

**HBE RFP 16-003 Appendix F**  
**Navigator Knowledge, Skills, and Competencies Guidelines**

\*Competency = the ongoing ability to maintain, update and demonstrate sufficient knowledge, skills, judgment, and qualifications necessary to practice safely and ethically in a designated role and setting in accordance with Navigator requirements. One achieves continuing competency through active practice, self-assessment and reflection, and continuing education.

Knowledge	Skills	Competencies*	Qualities
Relationships			
	<ul style="list-style-type: none"> <li>• Create a safe and confidential place for people to discuss health issues</li> <li>• Understand and articulate client needs including those for people with low socioeconomic status, Limited English Proficiency, and disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with lay people, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions</li> <li>• Fluency with population served</li> <li>• Effective Customer service skills</li> <li>• Listening Skills</li> <li>• Problem solving</li> <li>• Conflict Resolution – maintain control under difficult situations</li> <li>• Ability to speak in language that consumers, people with disabilities, Limited English Proficiency, low-socioeconomic, chronic conditions status can understand</li> </ul>	<ul style="list-style-type: none"> <li>• Relationship with community being served</li> <li>• Understanding of the special enrollment conditions for American Indians and Alaskan Natives</li> <li>• Desire to help community</li> <li>• Commitment to assure access to hard to serve and hard to reach individuals and groups</li> </ul>
Content:			
<ul style="list-style-type: none"> <li>• Public and private health insurance</li> <li>• ACA and the Health Benefit Exchange (HBE)</li> <li>• Qualified Health Plans (QHP) and actuarial value</li> <li>• Premium subsidies and how they are</li> </ul>	<ul style="list-style-type: none"> <li>• Use Health information technology</li> <li>• Explain insurance information</li> </ul>	<ul style="list-style-type: none"> <li>• Computer skills</li> <li>• Data collection skills (use HBE metrics)</li> <li>• Ability to speak in language or obtain language support resources that consumers, people with disabilities, Limited English Proficient, low-socioeconomic, chronic conditions status can</li> </ul>	

<ul style="list-style-type: none"> <li>calculated</li> <li>Penalties for opting out of insurance coverage</li> <li>Metal plan tiers</li> <li>Health Plan Quality metrics</li> <li>IRS information related to the HBE</li> <li>HIPAA regulations</li> <li>Authorized representatives under state and federal law</li> <li>How the Washington <i>Healthplanfinder</i> works</li> </ul>		understand	
Referral			
<ul style="list-style-type: none"> <li>Role of Navigator, Agent-Broker, Call Center</li> <li>Pass off points between groups. The correct parties to direct people to, in what circumstances.</li> <li>Limit to Navigator's role</li> </ul>	<ul style="list-style-type: none"> <li>Refer people to Agent-Broker</li> <li>Refer people to services for additional health resources and information</li> </ul>	<ul style="list-style-type: none"> <li>Communication Skills</li> <li>Computer Skills</li> </ul>	