

HRSA Definition of “Assists Provided”

An “assist” is a **customizable** education session about affordable insurance coverage options and any other assistance provided by a trained IPA to facilitate enrollment.

Examples of an assist:

- Assessing consumer needs/knowledge
- Educating consumer about basic insurance topics
- Creating an account
- Updating an account profile
- Submitting a Marketplace application
- Understanding eligibility determinations for the Marketplace, Medicaid, or CHIP, or assisting with plan selection.
- Report an assist provided even if an individual is determined to be ineligible for insurance through the Marketplace, Medicaid or CHIP.
- Report an assist provided for ***each individual who will benefit from that O/E assistance***, i.e., all family members represented by the individual(s) assisted – see more below. Report assistance, application submission, and estimated enrollment by the number of individuals who will benefit from O/E assistance. For example, if an individual is assisted in a single session to set up an account, submit an application, and enroll her herself and two children in affordable insurance, report the following:
 - ✓ Three assists (to represent all family members assisted in the session) [data will be pulled from family size field of IPCA tracking tool]
 - ✓ Three application submissions (to represent all family members included in the application)
 - ✓ Three estimated individuals enrolled (to represent all family members who will be newly covered)

One session = One Assist

If in one session an individual is assisted to set up an account, submit an application, and select a qualified health plan with the assistance of a trained health center O/E assistance worker, report one assist provided (to reflect the assistance provided in that single session), one application submitted and one estimated individual enrolled.

Report an assist for each session in which assistance is provided. If an application is submitted and/or an individual is ***estimated*** to enroll in any of those sessions, report that outcome in addition to the assist provided. For example:

- Session 1: An individual receives in-person education (report one assist provided)
- Session 2: An assisted individual submits an application (report one assist provided and one application submitted)
- Session 3: An assisted individual selects a Qualified Health Plan (report one assist and one estimated individual enrolled)

TOTAL = Three assists, one application submitted, one estimated individual enrolled.