

ENROLLMENT YEAR REPORT

JULY 2017– JUNE 2018

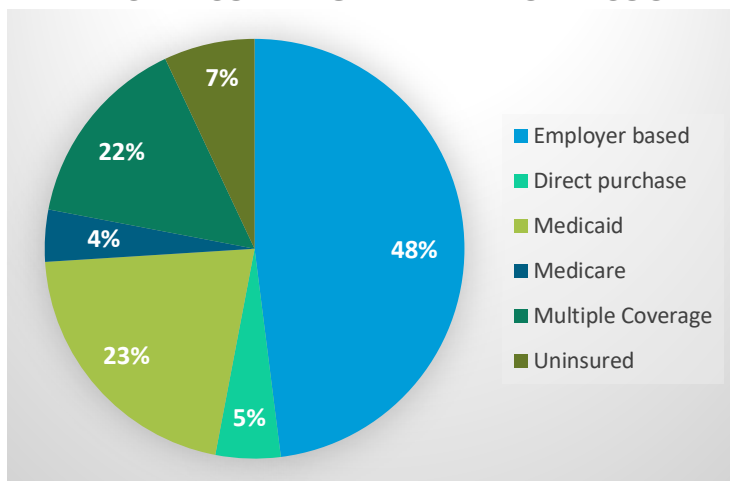
Adequate and affordable health insurance coverage is the gateway to health care access and improving the health of individuals – as well as our community.

The **Milwaukee Enrollment Network (MKEN)** is convened by the *Milwaukee Health Care Partnership* and *Covering Wisconsin*. It is a public/private coalition of nearly 100 organizations working together to support the enrollment of eligible individuals in public and private insurance, with a focus on low-income, vulnerable populations in Milwaukee County.

GOALS

- Build the capacity and capability of the enrollment assister workforce and infrastructure
- Support insurance enrollment and retention
- Facilitate consumer and mobilizer outreach and education
- Measure and monitor coverage and enrollment processes and outcomes

HEALTH CARE COVERAGE IN MILWAUKEE COUNTY



2016 American Community Survey | US Census Bureau

ENROLLMENT ASSISTER SUPPORT & TRAINING

The MKEN includes **36 organizations** that employ **158 enrollment assisters** who served at **83 locations** in Milwaukee County in the 2017-18 enrollment year.

Enrollment assisters are Navigators and Certified Application Counselors (CACs) who provide help with both public benefits enrollment and insurance enrollment in the Federally Facilitated Marketplace. This group also includes **36 agents and brokers** who are Marketplace and BadgerCare certified and agree to receive referrals and assist with more complex cases.

The MKEN provides a variety of education and information outlets to strengthen the knowledge and skill of enrollment assisters, mobilizers and advocates in our community. In 2017-18, the MKEN:

- Provided **6 trainings with average attendance of 70** assisters, on timely and relevant topics such as *Qualified Health Plans, Medicaid Eligibility & Enrollment Processes*, and *Health Insurance Literacy*.
- Held regular meetings of an enrollment assister peer-learning network to share experiences from the field, identify best practices, address ongoing issues, and suggest training topics.
- Posted **78 updates** with technical assistance and general enrollment information to the **MKEN list serve**, reaching **498 members**.