

# GEORGIA ACCESS



**December Office Hour for CDOs**  
**December 19, 2024**

# OFFICE HOUR HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



Email us at *[CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov)*

**WHAT IS YOUR FAVORITE  
HOLIDAY ACTIVITY?**

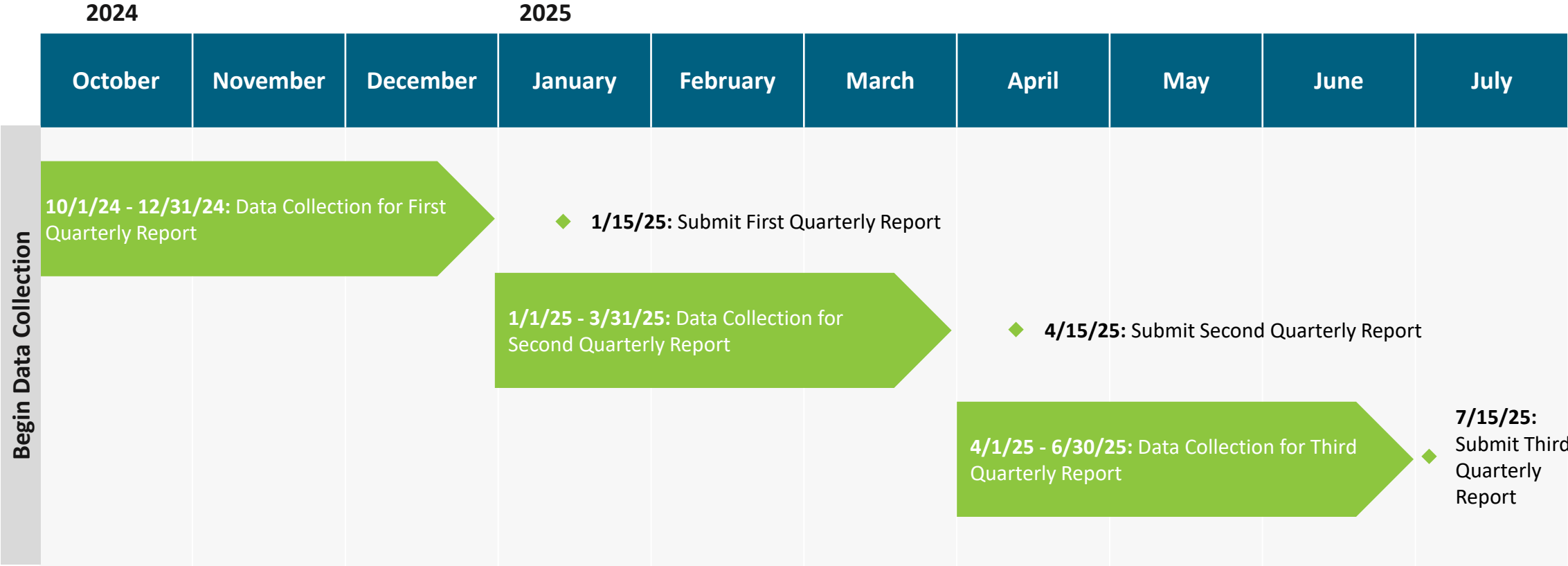
# AGENDA

#	Section	Slide(s)
1	CDO Quarterly Report	5-8
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# **CDO QUARTERLY REPORT**

# CDO QUARTERLY REPORT DEADLINES

CDOs are required to collect data on activities beginning 10/1/15. Reports are now due 15 days after each reporting period, allowing additional time for organizations to reconcile their data.




# QUARTERLY REPORT OVERVIEW


CDOs are required to submit their first quarterly report by 1/15 to [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov). The report should include data from 10/1 through 12/31.

