



New for
2014!

NAVIGATOR TRAINING

Course Description

Students will learn how navigators play an important role within the Affordable Care Act. This includes highlights such as regulatory compliance, medical terminology, financial counseling and communication skills. This program will prepare students for the exam leading to a Certified Navigator Specialist.

What is the role of a Navigator?

- To conduct public education activities to raise awareness of the availability of qualified health plans;
- To distribute fair and impartial information concerning enrollment in qualified health plans, and the availability of premium tax credits under section 36B of the Internal Revenue Code of 1986 and cost-sharing reductions under section 1402;
- To facilitate enrollment in qualified health plans;
- To provide referrals to any applicable office of health insurance consumer assistance or health insurance ombudsman established under section 2793 of the Public Health Service Act, or any other appropriate State agency or agencies, for any enrollee with a grievance, complaint, or question regarding their health plan, coverage, or a determination under such plan or coverage;
- To provide information in a manner that is culturally and linguistically appropriate to the needs of the population being served by the Exchange or Exchanges.

Course Features

- Regulatory Compliance
- Coordination of Benefits Assignment
- Medical and Healthcare Terminology
- Patient Intake Data Gathering & Verification
- Financial Counseling
- Payer Identification & Eligibility Verification
- Revenue Cycle & Reimbursement Concepts
- Customer Communication Skills