

Those employing/deploying enrollment workers, including Certified Application Counselors, financial counselors, outstation eligibility workers, and other official information and referral agents

² Those supporting consumer education and outreach

Where consumers go to buy coverage.

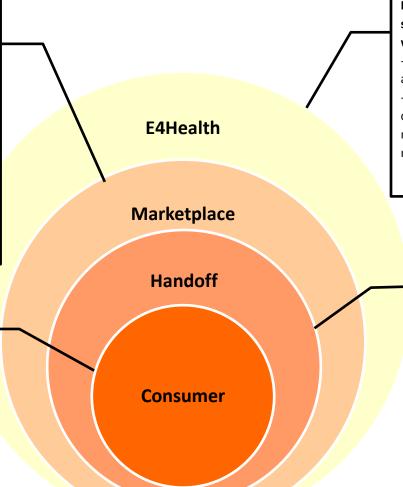
E4Health affects the Marketplace by training Navigators and CACs, and by promoting the Marketplace through media outreach and consumer education materials. Navigators are accountable to E4Health and will conduct enrollment work. Other Assistance provided by:

- Navigators (circles)
- Certified Application Counselors (squares)
- Federal Call line
- Healthcare.gov

The individual seeking coverage.

E4Health affects the Consumer by providing direct Navigator services, and by creating materials directed toward consumer understanding of the Marketplace, Qualified Health Plans, subsidies and other relevant reforms. E4Health seeks to simplify the enrollment process for the consumer by:

- informing a network of organizations involved in enrollment at any phase
- serving as a clearing house for best practices in enrollment services



E4Health is a statewide network supporting coordinated enrollment work.

- Supports training for marketplace assisters (Navigators and CACs)
- Supports consumer education by coordinating and disseminating materials to enrollment support networks including CHCs, CBOs, etc

Where consumers seek guidance.

Some consumers may seek guidance on Exchange coverage from new avenues defined by the ACA, or from current enrollment support networks, including CHCs, CBOs, I&R orgs, etc.

E4Health affects this phase of the enrollment process by maintaining an inventory of organizations which serve in enrollment functions and providing them with customizable consumer education materials and other relevant marketplace information privy to the Navigators.