

GEORGIA ACCESS



November Office Hour for Navigator Grantees
November 14, 2024

GEORGIA ACCESS ASSISTER PROGRAM TEAM



Dr. Tangelia Clary-Marshall
Engagement Director



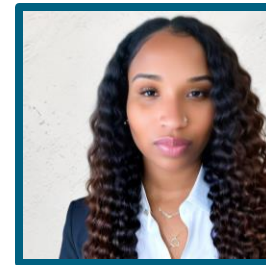
Kenya Taylor
Assistant Engagement Director



Alexandra 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 *Navigators@GeorgiaAccess.ga.gov*


AGENDA


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GEORGIA ACCESS ENTITY PORTAL


SUPPORT NAVIGATORS TO ACTIVATE ENTITY PORTAL PROFILES


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

 **Organizations activate a Navigator Grantee 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 Navigators.** Organization leads will be required to enter their contact information, site locations, languages, hours of operation, and their affiliated Navigators.

 **Georgia Access reviews and approves profiles.** Our team may reach out to request additional information.


 **Individual Navigators will receive an email to register a portal profile.** Navigators will receive an email with a link to activate their profile and enter information. Navigators 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 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 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

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

"Navigator Grantee Organization" has 1 Georgia Access Certified Assister

Show Certified Assistors

Name	Contact Info	Languages
Navigator	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 in their area

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 Navigators in their area and reach out directly for assistance.

NAVIGATOR GRANTEE MONTHLY REPORT

MONTHLY REPORT OVERVIEW

Navigator Grantees are required to submit their first monthly report by tomorrow (11/15) to Navigators@GeorgiaAccess.ga.gov. The report should include data from 10/1 through 10/31.

Quantitative Metrics

1. General Information

Licensed Navigators
Site visits conducted
Site visits conducted with subrecipients (if applicable)
Internal trainings with staff and subrecipients (if applicable)
Breaches with protocols for collecting PII or retaining consent forms. If a breach has occurred, describe the situation.

2. Consumer Assistance

Appointments scheduled with consumer (not including those rescheduled)
Appointments scheduled and held with consumers
Follow-up calls and/or appointments with consumers

3. Consumer Inquires

Health insurance options
Health insurance literacy
Locating providers
Billing and payment questions
Evaluating health care options using tools and information available through a consumer's health plan
Accessing preventative health services

4. Georgia Access Application Assistance & Support

Georgia Access accounts created
Georgia Access eligibility assessment and results review
Consumers assisted to compare Georgia Access plans
Total consumers supported/assisted
Consumers supported by county (Complete Appendix A)
Applications started
Applications completed
Total hours spent on application assistance

5. Complex Cases and Other Georgia Access Assistance and Support Issues

Complex case help center assistance and referrals
Data matching issues/periodic data matching issues assistance
SEP eligibility troubleshooting assistance
Employer-sponsored coverage issues assistance
APTC/CSR assistance
Other

6. Referrals

Received from other entities
To agents/brokers
To insurance companies
To Medicare
To Medicaid/CHIP
To other consumer assistance/health insurance programs

7. Budget Report

Specify how grant funds were spent during the month that the report is due

Short Answer: Outreach & Education Event Information

Event Information

Event Description

Event Data

Event Partners

Lessons Learned

Appendix A: Counties in Georgia *(sample counties from report)*

County	#	County	#	County	#	County	#	County	#	County	#
Appling	#	Cherokee	#	Fannin	#	Jenkins	#	Oglethorpe	#	Thomas	#
Atkinson	#	Clarke	#	Fayette	#	Johnson	#	Paulding	#	Tift	#

SHARE UPCOMING OUTREACH EVENTS

UPCOMING OUTREACH EVENTS

Georgia Access encourages Navigator Grantees to share their upcoming outreach events with our team in advance of events by emailing Navigators@GeorgiaAccess.ga.gov.

SHARE UPCOMING EVENTS

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



OUTREACH EVENT GOALS

Provide Free In-Person
Assistance

Promote Education

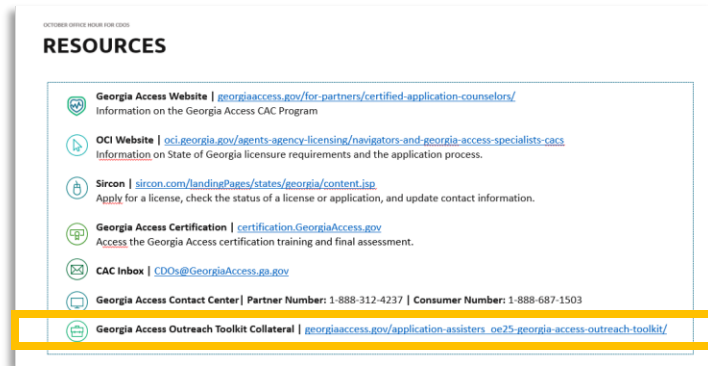
Build Trust

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 Navigator Grantees and individual Navigators participating in Georgia Access.

	November 2024	December 2024	January 2025
Meetings	Thursday, 11/14: Office Hour for Navigator Grantees	Thursday, 12/12: Office Hour for Navigator Grantees	Thursday, 1/16: Office Hour for Navigator Grantees
Deadlines & Milestones	Friday, 11/1: Open Enrollment began Friday, 11/15: Monthly Report Due	Sunday, 12/15*: Monthly Report Due 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 ends Deadline for consumers to enroll in coverage that begins 2/1/2025 Monthly and Quarterly Reports Due

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

RESOURCES



Georgia Access Website | georgiaaccess.gov/for-partners/navigators/

Information on the Georgia Access Navigator 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.



Navigator Inbox | Navigators@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/1VfIHrTNdTPwEMV64u5eW8vUUvJFrOexh?usp=sharing>

Q&A
