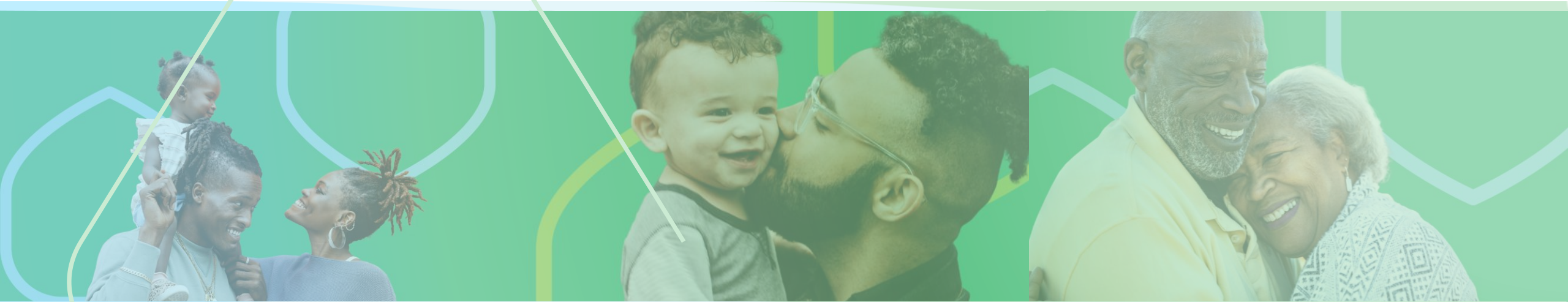


GEORGIA ACCESS



Monthly Meeting for Individual Navigators and CACs
November 7, 2024

GEORGIA ACCESS ASSISTER PROGRAM TEAM



Dr. Tangelia Clary-Marshall
Engagement Director



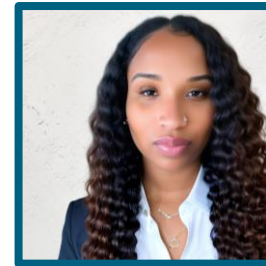
Kenya Taylor
Assistant Engagement Director



Alexandra Febus Frasqueri
Assister Program Manager



Richetta Milton-Jacks
Assister Program Analyst



Larissa Williamson
Assister Program Analyst

MONTHLY MEETING HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



Email us at Navigators@GeorgiaAccess.ga.gov or CACs@GeorgiaAccess.ga.gov

AGENDA

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REMINDER TO COMPLETE CERTIFICATION AND LICENSURE

GEORGIA ACCESS SPECIALIST LICENSE REQUIREMENTS

CACs are now required to complete pre-licensing training and pay the \$55 licensing fee to assist consumers.

Complete the below steps to apply for a Georgia Access Specialist License



Visit oci.georgia.gov/agents-agency-licensing/navigators-and-georgia-access-specialists-cacs to review the requirements to receive a Georgia Access Specialist license.



Log in to Sircon at www.sircon.com/landingPages/states/georgia/content.jsp to apply. Under the current rule, CACs 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 CDO 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 and take the Navigator exam, which are requirements for a license.

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 applicant's ID.



Submit \$55 payment fee.



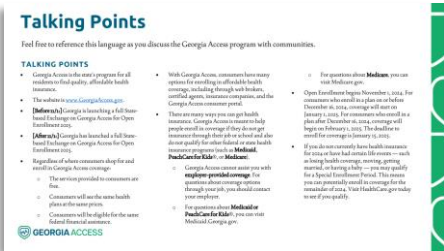
After submitting the application, follow the instructions to register for fingerprinting and take the Navigator exam, which are requirements for a license.

OUTREACH TOOLKIT COLLATERAL

GEORGIA ACCESS OUTREACH TOOLKIT COLLATERAL

The Georgia Access Outreach Toolkit collateral materials are now available. The Toolkit includes print and digital resources that assisters can use to promote Georgia Access among target populations.

CONTENTS	1 Talking Points	2 Style Guide Roadmap	3 Template Digital Content	4 Print Collateral	5 Social Media Handles
DETAILS	Reference language to support discussions about Georgia Access with communities assisters serve.	Georgia Access brand guidelines to create a consistent identity across all communication channels. The Style Guide Roadmap includes logos, spacing, color palette, font, tone of voice, and photography guidance.	Sample messaging and images for use across social media platforms such as Facebook, X (formerly Twitter), and Instagram.	Posters, postcards, and other collateral to distribute to communities assisters serve.	Follow, connect, and engage with Georgia Access through the following accounts. Also consider sharing our posts and tagging our accounts in your communications.



