

NAVIGATOR & CAC NEWSLETTER

A monthly newsletter brought to you by Georgia Access

IN THIS EDITION

12.19.2024



Best Practices



Contact Center Guidance



Outreach and Success

Best Practices to Support Consumers

Our team has received questions related to consumer enrollment and eligibility to support consumers. While our team may be able to help with some of your Navigator or CAC program-related questions via email, we encourage you to call the contact center at 1-888-312-4237 (TTY 711) with your questions regarding consumer enrollment and/or eligibility. The contact center can assist with questions related to Premium Tax Credits (PTCs), Cost-sharing Reductions (CSRs), income verification, identity verification, and other topics concerning consumer enrollment or eligibility. Assistants can also call the contact center with the consumer on the line to help resolve their issue or inquiry. Additional resources to assist you in navigating consumer enrollment or eligibility questions and other topics are available here, Georgia Access Help.

Georgia Access Contact Center Guidance

When calling the Contact Center we recommend that you have your Assister Certification Number, located on the Georgia Access portal profile, available. Providing this number to the Customer Service Representative (CSR) will help to streamline support. To find your Assister Certification Number go to the Georgia Access portal. On the dashboard, select "My Profile" then click on the "Certification Status" tab. Your Assister Certification Number will be on this page. When calling the contact center, assistants should inform the customer service representative that they are a Navigator or CAC to receive role-specific support.

Upcoming Outreach Events and Consumer Success Stories

Our team is eager to learn about the upcoming events your organization is attending or participating in. If you are able to share event details with us in advance, we may be able to participate as well. We also encourage you to view the list of upcoming Georgia Access events [here](#) to learn more about upcoming events in your community. Our team also wants to learn more about the positive interactions your are having with consumers across the State. Please share your consumer success stories with us at Navigators@GeorgiaAccess.ga.gov or CDOs@GeorgiaAccess.ga.gov. We will select stories to be featured in next month's newsletter!

Frequently Asked Questions

Who can Navigators and CACs contact with questions regarding a licensure application? Navigators and CACs are encouraged to visit the or call OCI licensing support at (404) 656-2070 or (800) 656-2298, toll-free.

How do Navigators and CACs confirm that they have completed all the licensing and certification requirements? Navigators and CACs will receive an email from OCI approximately 3-5 days after submitting all requirements to Sircon notifying them of an update to their license status. We encourage Navigators and CACs to check their spam folders if they have not received an update and reach out to OCI licensing support for updates.

For additional FAQs refer to <https://georgiaaccess.gov/learn-more/faqs/>

Important Dates



Resources

Visit georgiaaccess.gov/for-partners/ for information regarding the Georgia Access Navigator and CAC programs.

Visit certification.georgiaaccess.gov to access the Georgia Access certification training and final assessment.

Visit oci.georgia.gov/agents-agency-licensing/navigators-and-georgia-access-specialists-cacs for information on Georgia Licensure requirements and the application process.

Visit sircon.com/Georgia to apply for a license or to check the status of a license or license application.

Email questions to Navigators@GeorgiaAccess.ga.gov or CDOs@GeorgiaAccess.ga.gov.

Contact the Georgia Access Contact Center at 1-888-312-4237 (TTY 711).

Direct consumers to call 1-888-687-1503 (TTY 711) with questions.

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You are receiving this email because you were identified as a Navigator or CAC by your affiliated organization.

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Visit Our Website <https://GeorgiaAccess.gov>

