



Briva's Health Care Navigation Program

The Affordable Care Act helps millions of Americans access affordable health care. In Minnesota (MN), nearly four hundred thousand Minnesotans are still uninsured. There are persistent racial and class disparities with 4.2% of whites uninsured compared to 14% of non-whites. Nearly 60% of uninsured persons in MN qualify for public programs (Medical Assistance or MinnesotaCare). Communities facing health disparities encounter multiple barriers to accessing health insurance, including lack of awareness of the state marketplace (MNSure), language and technology barriers, low health care literacy, difficulties navigating complicated systems and health care jargon, and transportation barriers.

Education and Enrollment Navigation Reduce Barriers to Health Coverage

Briva Health provides a variety of public health services, focusing on helping Minnesotans access affordable health insurance through the MNSure marketplace. Briva helps Minnesotans overcome barriers in accessing healthcare by educating them on marketplace coverage options and assisting them with their MNSure application process.

Education: Briva expands awareness of health coverage through culturally responsive community-based outreach, meeting community members where they are at, and connecting them to health insurance application and enrollment services.

Navigation: Briva offers culturally and linguistically appropriate navigator assistance for all stages of the health insurance application process including pre-enrollment, enrollment, and post-enrollment. Briva's MNSure certified navigators make it easy for clients to get through a complicated application process. Briva has three year-round enrollment centers, two in the Twin Cities and one in Saint Cloud, that provide convenient walk-in navigator services every weekday from 9AM to 5PM. Briva also offers application assistance over the phone (1855-5MNSure) which is available to Minnesotans across the state.

Briva's Approach: From 2013-19, Briva Health enrolled nearly 105,000 Minnesotans on health insurance plans through MNSure. Currently, Briva serves more than 25,000 Minnesotans a year. Consumers assisted at Briva come from diverse backgrounds with majority of them from communities facing health care disparities. Briva's success in reaching these communities is due to its culturally responsive and comprehensive approach to health insurance navigation. Briva's navigators assist consumers through all stages of the health insurance application process, providing assistance in multiple languages, support with technology, and customized guidance in navigating complicated health insurance systems. Briva's convenience for consumers lies in its location on public transportation routes, openness to walk-ins and availability via phone to anyone in the state. The organization also saves clients time through its client tracking systems, which track the application and the clients needs throughout the entire process until successful enrollment.

Success reaching underserved communities through partnerships

Over the past seven years, Briva Health has collaborated with more than a hundred public and private organizations working in diverse communities to help educate Minnesotans about MNSure and to provide enrollment assistance. Because of its deep knowledge of and interaction with the MN healthcare programs, Briva advocates to improve MN Healthcare systems and increase both healthcare access and affordability for all Minnesotans.

"I am a mother of six children, I wanted to apply for coverage for my household. (I) called Briva Health, and they were able to tell me exactly what information to bring to complete the application process. It was a really smooth process for me and my family. I would go back again next year... They care about the customer and have great customer service skills." -Briva client

"Thank you (Briva) for being so kind. I have Multiple sclerosis and really needed health coverage." -Briva Client

"(I'm) very thankful to get Medical Assistance (through Briva). My family and I moved from Colorado and didn't have health coverage. My wife is pregnant and needed to see a Doctor ASAP." -Briva Client



Briva Health
A bridge between you and wellness

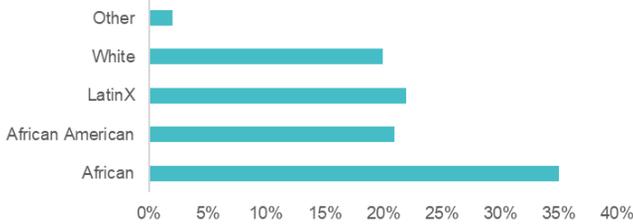
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Briva works with diverse Minnesotans across the state to increase access to quality health care, including for communities facing health care disparities.

Demographics of Minnesotans Briva Serves

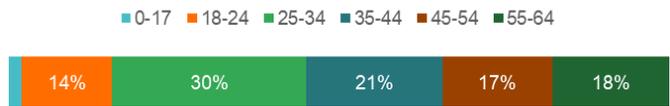
RACE & ETHNICITY (2016-20)



LANGUAGES SPOKEN



AGE RANGE (2016-20)



Achievements from 2013 to 2019



104,886

Total number of Minnesotans enrolled in health insurance



121,430

Total individuals served



396,650

Total individuals reached through educational initiatives



Briva's
Capacity
Expands

TOTAL CLIENTS SERVED

