

# GEORGIA ACCESS



## Navigator Grantee Onboarding Meeting

*August 19, 2024*

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# NAVIGATOR PROGRAM OVERVIEW

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# ROLE OF THE NAVIGATOR GRANTEE

Navigator Grantees are expected to engage in the following activities in support of Georgia Access.



Oversee and support affiliated Navigator employees and/or volunteers.



Maintain open lines of communication with Georgia Access staff.



Provide information to consumers on how to shop and apply for coverage through Georgia Access.



Conduct outreach and education events to support consumers in applying on Georgia Access.



Provide assistance to underserved and uninsured populations across the State.

# ROLE OF A NAVIGATOR: REQUIRED ACTIVITIES

Navigators assist consumers in applying for health insurance coverage and financial assistance on Georgia Access.

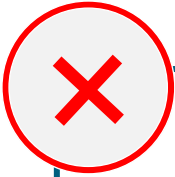


## *Navigators perform the following activities:*

- Provide outreach and education to uninsured individuals and underserved or vulnerable populations.
- Provide unbiased support for consumers by remaining free of conflicts of interest.
- Educate consumers on basic healthcare concepts, coverage options, and available financial assistance on Georgia Access.
- Support consumers with applying on Georgia Access.
- Support consumers in understanding their eligibility results and next steps.
- Provide consumers with language interpretation support.
- Provide consumers with accessibility support.
- Refer consumers to the Georgia Access Contact Center, as appropriate.
- Help consumers find certified agents, as appropriate.
- Provide information on Medicaid and PeachCare for Kids®, as appropriate.

# ROLE OF A NAVIGATOR: PROHIBITED ACTIVITIES

Navigators are prohibited from performing activities that constitute providing health insurance advice or compromise their ability to remain objective in providing consumer support.



## *Navigators are prohibited from the following activities:*

- Recommend specific health insurance plans for consumers.
- Enroll a consumer into a health insurance plan.
- Provide gifts to a consumer to incentivize enrollment.
- Impose fees for providing consumer support and assistance.
- Request or receive compensation from consumers or third parties for assistance.
- Request or receive compensation from insurance companies.
- Request or receiving compensation from agents for consumer referrals.
- Act as an intermediary between an employer and health insurance company.
- Call consumers to offer assistance without the consumer initiating contact first.
- Use an automatic telephone dialing system or an artificial or prerecorded voice.
- Use grant funding to purchase items that promote products or services of a third party.

# NAVIGATOR GRANTEE PROGRAM REQUIREMENTS

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# NAVIGATOR GRANTEE RESPONSIBILITIES

Navigator Grantees retain the primary responsibility for planning, directing, and executing the proposed project as outlined in the Navigator Grant application.



## Oversee Navigators

- **Monitor Navigators & Confirm Compliance:** Confirm that affiliated Navigators adhere to license and certification requirements. Confirm that Navigators follow all Georgia Access Navigator Grant Agreement requirements.
- **Report Incidents:** Report any privacy and security incidents or negative behavior/fraud by a Navigator to Georgia Access.
- **Provide Updated Lists of Affiliated Navigators:** After OE Navigator Grantees are required to send updated lists of affiliated Navigators to Georgia Access **whenever a Navigator joins or leaves the organization.**



## Program Management

- **Conduct Outreach Activities:** Coordinate three (3) outreach events per month, with an emphasis on targeting uninsured individuals or underserved or vulnerable populations.
- **Collect Metrics & Submit Reports:** Provide monthly, quarterly, and annual program reports to Georgia Access.
- **Protect Consumer Privacy & Security:** Maintain the privacy and security plan submitted as part of the Navigator Grant Application to maintain the privacy and security of all consumer data.
- **Report Budget Changes:** Navigator Grantees that would like to modify their budget or re-allocate funding are required to submit their revised budget to Georgia Access for review and approval.



# NAVIGATOR GRANT PAYMENTS

Georgia Access Navigator Grant payments are disbursed by the Office of Commissioner of Insurance and Safety Fire (OCI) and are issued according to the following cadence.



The State distributes an **initial lump sum payment of 20%** of the total grant amount by August 31, 2024.






The remaining 80% of the grant funding will be distributed in **10 equivalent monthly payments** by the end of each month, October 2024 through July 2025.



Continued payments are **dependent on timely submission** of required reports and adherence to program requirements.

# NAVIGATOR GRANTEE REPORTING REQUIREMENTS

Navigator Grantees are required to submit participation and application assistance data to Georgia Access on a recurring basis for program evaluation. Reporting requirements are listed below.

Report Type	Content	Deadline
 <b>Annual Financial Reporting</b>	<ul style="list-style-type: none"><li>• Total State Funds</li><li>• State Funds Expenditures and Unobligated Balance</li><li>• Recipient Share</li><li>• Program Income</li></ul>	September 15, 2025
 <b>Quarterly Programmatic Metrics</b>	<ul style="list-style-type: none"><li>• Culturally and Linguistically Appropriate Services (CLAS) standards</li><li>• Assisting Consumers with Disabilities</li><li>• Common Languages</li><li>• Protecting Consumer Personally Identifiable Information (PII)</li><li>• Reducing Health Disparities and Inequity</li></ul>	Data should be tracked beginning November 1, 2024 and reports are due: <ul style="list-style-type: none"><li>• December 15, 2024*</li><li>• March 15, 2025*</li><li>• June 15, 2025*</li><li>• September 15, 2025*</li></ul>
 <b>Monthly Programmatic Metrics</b>	<ul style="list-style-type: none"><li>• Program Summary Metrics</li><li>• Outreach and Education Event Information</li><li>• Budget Report</li></ul>	Due by the 15th day of each month, November 2024 – September 2025*

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

# INDIVIDUAL NAVIGATOR REQUIREMENTS

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# INDIVIDUAL NAVIGATOR REQUIREMENTS

Navigators are required to complete the following licensure and certification requirements to become a certified Navigator for Plan Year (PY) 2025.

