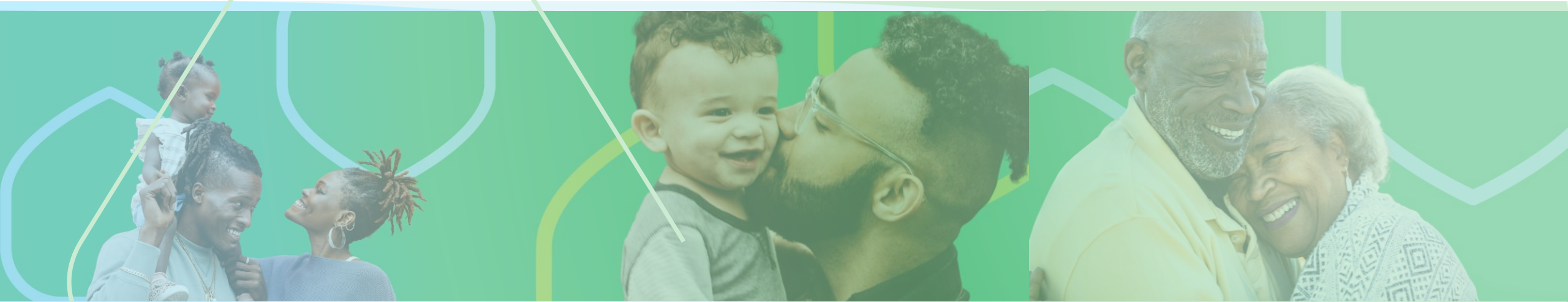


# GEORGIA ACCESS



**Monthly Meeting for Individual Navigators and CACs**  
**December 5, 2024**

# MONTHLY MEETING HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



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

# AGENDA

| # | Section                                | Slides |
|---|--|--------|
| 1 | Georgia Access Entity Portal           | 4-5    |
| 2 | Georgia Access Contact Center Guidance | 6-7    |
| 3 | Upcoming Georgia Access Events         | 8-9    |
| 4 | Find Local Assistance Tool             | 10-11  |
| 5 | Timeline and Resources                 | 12-14  |
| 6 | Open Discussion                        | 15     |
| 7 | Questions & Answers                    | 16     |

# GEORGIA ACCESS ENTITY PORTAL

---

# GEORGIA ACCESS ENTITY PORTAL REMINDERS

As a reminder, the Georgia Access entity portal is a new state-run portal that licensed and certified Navigators and CACs can use to support consumers with the application process.

## Individual Navigators and CACS



### Activate Entity Portal Profile

Individual Navigators and CACs can activate their entity portal after their Navigator Grantee or CDO lead registers them as an affiliated assister on the entity portal.



### Assist and Manage Consumers

Navigators and CACs can use the entity portal to manage a list of consumers who they assist and help consumers fill out an application.

## Navigator Grantees and CDOs



### Activate Entity Portal Profile

Navigator Grantee and CDO leads received an email with instructions for how to access the entity portal and to activate an entity portal profile in October.



### Manage Assisters

Navigator Grantees and CDOs can use the entity portal to manage, suspend, and monitor their affiliated Navigators and CACs.



### Update Organization Information

Navigator Grantees and CDOs can update their hours of operation and business address on the entity portal for consumers.

***Reminder: Navigators and CACs cannot recommend, sell, solicit, or negotiate insurance plans for consumers on the entity portal.***

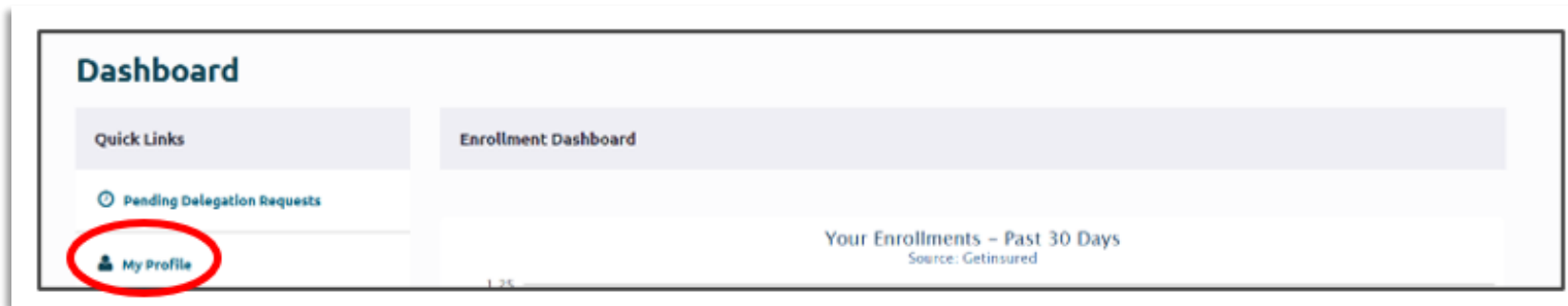
# GEORGIA ACCESS CONTACT CENTER GUIDANCE

