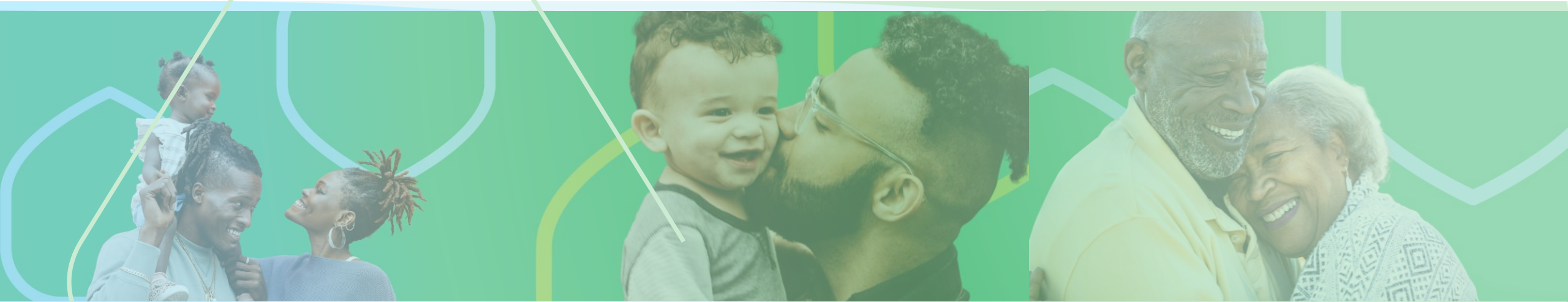


GEORGIA ACCESS



Monthly Meeting for Individual Navigators and CACs
October 10, 2024

GEORGIA ACCESS ASSISTER PROGRAM TEAM



Dr. Tangelia Clary-Marshall
Engagement Director



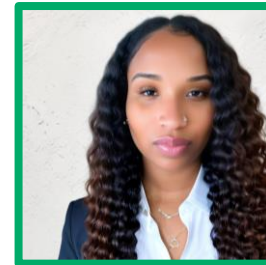
Kenya Taylor
Assistant Engagement Director



Alexandra Frasqueri
Assister Program Manager



Richetta Milton-Jacks
Assister Program Analyst



Larissa Williamson
Assister Program Analyst

MONTHLY MEETING HOUSEKEEPING

Please **submit your questions in the chat** or **raise your hand** to ask a question.



If we do not have time to respond to your question today, please email us at Navigators@GeorgiaAccess.ga.gov or CDOs@GeorgiaAccess.ga.gov

AGENDA

#	Section	Time
1	Entity Portal Demonstration	45 minutes
2	Timeline and Resources	5 minutes
3	Questions and Answers	10 minutes

ENTITY PORTAL DEMONSTRATION

TIMELINE AND RESOURCES

UPCOMING ACTIVITIES AND MILESTONES

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

	October 2024	November 2024	December 2024	January 2025
Meetings	Thursday, 10/10: Monthly Meeting for Individual Navigators and CACs	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	Tuesday, 10/1: Contact Center went live Tuesday, 10/15: Entity portal goes live	Friday, 11/1: Deadline for assisters to complete certification and licensure to support consumers on 11/1 Friday, 11/1: Open Enrollment begins ★	Monday, 12/16: Deadline for consumers to enroll for coverage beginning 1/1/2025	Wednesday, 1/1: Coverage for PY 2025 begins for consumers enrolled by 12/16

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 | 1-888-312-4237

The Contact Center is now live.



Georgia Access the toolkit | https://georgiaaccess.gov/application-assisters_oe25-georgia-access-outreach-toolkit/



QUESTIONS AND ANSWERS

ROLE OF NAVIGATORS AND CACS: REQUIRED ACTIVITIES

Navigators and CACs 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.
- Assist with completing Applications.
- Will direct consumers to Licensed Agents for assistance with plan selections.
- 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 NAVIGATORS AND CACS: PROHIBITED ACTIVITIES

Navigators and CACs 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, sell, solicit, or negotiate insurance plans.
- 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.
- Navigators are not to use grant funding to purchase items that promote products or services of a third party.

INDIVIDUAL NAVIGATOR REQUIREMENTS

Navigators are required to complete the following licensure and certification requirements to become a certified Navigator for 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) and pass the final assessment.
- The online training is now available and must be completed by 11/1 to participate in OE 2025.

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.

OVERVIEW OF ASSISTER REQUIREMENTS

Navigators and CACs are required to be licensed and certified to assist consumers on Georgia Access for PY 2025. Licensing and certification steps vary slightly for Navigators and CACs.



1. Associate with an Assister Organization

Navigators and CACS are required to be hired or volunteer as part of a Navigator Grantee organization or CDO.

2. Complete Pre-Licensing *(Navigators only)*

Navigators are required to complete pre-licensing training and pass the final assessment from an approved training provider. Additional details are found on the [Office of the Insurance and Safety Fire Commissioner \(OCI\) website](#).

3. Complete Certification Training and Assessment

Navigators and CACs must complete the Georgia Access certification training and final assessment by 11/1 to be ready to support consumers on 11/1 for Open Enrollment.

4. Submit License Application

Submit a new license application or renewal application on Sircon. Navigators receive a Navigator license, and CACs receive a Georgia Access Specialist license.

5. Begin Assisting Consumers

Navigators and CACs will receive an email from OCI confirming their license is approved. Navigators and CACs are then eligible to begin supporting consumers.

INDIVIDUAL CAC REQUIREMENTS

CACs are required to complete the following licensure and certification requirements to become a certified CAC for PY 2025.

1

Establish Relationship With CDO

- Individuals are hired or become volunteers with the CDO.

2

Complete Georgia Access Certification

- Individuals complete the online Georgia Access certification training (certification.georgiaaccess.gov) and pass the final assessment.

3

Submit a New Application or Renewal for a Georgia Access Specialist License

- Individuals submit their or renewal application for a Georgia Access Specialist license through Sircon and are required to provide: citizenship affidavit, proof of affiliation with a CDO, and proof of passing the certification assessment.



Changes in Georgia Access Specialist licensure requirements

- CACs are no longer required to complete the pre-licensing training and assessment or pay the \$55 licensing fee.

4

Support Consumers on Georgia Access

- Individuals are notified their Georgia Access Specialist license is approved.
- CACs start supporting consumers on Georgia Access.

GEORGIA ACCESS CERTIFICATION REQUIREMENTS

Navigators and CACs who would like to support Georgia consumers for PY 2025 are required to 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
- 2 Complete certification training**
The course includes modules on the Navigator and/or CAC role, Georgia Access Policies & Procedures, and Privacy & Security. The State recommends setting aside three (3) hours to complete the training.
- 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 and CACs attest that they will adhere to all requirements and policies in the Georgia Access Certification Agreement.
- 5 Obtain Georgia Access certification certificate**
Navigators and CACs 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.*

GEORGIA ACCESS SPECIALIST LICENSE REQUIREMENTS

CACs are required to obtain and maintain a Georgia Access Specialist license to assist consumers on Georgia Access.

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



Visit <https://oci.georgia.gov/agents-agency-licensing/> to review the requirements for Georgia Access Specialist license.



Log in to Sircon, <https://www.sircon.com/landingPages/states/georgia/content.jsp> to apply*.



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.

Note: CACs are not required to complete pre-licensure training or pay the \$55 fee for PY 2025.

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