

# Health Equity TAC

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**April 15<sup>th</sup>, 2026**

# Open Enrollment 13 Assister Survey Highlights

- ▶ **337** responses
- ▶ **19%** increase from last year
- ▶ **125** 6+ years navigators
- ▶ **202** Role 1 & 2 (including Enhanced Users)
- ▶ **31** Tribal Assisters
- ▶ All geographic areas represented



# Customer Story



I have recently enrolled a number of people who really didn't think they would be eligible for insurance, or didn't know. Many had been reluctant to reach out directly to WA Healthplanfinder, but were willing to try since I have the ability as a Navigator. I have had some very happy, grateful people I've signed up for insurance. I appreciate being able to be a Navigator and help our community.



# Assister Feedback on Support Services



## Call Center Experience

- ▶ Long hold times
- ▶ Limited ability to resolve issues
- ▶ Assisters unable to support partnered clients
- ▶ Need for more supportive Call center interactions
- ▶ Limited HCA Community-Based Specialists



## Communication & Support

- ▶ Limited transparency around AEM status
- ▶ Lead Org support/follow-up inconsistent
- ▶ Need for stronger Lead Org engagement
- ▶ Faster response times requested from all organizations

# Customer Story



A youth recently connected who had moved out of her (abusive) parent's home. She was able to get placed on her own coverage and start counseling services. She was really grateful for Navigators to be able to support her in this process.



# Reasons Customers Don't Enroll

# Reasons Customers Drop Coverage



# Language Barriers

**~66%**

**Report there is no language barrier**

**~26%**

**Report language barriers affect application completion and plan understanding**

- ▶ Understanding health concepts
- ▶ Application not in native language
- ▶ Health care is different than in native country
- ▶ Lack of awareness about available programs based on immigration status
- ▶ Need for more indigenous translators
- ▶ Inaccurate translations



# Check-In

Reflecting on the information shared, does anyone see any emerging **opportunities** or **challenges** that haven't been identified?

# Customer Story



I have a client who has a work permit and is eligible for tax credits. However, the monthly premiums went up this year, and now they cost more per month. The client's work hours were cut, so they don't earn enough to pay for the premium. On top of that, the client has a preexisting condition and can't afford the medicine they need.





# LMS Resources Feedback

## Positive Themes

- ▶ Comprehensive and informative
- ▶ Clear, easy to understand materials
- ▶ Valuable reference and support tool
- ▶ Easy to follow certification process

## Challenges

- ▶ Difficult navigation
- ▶ Content is too dense
- ▶ Outdated materials
- ▶ System can feel not user-friendly

## Usage Barriers

- ▶ Lack of time
- ▶ Connect with co-workers or Enhanced Users first
- ▶ Content overload
- ▶ Perceived as not relevant

# Training Needs



## Immigration and Citizenship

- ▶ Who is lawfully present?
- ▶ Public charge
- ▶ Non-citizen programs
- ▶ 5-year bar



## APTC and Reporting Income

- ▶ Self-employment
- ▶ APTC reconciliation and repayment risk
- ▶ Tax statuses



## System Navigation

- ▶ Removing 19-year-olds
- ▶ Document upload issues
- ▶ Verification issues



## Eligibility Scenarios

- ▶ Medicare/Medicaid Spenddown
- ▶ Tribal Rights/AI/AN Coverage
- ▶ Household composition for children not living with parents



## Communication

- ▶ Explaining complex terms
- ▶ De-escalation and difficult conversations
- ▶ Talking points for translation

## Top Requested Resources

- ▶ Visual Reference Sheets
- ▶ Income Cheat Sheet

# Navigator Program Priorities

Survey responses will be used to create new or update existing resources. Additionally, we will leverage the Assister Newsletter to respond to feedback received.



# Check-In

- ▶ Based on the themes we just reviewed, what additional training or resources would benefit our Assister network?
- ▶ Are there other suggestions for Navigator Program growth not identified in these survey results?



# Immense Gratitude

*We are extremely grateful for your feedback and investment into our Navigator Program during these unprecedented times navigating our Healthcare landscape.*

*Thank you for being you!*

**-The Navigator Program**





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