

# GEORGIA ACCESS



**October Office Hour for Navigator Grantees**  
**October 17, 2024**

# GEORGIA ACCESS ASSISTER PROGRAM TEAM



**Dr. Tangelia Clary-Marshall**  
Engagement Director



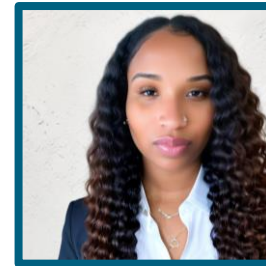
**Kenya Taylor**  
Assistant Engagement Director



**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](mailto:Navigators@GeorgiaAccess.ga.gov)*

# TABLE OF CONTENTS

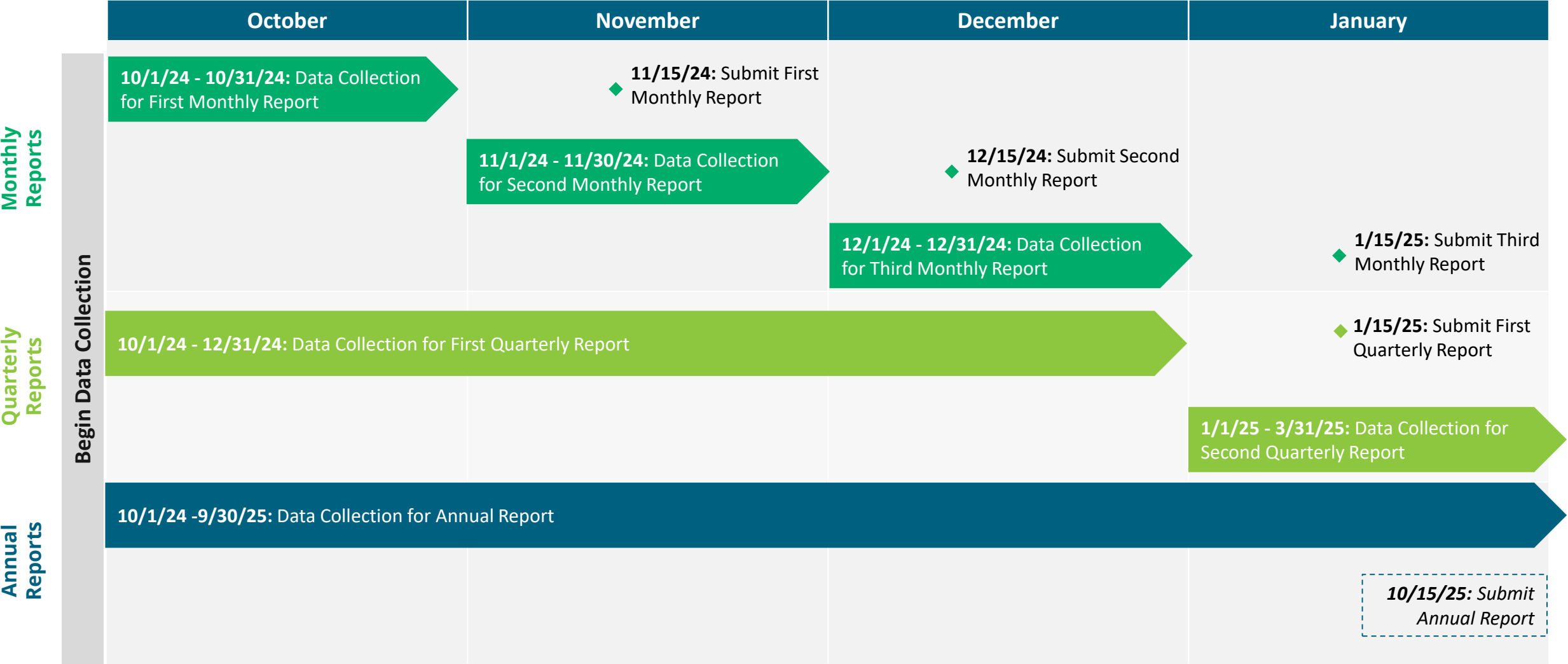
#	Section	Slide(s)
1	Navigator Grantee Reporting Updates	5-7
2	Consumer Outreach	8-11
3	Georgia Access Entity Portal	12-14
4	Outreach Toolkit	15-16
5	Timeline and Resources	17-19
6	Q&A	20
7	Appendix	21-24

# **NAVIGATOR GRANTEE REPORTING UPDATES**

---

# NAVIGATOR GRANTEE REPORTING DEADLINE UPDATES

Navigator Grantees should collect data on Navigator activities that began on 10/1. Reports are now due 15 days after each reporting period, allowing additional time for data and expense reconciliation.



