

GEORGIA ACCESS



November Office Hour for CDOs
November 21, 2024

GEORGIA ACCESS ASSISTER PROGRAM TEAM



Dr. Tangelia Clary-Marshall
Engagement Director



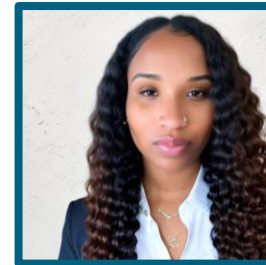
Kenya Taylor
Assistant Engagement Director



Alexandra Febus Frasqueri
Assister Program Manager



Richetta Milton-Jacks
Assister Program Analyst



Larissa Williamson
Assister Program Analyst

OFFICE HOUR HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



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






AGENDA

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GEORGIA ACCESS ENTITY PORTAL

SUPPORT CACS TO ACTIVATE ENTITY PORTAL PROFILES


CACs will receive an email to activate their profile after a CDO lead creates their organization's profile, adds them as an affiliated CAC, and is approved by the State.

-  **Organizations will activate a CDO profile on the entity portal.** Organizations should follow previously distributed instructions to activate their profile on the entity portal.
-  **Organizations enter contact information and add affiliated CACs.** Organization leads will be required to enter their contact information, site locations, languages, hours of operation, and their affiliated CACs.
-  **Georgia Access will review and approve profiles.** Our team may reach out to request additional information.
-  **Individual CACs will receive an email to register a portal profile.** CACs will receive an email with a link to activate their profile and enter information. CACs may need to call 1-888-312-4237 (TTY 711) to receive a new activation link.
-  **Begin assisting consumers on the entity portal.** Licensed and certified CACs can begin assisting consumers on the entity portal after their profiles are activated.

FIND LOCAL ASSISTANCE TOOL


The *Find Local Assistance* tool is now available on the Georgia Access website for consumers to find assisters by zip code or organization name. The tool is connected to the entity portal and provides information that assister organizations submitted to set up their profile.

Find Local Assistance at No Cost to You



Agents and brokers are licensed by Georgia's Department of Insurance and have completed additional training to become certified with Georgia Access. Only an agent or broker can make specific recommendations about which plan you should buy. Note that some agents and brokers may only be able to sell plans from specific health insurance companies.

FIND A GEORGIA CERTIFIED AGENT OR BROKER NEAR YOU



Georgia Access Certified Assistors belong to Enrollment Entities, which include hospitals and not-for-profit organizations from around the state that have been trained by Georgia Access to help you understand what options are available to you and your family. They cannot make specific recommendations about which plan you should buy.

FIND A GEORGIA CERTIFIED ASSISTOR NEAR YOU

Search for in-person assistance Georgia Access

Search By Location

Zip Code *

Distance

5 miles

Languages

Abnaki
Achnese
Achumawi
African

Search

OR

Search By Organization Name

Organization Name

Search

CDO

Address
Email
Phone Number

Languages Spoken English
Languages Written English, Spanish
Hours of Operation
Monday 08:00 am-05:00 pm
Tuesday 08:00 am-05:00 pm
Wednesday 08:00 am-05:00 pm
Thursday 08:00 am-05:00 pm
Friday 08:00 am-05:00 pm
Saturday Closed
Sunday Closed

907 N Court St
View larger map

"CDO Organization" has 1 Georgia Access Certified Assister

Show Certified Assistors

Name	Contact Info	Languages
CAC	Address Email Phone Number	English

- 1

Consumers access to the tool

Consumers can find the *Find Local Assistance* tool on the Georgia Access website under "Resources & Support". This tool is connected to the entity portal.
- 2

Consumers search for organizations near them

Consumers can search by zip code or organization name to find assistance in their area.
- 3

Consumers identify an assister organization and reach out

Consumers can find CACs in their area and reach out directly for assistance.

CDO QUARTERLY REPORT

QUARTERLY REPORT OVERVIEW

CDOs are required to submit their first quarterly report by 1/15/25 to CDOs@GeorgiaAccess.ga.gov. The report should include data from 10/1/24 through 12/31/24.

