

# GEORGIA ACCESS



**January Office Hour for CDOs**  
**January 23, 2025**

# 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 ONE OF YOUR  
NEW YEAR'S RESOLUTIONS?**

# AGENDA

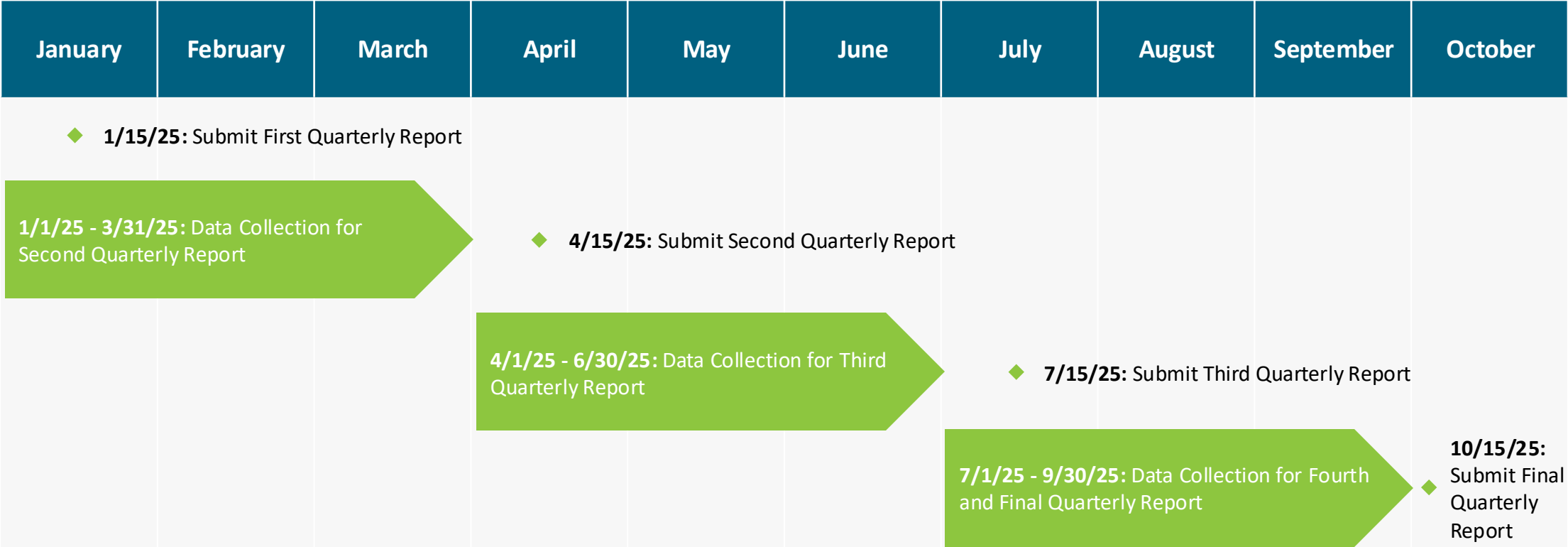
#	Section	Slide(s)
1	CDO Quarterly Report	5-7
2	Special Enrollment Period Information	8-11
3	Share Upcoming Outreach Events	12-13
4	Timeline and Resources	14-16
5	Open Discussion and Q&A	17

# **CDO QUARTERLY REPORT**

# CDO QUARTERLY REPORT DEADLINES


The first quarterly report was due on January 15, 2025. The next quarterly report will be due on April 15 and include data collected between January 1 to March 31.


2025




# REPORT REMINDERS

CDOs are responsible for completing reports thoroughly and accurately.

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

 **Events.** All CDOs are required to conduct one (1) outreach and education event per month in which CACs must be present. Informing Georgia Access about your events is part of the Quarterly Report.

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

# **SPECIAL ENROLLMENT PERIOD INFORMATION**

---



# SPECIAL ENROLLMENT PERIOD OVERVIEW

Now that Open Enrollment is over, consumers may only enroll in Georgia Access during a Special Enrollment Period (SEP) due to a Qualifying Life Event (QLE).

## WHAT IS A SPECIAL ENROLLMENT PERIOD?

A Special Enrollment Period (SEP) is a time outside of the yearly Open Enrollment 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).

## QUALIFYING LIFE EVENTS

Qualifying Life Events (QLEs) are life changing circumstances that qualify a consumer to enroll in or change coverage during an SEP. The most common QLEs include:

- Birth or adoption of a child
- Marriage
- Divorce, legal separation, or death in the family resulting in loss of coverage
- Gaining or becoming a dependent due to child support or other court order
- Becoming a U.S. citizen
- Changes in lawful presence
- Leaving incarceration
- Gaining membership in a federally recognized tribe
- Changes in residency
- Loss of Minimum Essential Coverage (MEC)
- Change in financial eligibility or other eligibility status

See the [Georgia Access website](#) for a comprehensive list of QLEs.

# HOW TO APPLY FOR A SEP

Consumers can apply for a SEP in various ways, listed below. Depending on the type of SEP, consumers have 60 or 90 days before or after the event to enroll or change coverage.



**Certified Assistors**



**Certified Agent**



**Georgia Access  
Consumer Portal**



**Web Brokers**



**Georgia Access Contact  
Center**



**Insurance Companies**

# WHAT TO EXPECT AFTER APPLYING FOR A SEP

After applying for a SEP, consumers are required to attest and may be requested to provide documentation to verify their QLE. Coverage effective dates vary depending on the type of QLE.

## Verification

- When applying for a SEP consumers must attest the information provided is accurate and submit documentation to verify the QLE, if requested.

## Coverage Effective Dates

- Coverage effective dates may vary.
- Most start on the 1<sup>st</sup> day of the month after plan selection.
- Some are retroactive to the date of the event (e.g., birth, adoption, or marriage).
- Some start first of the month following the life event (e.g., some residency changes and certain types of loss of Minimum Essential Coverage).

# **SHARE UPCOMING OUTREACH EVENTS**

---

# 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



# **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.

	January 2025	February 2025
Meetings	<b>Thursday, 1/23:</b> Office Hour for CDOs	<b>Thursday, 2/27:</b> Office Hour for CDOs
Report Deadlines	<b>Wednesday, 1/15:</b> Quarterly Report Due	
Milestones	<b>Wednesday, 1/1:</b> Coverage for PY 2025 begins for consumers enrolled by 12/20/24  <b>Wednesday, 1/15:</b> <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>	<b>Saturday, 2/1:</b> Coverage begins for consumers who enrolled between 12/21 and 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.



**Mailbox** | [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 AND Q&A

---