Community Navigator Questions and Answers

Questions	Answers
Does the MCO provide the forms needed to be completed and submitted?	Yes, the MCO will have access to the forms.
Will the PowerPoint be available after the webinar?	Yes, the power point will be made available.
How much time can be spent with each individual per month to accomplish their goals?	You may spend as much time as needed to accomplish individual goals. Please remember this process is to support Person Centered Planning. Take the time that is needed to meet/accomplish Individual goals
Would this be an individual authorization for service per their needs?	This would be an additional service authorization if the person is not currently accessing Community Navigator.
Who is going to do all of this for the people who choose not to have Community Navigator as part of their plan?	If the person already has a Community Navigator authorization, they may need to update the Long or Short term goals.
When will members have the opportunity to use tools such as MAP because the CC comes to the meeting with a draft prepared and there is not much room for other opportunity for other input?	If you have concerns with your voice and perspective being valued in the ISP process please reach out to your LME/MCO.
What is the RSNA?	The Risk Supports Needs Assessment is a tool used to: identify supports necessary for essential activities of life, identify risk related to health/safety and the safety of others, inform team of supports/risk that need to be addressed, assist support team to identify what is "important To" and "important for."
Will CN continue to be an optional service for the member?	Yes, for members who do not receive Employer of Record, Community Navigator will be optional. Per Clinical Coverage Policy 8P,"Community Navigator is mandatory for all Employer of Records until competence in directing service is demonstrated."
When will this be implemented?	Your MCO should provide guidance on the implementation of the Community Navigator's new role in providing Community Navigation services.
Where are these forms available?	Your MCO will have these forms available for implementation.
Will there be a rate increase for the additional responsibilities?	An individual may access periodic Community Navigation to support these tasks.