organization must submit a Monthly Report that reflects the progress towards the IPA Performance Metrics. The IPA Guide Entity and its subcontractors have legal obligations to pay employed IPAs, even if those IPAs have not been enrolled in and completed the IPA Guide Phase 1 Training.

Q05: May IPA Guide Organizations use their own logos on consumer materials?

A05: Yes, as long as the Arkansas Health Connector (AHC) logo is also included and the organization's logo is the same size or smaller than that of AHC, such inclusion is permissible. Materials should also include the Health Insurance Marketplace logo and the Federal funding statement. Prior written approval of the modified documents from AID is required. To request approval, send an email to the ipaguideprogram@arkansas.gov with copies of the modified document(s) attached. Approval or denial will be sent via email within five (5) business days.

Q06: We would like to provide business cards for our guides but need the logo to put on them. When will that be made available to us?

A06: A template for organization use will be available early during the week of July 9. As soon as the template is finalized, we will send it to all organizations, should you wish to provide business cards to your IPA Guides. All business cards must be produced using this template. We are also working on an "Identification Kit" that will be provided to all IPA Guides during the month of July at no cost to your organization. At a minimum, the kit will include an identification badge for each IPA Guide. We will provide more details as soon as we have them confirmed.

Q07: If a guide is assigned to a training that is not near their home because that session is full, will we be able to reimburse them for hotel and meals? Or can they turn down the training that is not close to their home and wait for the next one close to their home?

AO7: Yes, if a Guide is assigned to training that is too far from his or her home to reasonably travel back and forth each day, the Organization may pay and request reimbursement for travel expenses, however, organizations must work within their approved budgets. The organization may also contact the IPAGuideProgram@Arkansas.gov to see if alternate arrangements may be made regarding scheduling into a closer-to-home training class.

Q08: What are IPA Guides who have been hired and are awaiting training (licensing) allowed to do or expected to do?

AO8: While awaiting training, IPA Guides should familiarize themselves with the Affordable Care Act (ACA). They may also reach out to community organizations and potential partners to introduce your organization and assess interest in having a presentation or further information provided regarding the upcoming enrollment. In addition, staff may complete any on-boarding or training activities the organization requires – such as benefits orientations or other organizational introductions – during this period. Once Phase 1 training has been successfully completed, the IPA Guide may begin holding and attending community outreach events to provide information on the ACA, how it will work in Arkansas, and the upcoming enrollment period.

Q09: After we hire our guides and get them trained and licensed, what do we do with them if they can't start signing up people yet?

AO9: Licensure won't occur until September, and open enrollment will not occur until October 1, 2013. The period between the Guide's initial hiring and successful completion of Phase 1 training should be spent conducting outreach within the community served to increase awareness of the impacts of the Affordable Care Act in Arkansas, the Arkansas Health Connector, and the upcoming open enrollment period.

Q010: If we are able to purchase items a little cheaper than what we estimated, are we able to utilize the excess funds for other expenses related to this contract?

AO10: Yes, with AID approval, as long as they are allowable expenses. If funds need to be transferred from one category to another – for example, if an organization would like to move funds from its telecommunication expense category to its travel category – in order to spend funds, a budget amendment will need to be made. For this please contact: HBEPDFinance@arkansas.gov<<mailto:HBEPDFinance@arkansas.gov>> for the request and approval.

QO11: Once guides are in the system will they begin to receive correspondence along with contract holders?

AO11: No. Correspondence on the AID distribution email list will go only to individuals designated by the organizations. That person(s) may forward correspondence they deem appropriate to individual guides.

IPA Guide Management System

QM1: Will AID provide organizations with only 1 ID, or, if an organization has subcontractors, will each subcontractor have its own ID to register/sign-up its assigned IPAs?

AM1: Each contracted organization will have only 1 user ID. All guides hired under the contract, regardless of subcontractor, will have individual logons that the contracted organization will create as shown in the webinar. The contracted organization is responsible and accountable for deliverables of all subcontractors.

QM2: Will AID provide each IPA Guide Organization with a written instruction sheet and screen shots which details, step by step, how to access the IPA Guide Management System and provide step by step instructions on how to set-up/register each IPA Guide?

AM2: Yes. The screen shots and instructions were contained in the webinar and will be emailed to all of the organizations. Each organization will have an assigned contract monitor to assist them should questions arise.

QM3: How and when will the individual IPA Guides receive training on how to use the IPA Guide Management System? Is this type of training included in Phase One Module Eight, Computer Skills?

AM3: It is the responsibility of the organizations to instruct the guides on how to use the IPA Guide Management System. We will send documents that walk individuals through the use of the system. In addition, each organization will have an assigned contract monitor to assist them should questions arise.

QM4: During the IPA Webinar, we learned that the IPA Guide Management System was not “live”. The IPA Guide Program Guidance #002 indicates that ONLY IPA staff entered into the IPA Guide Management System by Friday June 14th will be eligible for placement in the queue for the Phase 1 Training Session, beginning June 24th. What process should IPA Guide Entities and their sub-contractors use, in the interim, to ensure their IPAs “get in the queue” for Phase I Training, set to begin June 24th? How AID will ensure that all 600+ IPA Guides will be trained in a timely manner, if only 12 IPAs are accepted per class? *QT12

AM4: The initial Phase I Training will begin on June 24th, however, we will enroll staff who are entered into the system into that initial training as long as slots remain available, even if entered past June 14th. If the system is not available by June 14th, we will issue additional guidance on registration. This initial training will only take place at the 7 lead colleges. The next training session, beginning the week of July 8th, will be held at all 23 colleges throughout the state. This will allow 276 individuals to be trained each week, which will cover all Guides hired by organizations.

QM5: Does the information individually entered by each IPA Guide automatically roll up to the IPA Guide Organization Monthly Report, or does the IPA Guide Organization have to enter the information manually and then extract information from each of the IPA Guides in order to aggregate the data and create the monthly report? *QR2

AM5: Guides will input daily activity reports into IPA Guide Management System. Individual reports will automatically be compiled into the organization report. If the organization needs to adjust the totals, it may do so. Manually adjusted numbers will prompt the assigned contract monitor to contact the organization for clarification.

QM6: How can an organization enter the IPA Guide Management System in order to monitor each IPA Guide’s individual activities and performance metrics reported into the system? Will the organization need to require that each of the guides provide their employing organization with their individual passwords, or will the system automatically link the IPAs to organization’s ID and password?

AM6: The organization will be able to log in to the IPA Guide Management System using the organization’s ID. When the entire system is live, the organization will be able to view the progress of the individual guides associated with the organization.

QM7: How do you delete an IPA Guide that has been entered into the system? EX: Several DHA staff were hired and entered into the system and now are now dismissed.

AM7: You can remove that employee by signing as the Organization, choosing the Guide that you want to remove and changing their employment status from Active to Terminated.

QM8: Is it mandatory to upload all documents on IPA guides via the new drop-down menu?

AM8: Yes, it is mandatory to upload the documents into the system. We will track licensure/certification progress by tracking all of the requirements in the GMS system. In order to assure the requirements have been met, we will need to have the documents in our GMS system.