---

# GEORGIA ACCESS CONTACT CENTER GUIDANCE

Before reaching out to the Georgia Access contact center, assisters are encouraged to locate their Assister Certification Number on their Georgia Access portal profile to receive streamlined support.

## 1 Log into your Georgia Access dashboard and select *My Profile*



## 2 Select the *Certification Status* tab



## 3 Locate your Assister Certification Number



# UPCOMING GEORGIA ACCESS EVENTS

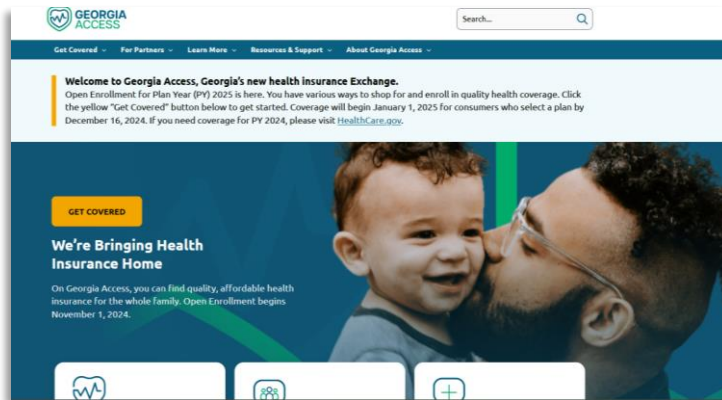
---



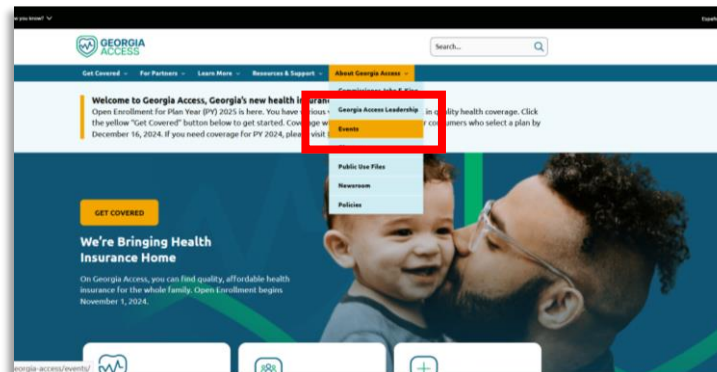
# LEARN ABOUT UPCOMING GEORGIA ACCESS EVENTS

We encourage Navigators and CACs to discover upcoming Georgia Access events on the Georgia Access website and to attend these events to engage with Georgians across the State!

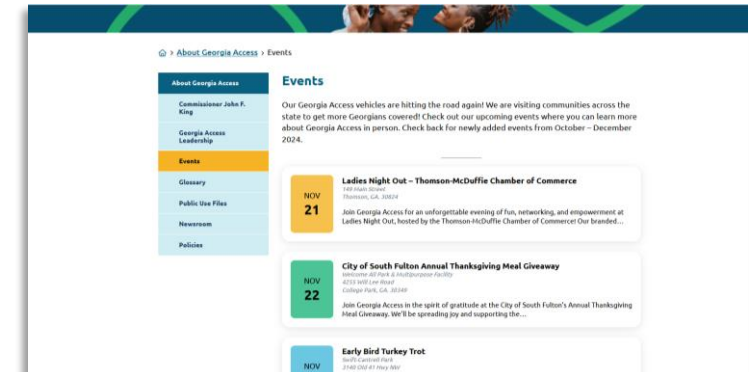
## 1 Visit the Georgia Access website



## 2 Navigate to *About Georgia Access* and select *Events*



## 3 View upcoming events and event details




# FIND LOCAL ASSISTANCE TOOL

---

# FIND LOCAL ASSISTANCE TOOL


The *Find Local Assistance* tool is now available on the Georgia Access website for consumers to find Navigators and CACs by zip code or organization name. The tool is connected to the entity portal and pulls information that assister organizations have submitted.