Short Answer Section: Program Summary	Quantitative Metrics Section ( <i>continued</i> )
Culturally and linguistically appropriate Information	Accessing preventative health services
Assisting consumers with disabilities	<b>4. Georgia Access Application Assistance &amp; Support</b>
Common Languages	Georgia Access accounts created
Protecting PII	Georgia Access eligibility assessment and results review
Reducing health disparities and inequality	Consumers assisted to compare Georgia Access plans
Short Answer Section: Outreach & Education Event Information	Total consumers supported/assisted
Event Information	Consumers supported by county ( <b>Complete Appendix A</b> )
Event Description	Applications started
Event Data	Applications completed
Event Partners	Total hours spent on application assistance
Lessons Learned	<b>5. Complex Cases and Other Georgia Access Assistance and Support Issues</b>
Quantitative Metrics Section	Complex case help center assistance and referrals
<b>1. General Information</b>	Data matching issues/periodic data matching issues assistance
Licensed CACs	SEP eligibility troubleshooting assistance
Site visits conducted	Employer-sponsored coverage issues assistance
Site visits conducted with subrecipients (if applicable)	APTC/CSR assistance
Internal trainings with staff and subrecipients (if applicable)	Other
Breaches with protocols for collecting PII or retaining consent forms. If a breach has occurred, describe the situation.	<b>6. Referrals</b>
<b>2. Consumer Assistance</b>	Received from other entities
Appointments scheduled with consumer (not including those rescheduled)	To agents/brokers
Appointments scheduled and held with consumers	To insurance companies
Follow-up calls and/or appointments with consumers	To Medicare
<b>3. Consumer Inquires</b>	To Medicaid/CHIP
Health insurance options	To other consumer assistance/health insurance programs
Health insurance literacy	<b>Appendix A: Counties in Georgia (<i>sample counties from report</i>)</b>
Locating providers	County # County # County # County # County # County #
Billing and payment questions	Appling # Cherokee # Fannin # Jenkins # Oglethorpe # Thomas #
Evaluating health care options using tools and information available through a consumer's health plan	Atkinson # Clarke # Fayette # Johnson # Paulding # Tift #

# REPORT REMINDERS

CDOs are responsible for completing reports thoroughly and accurately. Please ensure that all fields in the report are completed and reach out to our team with any questions.

 **Complete all fields.** All fields are required unless otherwise specified. Our team may contact you for additional clarification if necessary.

 **Reach out with questions.** If you have questions about completing reports, please reach out to our team for assistance.



# SHARE UPCOMING OUTREACH EVENTS

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# UPCOMING OUTREACH EVENTS

Georgia Access encourages CDOs to share their upcoming outreach events with our team in advance of events by emailing [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov).

## SHARE UPCOMING EVENTS

- We encourage organizations to share your upcoming outreach events with the Georgia Access team!
- Email [CDOs@GeorgiaAccesss.ga.gov](mailto:CDOs@GeorgiaAccesss.ga.gov) with upcoming events your organization and CACs plan to participate in.
- **Please share with advance notice so that our team can participate in your event!**

## OUTREACH EVENT GOALS

**Provide Free In-Person Assistance**

**Promote Education**

**Build Trust**

**Align with Strategic Opportunities**

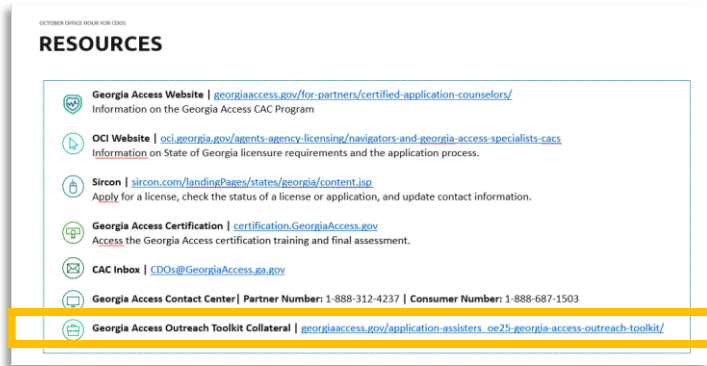


# OUTREACH TOOLKIT

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# ACCESS THE OUTREACH TOOLKIT COLLATERAL MATERIALS

A reminder to follow the steps below to access the Outreach Toolkit collateral materials, including social media graphics, flyers, and postcards. We will distribute this presentation with links after this meeting.



