

GEORGIA ACCESS



December Office Hour for Navigator Grantees
December 12, 2024

OFFICE HOUR HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



Email us at *Navigators@GeorgiaAccess.ga.gov*

**WHAT IS YOUR FAVORITE
HOLIDAY ACTIVITY?**

AGENDA

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NAVIGATOR GRANTEE REPORTS

MONTHLY REPORT OVERVIEW

Navigator Grantees are required to submit their second monthly report by 12/13* to Navigators@GeorgiaAccess.ga.gov. The report should include data from 11/1 through 11/30.

Quantitative Metrics

1. General Information

Licensed Navigators
Site visits conducted
Site visits conducted with subrecipients (if applicable)
Internal trainings with staff and subrecipients (if applicable)
Breaches with protocols for collecting PII or retaining consent forms. If a breach has occurred, describe the situation.

2. Consumer Assistance

Appointments scheduled with consumer (not including those rescheduled)
Appointments scheduled and held with consumers
Follow-up calls and/or appointments with consumers

3. Consumer Inquires

Health insurance options
Health insurance literacy
Locating providers
Billing and payment questions
Evaluating health care options using tools and information available through a consumer's health plan
Accessing preventative health services

4. Georgia Access Application Assistance & Support

Georgia Access accounts created
Georgia Access eligibility assessment and results review
Consumers assisted to compare Georgia Access plans
Total consumers supported/assisted
Consumers supported by county (Complete Appendix A)
Applications started
Applications completed
Total hours spent on application assistance

5. Complex Cases and Other Georgia Access Assistance and Support Issues

Complex case help center assistance and referrals
Data matching issues/periodic data matching issues assistance
SEP eligibility troubleshooting assistance
Employer-sponsored coverage issues assistance
APTC/CSR assistance

Other

6. Referrals

Received from other entities
To agents/brokers
To insurance companies
To Medicare
To Medicaid/CHIP
To other consumer assistance/health insurance programs

7. Budget Report

Specify how grant funds were spent during the month that the report is due

Item	Original Budget	Monthly Expenses	Cumulative Expenses	Balance
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Short Answer: Outreach & Education Event Information

Event Information
Event Description
Event Data
Event Partners
Lessons Learned

Appendix A: Counties in Georgia (sample counties from report)

County	#	County	#	County	#	County	#	County	#	County	#
Appling	#	Cherokee	#	Fannin	#	Jenkins	#	Oglethorpe	#	Thomas	#
Atkinson	#	Clarke	#	Fayette	#	Johnson	#	Paulding	#	Tift	#

QUARTERLY REPORT OVERVIEW

Navigator Grantees are also required to submit their first quarterly report by 1/15 to Navigators@GeorgiaAccess.ga.gov. The report should include data from 10/1 through 12/31.

A. Short Answer: Program Summary

1. Culturally and Linguistically Appropriate Information

Describe how the organization disseminated information to consumers in a manner that was culturally and linguistically appropriate.

2. Assisting Consumers with Disabilities

Specify how the organization coordinated reasonable modifications and accommodations for consumers with disabilities.

3. Common Languages

List up to five of the most common languages listed in order of most to least commonly spoken by consumers, other than English, that the organization assisted during the quarter. For any instances where a consumer spoke an additional language that the organization was not able to accommodate, please list that language and how the situation was remedied.

4. Protecting Consumer PII


Detail how the organization collected, retained, and protected consumers' Personally Identifiable Information (PII).


5. Reducing Health Disparities and Inequity


Describe how the organization has worked within its community to address and reduce health disparities and inequity.

REPORT REMINDERS

Navigator Grantees are responsible for completing reports thoroughly and accurately. Please 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.

 **Ensure your budget is accurate.** The figured submitted in the budget section should align with your organization's formal and previously submitted budget, either from the first monthly report or a revised budget.

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

SHARE UPCOMING OUTREACH EVENTS

UPCOMING OUTREACH EVENTS

Georgia Access encourages Navigator Grantees to share their upcoming outreach events with our team in advance of events by emailing Navigators@GeorgiaAccess.ga.gov.

SHARE UPCOMING EVENTS

- We encourage organizations to share your upcoming outreach events with the Georgia Access team!
- Email Navigators@GeorgiaAccesss.ga.gov with upcoming events your organization and Navigators 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

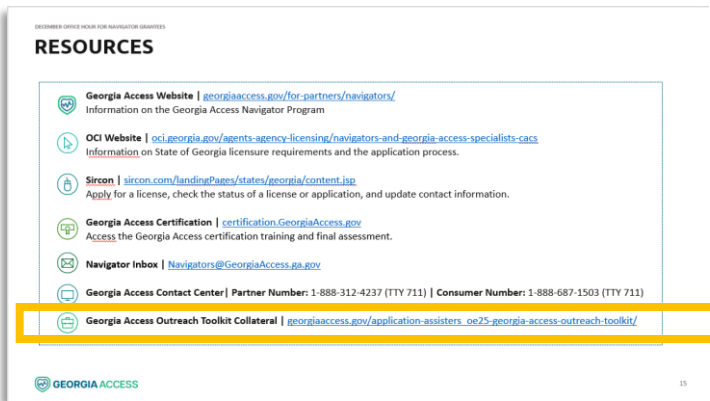
Align with Strategic Opportunities



OUTREACH TOOLKIT

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.



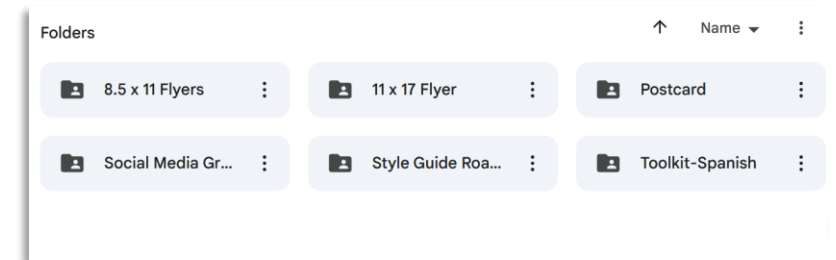
1 Click the Outreach Toolkit link

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 Navigator Grantees and individual Navigators participating in Georgia Access.

	December 2024	January 2025	February 2025
Meetings	Thursday, 12/12: Office Hour for Navigator Grantees	Thursday, 1/16: Office Hour for Navigator Grantees	Thursday, 2/20: Office Hour for Navigator Grantees
Reporting Deadlines	Friday, 12/13*: Monthly Report Due	Wednesday, 1/15: Monthly and Quarterly Reports Due	Friday, 2/14*: Monthly Report Due
Milestones	Monday, 12/16: Deadline for consumers to enroll in coverage that begins 1/1/2025	Wednesday, 1/1: Coverage for PY 2025 begins for consumers enrolled by 12/16/24 Wednesday, 1/15: <ul style="list-style-type: none"> Open Enrollment ends Deadline for consumers to enroll in coverage that begins 2/1/2025 	Saturday, 2/1: Coverage begins for consumers who enrolled between 12/17 and 1/15

RESOURCES



Georgia Access Website | georgiaaccess.gov/for-partners/navigators/
Information on the Georgia Access Navigator Program



OCI Website | 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
Apply for a license, check the status of a license or application, and update contact information.



Georgia Access Certification | certification.GeorgiaAccess.gov
Access the Georgia Access certification training and final assessment.



Navigator Inbox | Navigators@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/

OPEN DISCUSSION

Q&A