# MONTHLY REPORT OVERVIEW

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

## Quantitative Metrics Section

### 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 compared to original budget request

## Short Answer Section: Outreach & Education Event Information

Event Information

Event Description

Event Data

Event Partners

Lessons Learned

# **CONSUMER OUTREACH**



# 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](mailto:Navigators@GeorgiaAccess.ga.gov).

## SHARE UPCOMING EVENTS

- We encourage organizations to share your upcoming outreach events with the Georgia Access team!
- Email [Navigators@GeorgiaAccess.ga.gov](mailto:Navigators@GeorgiaAccess.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**

# ROLE OF A NAVIGATOR: REQUIRED ACTIVITIES

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

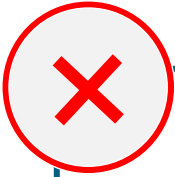


## *Navigators perform the following activities:*

- Provide outreach and education to uninsured individuals and underserved or vulnerable populations.
- Provide unbiased support for consumers by remaining free of conflicts of interest.
- Assist consumers with completing applications.
- Will direct consumers to certified 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.
- 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 performing 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 receive 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.

# GEORGIA ACCESS ENTITY PORTAL

---

# ENTITY PORTAL IS LIVE

The Georgia Access entity portal went live on 10/15. Navigator Grantees may now activate their portal profiles and add their affiliated Navigators to their entity portal profile to assist consumers on the entity portal beginning 11/1.

-  **Activate a Navigator Grantee profile on the entity portal.** Navigator Grantee POCs should follow instructions in the entity portal email distributed on 10/15 to activate their Navigator Grantee profile on the entity portal.
-  **Enter organization contact information and individual Navigators.** Navigator Grantee POCs will be required to enter their organization's contact information, site locations, hours of operation, and individual Navigators.
-  **Georgia Access will review and approve 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 their information.
-  **Begin assisting consumers on the entity portal.** Navigators 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 Navigator Grantees can use to manage individual, affiliated Navigators and that Navigators can use to support consumers with the application process.

## Navigator Grantees



### Activate Entity Portal Profile

Navigator Grantee leads received an email with instructions for how to access and activate an entity portal profile on 10/15.



### Manage Navigators

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



### Update Organization Information

Navigator Grantees can update their contact information, site locations and hours of operation on the entity portal for consumers.

## Individual Navigators



### Activate Entity Portal Profile

Navigators can activate their entity portal profile after their Navigator Grantee lead registers them as an affiliated Navigator on the entity portal.



### Assist and Manage Consumers

Navigators can use the entity portal to manage consumers they assist and help consumers fill out an application.

*Navigators cannot recommend, sell, solicit, or negotiate insurance plans for consumers on the entity portal.*

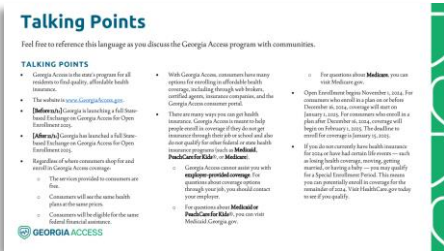
# OUTREACH TOOLKIT

---

# GEORGIA ACCESS OUTREACH TOOLKIT COLLATERAL

The Georgia Access Outreach Toolkit Collateral is now live. 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.





# **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.

	2024		2025	
	Oct	Nov	Dec	Jan
<b>Certification Training</b>				
Georgia Access certification training is available – <b>Training deadline is 11/1!</b>				
Deadline to complete certification training to assist consumers beginning 11/1		11/1		
<b>Office Hours</b>				
Office Hour Sessions for Navigator Grantees	10/17	11/14	12/12	1/16
<b>Navigator Grant Payments</b>				
Remaining 80% of grant distributed in 10 equal payments*				
<b>Report Submission Requirements</b>				
Monthly report due**		11/15	12/15	1/15
Quarterly report due**				1/15
<b>Assist Consumers</b>				
Contact Center went live	10/1			
Entity Portal launched	10/15			
Navigators begin helping consumers		11/1		

# RESOURCES



**Georgia Access Website** | [georgiaaccess.gov/for-partners/navigators/](https://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](https://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](https://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](https://certification.GeorgiaAccess.gov)

Access the Georgia Access certification training and final assessment.



**Navigator Inbox** | [Navigators@GeorgiaAccess.ga.gov](mailto:Navigators@GeorgiaAccess.ga.gov)



**Georgia Access Contact Center** | **Partner Number:** 1-888-312-4237 | **Consumer Number:** 1-888-687-1503



**Georgia Access Outreach Toolkit Collateral** | [georgiaaccess.gov/application-assisters-oe25-georgia-access-outreach-toolkit/](https://georgiaaccess.gov/application-assisters-oe25-georgia-access-outreach-toolkit/)

# Q&A

---

# APPENDIX

---

# 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](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 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.

# GEORGIA ACCESS CERTIFICATION REQUIREMENTS

Navigators 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](https://certification.georgiaaccess.gov)
- 2 Complete certification training**  
The course includes modules on the Navigator role, Georgia Access Policies & Procedures, and Privacy & Security. The State recommends setting aside three (3) hours to complete the certification 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 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.*