### Find Local Assistance at No Cost to You



Agents and brokers are licensed by Georgia's Department of Insurance and have completed additional training to become certified with Georgia Access. Only an agent or broker can make specific recommendations about which plan you should buy. Note that some agents and brokers may only be able to sell plans from specific health insurance companies.

**FIND A GEORGIA CERTIFIED AGENT OR BROKER NEAR YOU**



Georgia Access Certified Assisters belong to Enrollment Entities, which include hospitals and not-for-profit organizations from around the state that have been trained by Georgia Access to help you understand what options are available to you and your family. They cannot make specific recommendations about which plan you should buy.

**FIND A GEORGIA CERTIFIED ASSISTER NEAR YOU**

### Search for in-person assistance Georgia Access

Search By Location

Zip Code \*

Distance

5 miles

Languages

Abnaki  
Achinese  
Achumawi  
African

Search

OR

Search By Organization Name

Organization Name

Search

### Navigator Grantee/CDO


Address  
Email  
Phone Number

Languages Spoken English  
Languages Written English, Spanish  
Hours of Operation  
Monday 08:00 am-05:00 pm  
Tuesday 08:00 am-05:00 pm  
Wednesday 08:00 am-05:00 pm  
Thursday 08:00 am-05:00 pm  
Friday 08:00 am-05:00 pm  
Saturday Closed  
Sunday Closed

"Navigator Grantee/CDO Organization" has 1 Georgia Access Certified Assister

Show Certified Assisters

| Name          | Contact Info                     | Languages |
|---------------|----------------------------------|-----------|
| Navigator/CAC | Address<br>Email<br>Phone Number | English   |



- 1

### Consumers access to the tool

Consumers can find the *Find Local Assistance* tool on the Georgia Access website under "Resources & Support". This tool is connected to the entity portal.
- 2

### Consumers search for organizations near them

Consumers can search by zip code or organization name to find assistance near them.
- 3

### Consumers identify an assister organization and reach out

Consumers can find Navigators or CACs in their area and reach out directly for assistance.

# AGENTS VS ASSISTERS

## ENROLLMENTS VS APPLICATIONS

---

- As a reminder, CACs and Navigators are prohibited from recommend, sell, solicit or negotiate insurance plans.
- If you encounter a situation in which the consumer is not sure about which plan to select, you **MUST** refer them to an Agent.
- Assisters can only enroll a consumer if the consumer knows exactly the plan they want

# **TIMELINE AND RESOURCES**

# UPCOMING ACTIVITIES AND MILESTONES

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

|                        | December 2024   | January 2025  | February 2025   |
|------------------------|---|---|---|
| Meetings               | <b>Thursday, 12/5:</b> Monthly Meeting for Individual Navigators and CACs   | <b>Thursday, 1/9:</b> Monthly Meeting for Individual Navigators and CACs  | <b>Thursday, 2/6:</b> Monthly Meeting for Individual Navigators and CACs  |
| Deadlines & Milestones | <p><b>Friday, 12/13*:</b> Navigator Grantee Monthly Report Due</p> <p><b>Monday, 12/16:</b> Deadline for consumers to enroll in coverage that begins 1/1/2025</p> | <p><b>Wednesday, 1/1:</b> Coverage for PY 2025 begins for consumers enrolled by 12/16/24</p> <p><b>Wednesday, 1/15:</b></p> <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> <li>• CDO First Quarterly Report due</li> <li>• Navigator Grantees Monthly and Quarterly Reports Due</li> </ul> | <p><b>Saturday, 2/1:</b> Coverage begins for consumers who enroll by 1/15</p> <p><b>Friday, 2/14*:</b> Navigator Grantee Monthly Report Due</p> |

*\*If the report deadline falls on a weekend, the report is due the last weekday prior to the deadline.*

# RESOURCES



**Georgia Access Website** | [georgiaaccess.gov/for-partners/](https://georgiaaccess.gov/for-partners/)  
Information on the Georgia Access Navigator and CAC Programs.



**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.



**Navigator Inbox** | [Navigators@GeorgiaAccess.ga.gov](mailto:Navigators@GeorgiaAccess.ga.gov)  
**CDO 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 Find Local Assistance:** [enroll.georgiaaccess.gov/hix/broker/search](https://enroll.georgiaaccess.gov/hix/broker/search)

# OPEN DISCUSSION

---



# Q&A

---