

# NAVIGATOR & CAC NEWSLETTER

A monthly newsletter brought to you by Georgia Access

IN THIS EDITION

1.23.2025



Special Enrollment Period



Fraudulent Activity



Assistants Feedback Survey

## Special Enrollment Period

Open Enrollment (OE) ended on Wednesday, January 15, 2025. Now that OE has ended, consumers must qualify for a Special Enrollment Period (SEP) to enroll in coverage. An SEP is a time outside of the yearly OE period when Georgians can enroll in or change coverage due to a change in circumstance or after a life event occurs, referred to as a Qualifying Life Event (QLE). Coverage for an SEP typically starts on the first day of the month following plan selection. Depending on the type of SEP, consumers have either 60 or 90 days before or after the event occurs to enroll. Coverage for some SEPs is retroactive to the date of the event (e.g., birth adoption) or the first of the month following the life event (e.g., residency changes). Consumers can enroll in or change coverage with a certified assister. They also have the option to make changes with an agent, web broker or insurance company, or through the Georgia Access consumer portal. Please visit the [Georgia Access website](#) for a comprehensive list of QLEs during the Special Enrollment Period (SEP).

## Reporting Suspected Fraudulent Activity

Assistants have reported instances where consumers they worked with were contacted by individuals claiming to be a certified agent or a Georgia Access representative requesting additional information. These instances may be fraudulent. We urge assistants to direct consumers to remain vigilant and not to share personal information via WhatsApp or other non-authorized channels. Assistants are required to report suspected fraud, waste, and abuse related to Georgia Access regardless of the individual or organization suspected of committing such acts. If an assister suspects or experiences insurance fraud, waste, or abuse, assistants should report the incident through OCI's [Criminal Investigation Division online portal](#).

## Assister Feedback Survey

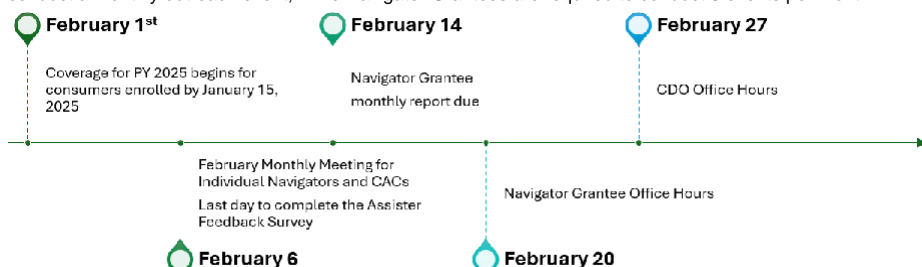
The Georgia Access Assister Team prepared an anonymous survey for assistants to collect feedback on the Georgia Access Navigator and CAC Programs to shape program updates for PY 2026. Please share with us your opinion about OE 2025 by **February 6, 2025**. We value your input about how we can improve the Georgia Access Assister Program and make it even stronger for PY 2026. **Complete the 10-minute Georgia Access Assister Feedback Survey [here](#).**

## Upcoming Outreach Events and Consumer Success Stories

Our team is keen to stay informed about the upcoming events your organization is involved in. Please share event details with us in advance and our team will try to participate as well. We ask you to review the list of upcoming Georgia Access events [here](#) to learn more about events in your surrounding areas. Our team also wants to learn more about your interaction with consumers during events or appointments. Please share your consumer success stories with us at [Navigators@GeorgiaAccess.ga.gov](mailto:Navigators@GeorgiaAccess.ga.gov) or [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov). We will select stories to be featured in next month's newsletter!

## Important Dates and Reminders

Although Open Enrollment has ended, please note that the Assister Performance Period will run through September 30, 2025. Assistants may continue to assist consumers to apply for an SEP and are required to continue meeting Navigator and CAC program requirements (e.g., reporting requirements, events). If the report deadline falls on a weekend, the report is due the last weekday prior to the deadline. As a reminder, CDOs must conduct a monthly outreach event, while Navigator Grantees are required to conduct 3 events per month.



## Resources

- For FAQs refer to <https://georgiaaccess.gov/learn-more/faqs/>
- Visit [georgiaaccess.gov/for-partners/](https://georgiaaccess.gov/for-partners/) for information regarding the Georgia Access Navigator and CAC programs.
- Visit [certification.georgiaaccess.gov](https://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](https://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](https://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](mailto:Navigators@GeorgiaAccess.ga.gov) or [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov).
- Contact the Georgia Access Contact Center at 1-888-312-4237 (TTY 711). Direct consumers to