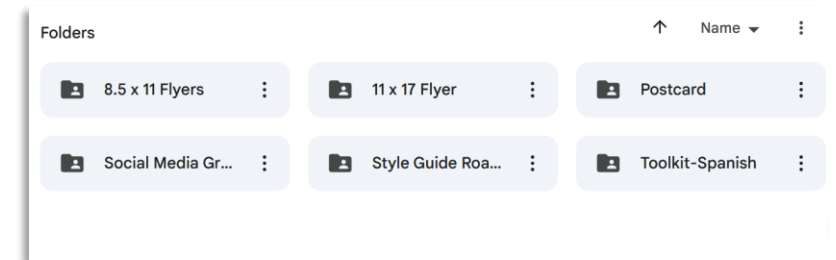
## 1 Click the Outreach Toolkit link

The Outreach Toolkit is linked in the 'Resources' slide at the end of this presentation.



## 2 Navigate to the last slide

The last slide includes the link to the supporting, collateral materials on the Google Drive site.



## 3 Review collateral materials

The toolkit contains flyers, postcards, and social media posts. Collateral is available in English and Spanish.

# **TIMELINE AND RESOURCES**

# KEY PROGRAM ACTIVITIES, MILESTONES, AND DEADLINES

The following outlines the key activities and dates for CDOs and individual CACs participating in Georgia Access.

	December 2024	January 2025	February 2025
Meetings	Thursday, 12/19: Office Hour for CDOs	Thursday, 1/23: Office Hour for CDOs	Thursday, 2/27: Office Hour for CDOs
Reporting Deadlines		Wednesday, 1/15: Quarterly Report Due	
Milestones	Friday, 12/20: Deadline for consumers to enroll in coverage that begins 1/1/2025	Wednesday, 1/1: Coverage for PY 2025 begins for consumers enrolled by 12/20/24  Wednesday, 1/15: <ul style="list-style-type: none"><li>• Open Enrollment ends</li><li>• Deadline for consumers to enroll in coverage that begins 2/1/2025</li></ul>	Saturday, 2/1: Coverage begins for consumers who enrolled between 12/21and 1/15

# RESOURCES



**Georgia Access Website** | [georgiaaccess.gov/for-partners/certified-application-counselors/](https://georgiaaccess.gov/for-partners/certified-application-counselors/)  
Information on the Georgia Access CAC Program.



**OCI Website** | [oci.georgia.gov/agents-agency-licensing/navigators-and-georgia-access-specialists-cacs](https://oci.georgia.gov/agents-agency-licensing/navigators-and-georgia-access-specialists-cacs)  
Information on State of Georgia licensure requirements and the application process.



**Sircon** | [sircon.com/landingPages/states/georgia/content.jsp](https://sircon.com/landingPages/states/georgia/content.jsp)  
Apply for a license, check the status of a license or application, and update contact information.



**Georgia Access Certification** | [certification.GeorgiaAccess.gov](https://certification.GeorgiaAccess.gov)  
Access the Georgia Access certification training and final assessment.



**CAC Inbox** | [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov)



**Georgia Access Contact Center** | **Partner Number:** 1-888-312-4237 (TTY 711) | **Consumer Number:** 1-888-687-1503 (TTY 711)



**Georgia Access Outreach Toolkit Collateral** | [georgiaaccess.gov/application-assisters\\_oe25-georgia-access-outreach-toolkit/](https://georgiaaccess.gov/application-assisters_oe25-georgia-access-outreach-toolkit/)

# OPEN DISCUSSION

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# Q&A

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