

**The Actors Fund,
for everyone
in entertainment.**

Navigator Best Practices Roundtable

Summit on Healthcare Coverage & Access for
Musicians

Thursday, March 5, 2020

Your fearless panel!

- Shelli Quenga, Director of Programs, Palmetto Project, Charleston, SC
- Jodi Ray, MA, Director. Florida Covering Kids and Families, Univ of S Florida, Tampa, FL
- Mina Schultz, MA, MPH, ACA Outreach and Enrollment Program Manager, Young Invincibles, Washington, DC
- Renata Marinaro, LMSW, National Director of Health Services, The Actors Fund, New York, NY

Best Practices

Outreach

- Overcoming barriers & maximizing exposure
- Partnering

Enrollment

- Assisting with the application
- Troubleshooting

Education

- Literacy
- Navigating insurance and health care systems

Outreach

- Howdy, partner! Target clinics/health care safety net providers where musicians might go for care, industry associations, known local employers, etc. Make the business case to producers, talent managers, etc.: Protect your investment by referring your clients to us for insurance enrollment assistance.
- Offer appointments over the phone or virtually to breakdown barriers incurred by funding cuts, and assist those touring.

Outreach

- Time community outreach/education events to coincide with pre-established activities in the community.
- Ask for the referral. Once you've enrolled someone, directly ask them to refer other people to you.

Enrollment

- Estimate income as accurately as possible
- Application income and documentation must match!
- Use a local assistor/Navigator instead of the call center
- If income is sporadic/variable, update it regularly. Send reminders.
- Documentation: tax returns, profit and loss statements

Education

- Post- enrollment packets, with info on their coverage and managing their marketplace account
- Understanding vocabulary
- Making plan choices
- Selecting providers
- Taxes, APTC, income changes and Reconciliation

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YOUNG  INVINCIBLES

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