Short Answer: Program Summary	Quantitative Metrics Section (<i>continued</i>)
Culturally and linguistically appropriate Information	Accessing preventative health services
Assisting consumers with disabilities	4. Georgia Access Application Assistance & Support
Common Languages	Georgia Access accounts created
Protecting PII	Georgia Access eligibility assessment and results review
Reducing health disparities and inequality	Consumers assisted to compare Georgia Access plans
Short Answer: Outreach & Education Event Information	Total consumers supported/assisted
Event Information	Consumers supported by county (Complete Appendix A)
Event Description	Applications started
Event Data	Applications completed
Event Partners	Total hours spent on application assistance
Lessons Learned	5. Complex Cases and Other Georgia Access Assistance and Support Issues
Quantitative Metrics	Complex case help center assistance and referrals
1. General Information	Data matching issues/periodic data matching issues assistance
Licensed CACs	SEP eligibility troubleshooting assistance
Site visits conducted	Employer-sponsored coverage issues assistance
Site visits conducted with subrecipients (if applicable)	APTC/CSR assistance
Internal trainings with staff and subrecipients (if applicable)	Other
Breaches with protocols for collecting PII or retaining consent forms. If a breach has occurred, describe the situation.	6. Referrals
2. Consumer Assistance	Received from other entities
Appointments scheduled with consumer (not including those rescheduled)	To agents/brokers
Appointments scheduled and held with consumers	To insurance companies
Follow-up calls and/or appointments with consumers	To Medicare
3. Consumer Inquires	To Medicaid/CHIP
Health insurance options	To other consumer assistance/health insurance programs
Health insurance literacy	Appendix A: Counties in Georgia (<i>sample counties from report</i>)
Locating providers	County # County # County # County # County # County #
Billing and payment questions	Appling # Cherokee # Fannin # Jenkins # Oglethorpe # Thomas #
Evaluating health care options using tools and information available through a consumer's health plan	Atkinson # Clarke # Fayette # Johnson # Paulding # Tift #

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.

SHARE UPCOMING EVENTS

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



OUTREACH EVENT GOALS

**Provide Free In-Person
Assistance**

Promote Education

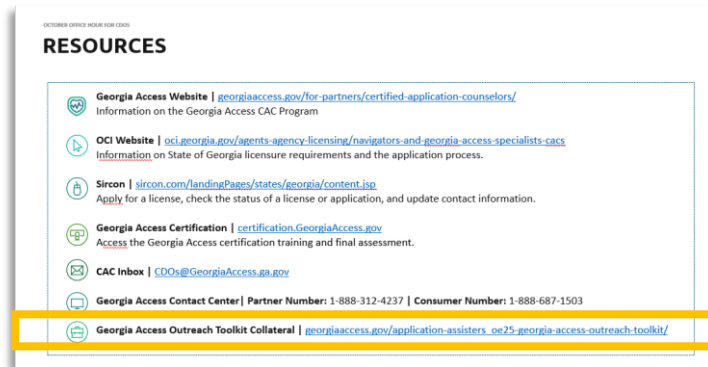
Build Trust

**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.



Supporting Materials

Please click the below link to access supporting materials, including social media graphics, fliers, and postcards.

[Georgia Access Supporting Materials](#)



1 Click the Outreach Toolkit link

The Outreach Toolkit is linked in the 'Resources' slide at the end of this presentation.

2 Open the Outreach Toolkit

The Outreach Toolkit includes information on Georgia Access brand guidelines.

3 Navigate to the last slide

The last slide includes the link to the supporting, collateral materials on the Google Drive site.

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.

	November 2024	December 2024	January 2025
Meetings	Thursday, 11/21: Office Hour for CDOs	Thursday, 12/19: Office Hour for CDOs	Thursday, 1/30: Office Hour for CDOs
Deadlines & Milestones	Friday, 11/1: Open Enrollment began	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 endsDeadline for consumers to enroll in coverage that begins 2/1/2025Quarterly Report Due

RESOURCES



Georgia Access Website | 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

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.



CAC Inbox | 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 | <https://drive.google.com/drive/folders/1VflHrTNdTPwEMV64u5eW8vUUvJFrOexh?usp=sharing>

Q&A