1

## Establish Relationship With Navigator Grantee

- Individuals are hired or become volunteers with the Navigator Grantee.

2

## Complete State Licensing Requirements

- Individuals complete pre-licensing training and assessment from an approved training provider.
- Detailed information on licensing can be found at <https://oci.georgia.gov/agents-agency-licensing/navigators>

3

## Complete Georgia Access Certification Training

- Individuals complete the online Georgia Access certification training ([certification.georgiaaccess.gov](https://certification.georgiaaccess.gov)) and pass the final assessment.
- The online training is now available and **must be completed by 11/1 to participate in OE 25.**

4

## Submit a New Application or Renewal for a Navigator License

- Individuals submit their application or renewal for a State of Georgia Navigator license through Sircon and are required to provide: citizenship affidavit, fingerprints, proof of association with the Navigator Grantee, proof of completion of Georgia Access certification.

5

## Support Consumers on Georgia Access

- Individuals are notified their Navigator license is approved.
- Navigators start supporting consumers on Georgia Access.

# GEORGIA ACCESS CERTIFICATION REQUIREMENTS

Navigators who would like to support Georgia consumers for PY 2025 are required to complete the Georgia Access certification.

**Navigators must complete the Georgia Access certification training and pass the accompanying assessment:**

- 1 Access the certification training**

The course and assessment is available on the Georgia Access Learning Management System (LMS). Access the LMS at [certification.georgiaaccess.gov](https://certification.georgiaaccess.gov)
- 2 Complete certification training**

The course includes the Navigator role, Georgia Access policies and procedures, and privacy and security. The State recommends setting aside three (3) hours to complete the certification training course.
- 3 Pass the final assessment**

A minimum score of 80% is required to pass the final assessment; A maximum of three (3) attempts will be permitted.
- 4 Submit the Certification Agreement**

As part of the final assessment, Navigators attest that they will adhere to all requirements and policies in the Georgia Access Certification Agreement.
- 5 Obtain Georgia Access certification certificate**

Navigators who pass the final assessment are provided a printable, downloadable PDF certificate.

# STATE OF GEORGIA NAVIGATOR LICENSE REQUIREMENTS

Navigators are required to obtain and maintain licensure to assist consumers on Georgia Access.

## Complete the below steps to apply for a State of Georgia Navigator license



Visit <https://oci.georgia.gov/agents-agency-licensing/navigators> to review the requirements for Navigator licensure.



Log in to Sircon at <https://www.sircon.com/landingPages/states/georgia/content.jsp> to apply\*. Navigators are required to complete pre-licensing training and assessment to receive a license.



Upload the Georgia Access certificate verifying completion of certification.



Upload the completed and signed Licensure Affiliation Form. The form must be signed by the affiliated Navigator Grantee organization to confirm affiliation.



Upload the completed and notarized Citizenship Affidavit and legible copy of applicants ID.



Submit \$55 payment fee.



After submitting the application, follow the instructions to register for fingerprinting which is a requirement for a license.

*\*Navigators that received a license for PY 2024 should submit a renewal application and are still required complete Georgia Access certification training.*

# **TIMELINE AND RESOURCES**

# KEY PROGRAM ACTIVITIES, MILESTONES, AND DEADLINES

The following outlines the key activities reporting dates for Navigator Grantees in Georgia Access.

	2024				2025	
	Aug	Sept	Oct	Nov	Dec	Jan
Certification Training						
Georgia Access certification training is available – Training is Live!						
Deadline to complete certification training (11/1)				11/1		
Navigator Grant Payments						
Initial 20% lump sum payment	8/31					
Remaining 80% distributed in 10 equal payments*			10/31	11/30	12/31	1/31
Assist Consumers						
Navigator Grantee performance period begins, begin helping consumers				11/1		
Report Submission Requirements						
Monthly report due**				11/15	12/15	1/15
Quarterly report due**					12/15	

\*Continues Monthly through July 2025

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



# RESOURCES

## Navigators can access the following resources for additional information and support:

- Visit the [Georgia Access website](#) for information regarding the Georgia Access Navigator Program.
- Visit <https://oci.georgia.gov/agents-agency-licensing/navigators> for information on Georgia licensure requirements and the application process.
- Visit <https://www.sircon.com/landingPages/states/georgia/content.jsp> to apply for a license, check the status of a license or application, and update contact information.
- Visit [certification.georgiaaccess.gov](https://certification.georgiaaccess.gov) to access the Georgia Access certification training and final assessment.
- Email questions to [Navigators@GeorgiaAccess.ga.gov](mailto:Navigators@GeorgiaAccess.ga.gov)