ACCESS THE OUTREACH TOOLKIT COLLATERAL MATERIALS

Follow the steps below to access the Outreach Toolkit collateral materials, including social media graphics, flyers, and postcards. We will distribute this presentation to attendees after this meeting.



1 Open the Outreach Toolkit

The Outreach Toolkit was shared with your affiliated Navigator Grantee or CDO organization.






2 Navigate to the last slide

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

GEORGIA ACCESS ENTITY PORTAL

COMPLETE YOUR ENTITY PORTAL PROFILE

The Georgia Access entity portal went live on 10/15. Navigators and CACs will receive an email to complete their profile after their organization's POC completes their organizational profile, adds them as an affiliated Navigator or CAC, and is approved by the State.

-  **Organizations will activate a Navigator Grantee or CDO profile on the entity portal.** Organizations should follow instructions in the entity portal email distributed on 10/15 to activate their profile on the entity portal.
-  **Organization's enter contact information and add affiliated Navigators and CACs.** Organization POCs will be required to enter their contact information, site locations, languages, hours of operation, and their affiliated Navigators and CACs.
-  **Georgia Access will review and approve profiles.** Our team may reach out to request additional information.
-  **Individual Navigators and CACs will receive an email to register a portal profile.** You will receive an email with a link to activate your profile and enter information. You 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 Navigators and CACs can begin assisting consumers on the entity portal beginning 11/1 after their profiles are activated.

ENTITY PORTAL OVERVIEW

As a reminder, the Georgia Access entity portal is a new state-run portal that licensed and certified Navigators and CACs can use to support consumers with the application process.

Individual Navigators and CACS



Activate Entity Portal Profile

Individual Navigators and CACs can activate their entity portal after their Navigator Grantee or CDO lead registers them as an affiliated assister on the entity portal.



Assist and Manage Consumers

Navigators and CACs can use the entity portal to manage a list of consumers who they assist and help consumers fill out an application.

Navigator Grantees and CDOs



Activate Entity Portal Profile

Navigator Grantee and CDO leads received an email with instructions for how to access the entity portal and to activate an entity portal profile on October 15.



Manage Assisters

Navigator Grantees and CDOs can use the entity portal to manage, suspend, and monitor their affiliated Navigators and CACs.



Update Organization Information


Navigator Grantees and CDOs can update their hours of operation and business address on the entity portal for consumers.

Reminder: Navigators and CACs cannot recommend, sell, solicit, or negotiate insurance plans for consumers on the entity portal.

FIND LOCAL ASSISTANCE TOOL


The *Find Local Assistance* tool is now available on the Georgia Access website for consumers to find Navigators and CACs by zip code or organization name. The tool is connected to the entity portal and pulls information that assister organizations have submitted.

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 Assisters 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 ASSISTER NEAR YOU

Search for in-person assistance Georgia Access

Search By Location

Zip Code *

Distance

5 miles

Languages

Abnaki
Achinese
Achumawi
African

Search

OR

Search By Organization Name

Organization Name

Search

Navigator Grantee/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

"Navigator Grantee/CDO Organization" has 1 Georgia Access Certified Assister

Show Certified Assisters

Name	Contact Info	Languages
Navigator/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 near them.
- 3

Consumers identify an assister organization and reach out

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

TIMELINE AND RESOURCES

UPCOMING ACTIVITIES AND MILESTONES

The following outlines the key activities and dates for Navigators and CACs participating in Georgia Access.

	November 2024	December 2024	January 2025
Meetings	Thursday, 11/7: Monthly Meeting for Individual Navigators and CACs	Thursday, 12/5: Monthly Meeting for Individual Navigators and CACs	Thursday, 1/2: Monthly Meeting for Individual Navigators and CACs
Deadlines & Milestones	Friday, 11/1: Open Enrollment begins ★ Friday, 11/15: Deadline to submit 1 st Monthly report (Navigator Grantees only)	Friday, 12/13: Deadline to submit 2 nd Monthly report (Navigator Grantees only) 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 Wednesday, 1/15: Deadline to submit 3 rd Monthly report (Navigator Grantees only) and 1 st Quarterly report (Navigator Grantees and CDOs) Wednesday, 1/15: Deadline for consumers to enroll in coverage that begins 2/1/2025

RESOURCES



Georgia Access Website | georgiaaccess.gov/for-partners/
Information on the Georgia Access Navigator and CAC Programs.



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.



Navigator Inbox | Navigators@GeorgiaAccess.ga.gov
CDO 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 Find Local Assistance: enroll.georgiaaccess.gov/hix/broker/search

QUESTIONS AND ANSWERS