

GEORGIA ACCESS



February Office Hour for CDOs
February 27, 2025

OFFICE HOUR HOUSEKEEPING



Submit your questions in the chat



Raise your hand to ask a question



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

ICE BREAKER ACTIVITY

Use the chat to indicate
your **current location in
Georgia!**



AGENDA

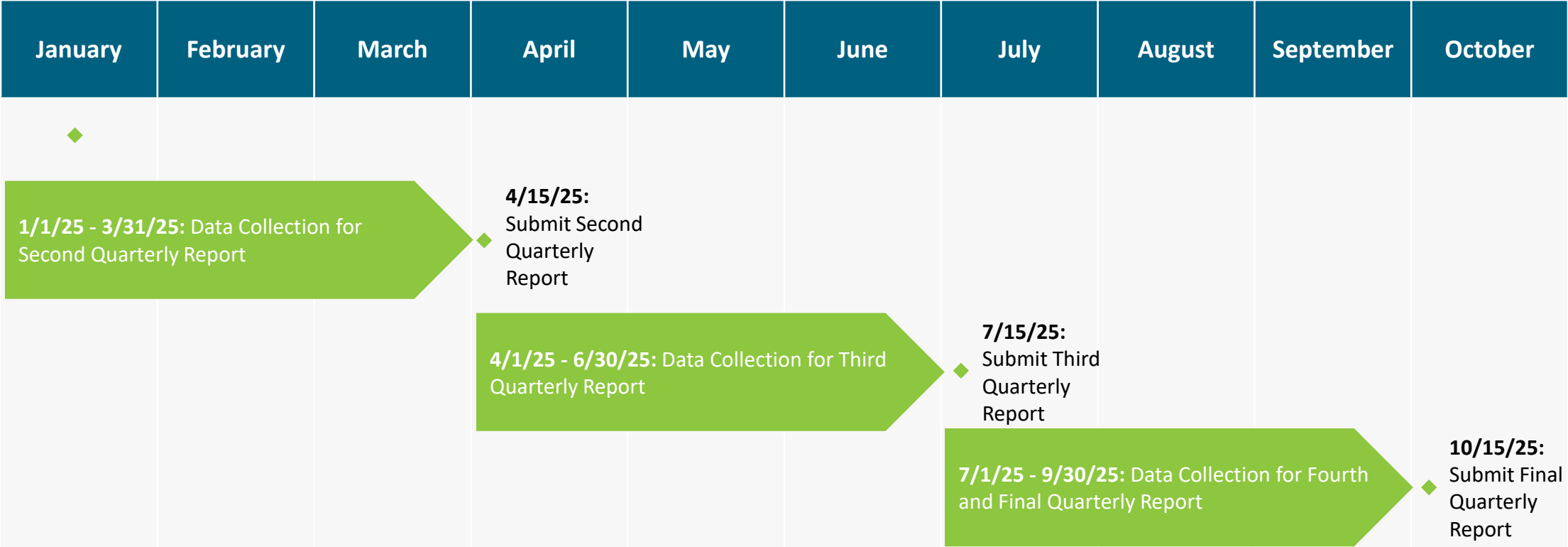
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CDO QUARTERLY REPORT

CDO QUARTERLY REPORT DEADLINES


The next quarterly report will be due on April 15 and include data collected between January 1 to March 31.


2025




REPORT REMINDERS

CDOs are responsible for completing reports thoroughly and accurately.

 **Complete all fields.** All fields are required unless otherwise specified. Our team may contact you for additional clarification if necessary.

 **Events.** All CDOs are required to conduct one (1) outreach and education event per month in which CACs must be present. Informing Georgia Access about your events is part of the Quarterly Report.

 **Reach out with questions.** If you have questions about completing reports, please reach out to our team for assistance.

FREQUENTLY ASKED QUESTIONS

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1 Who is eligible for the Special Enrollment Period?

2 Will the State share additional resources to support assisters completing the licensure requirements?

3 Will the State provide system training resources for assisters for PY 2026?

4 What will the Georgia Access Assister Team do to connect assister organizations with one another next year?

FREQUENTLY ASKED QUESTIONS

Q: Who is eligible for the Special Enrollment Period?

A: Individuals who have experienced certain Qualifying Life Events (QLEs) are eligible to change or enroll in coverage during the Special Enrollment Period (SEP). Examples of QLEs include birth or adoption of a child, marriage, or divorce, becoming a US citizen, changes in lawful presence and many other reasons. For a comprehensive list of qualifying life events, please visit the Georgia Access website (<https://georgiaaccess.gov/learn-more/special-enrollment-periods/>) .

FREQUENTLY ASKED QUESTIONS

Q:

Will the State share additional resources to support assisters completing the licensure requirements?

A:

Our team has received feedback from assisters requesting additional support to complete the licensure requirements. We are collaborating with the OCI Licensing Team to develop additional training resources, which we'll share with assisters in the coming months as assisters prepare to renew their licenses in August 2025.

FREQUENTLY ASKED QUESTIONS

Q:

Will the State provide system training resources for assisters for Program Year (PY) 2026?

A:

Yes! We understand how important it is to have both program and system training to be effective in your role supporting consumers. We are planning to update the existing certification training for PY 2026 and will also be offering additional tutorials of the Georgia Access entity portal in fall 2025.

FREQUENTLY ASKED QUESTIONS

Q:

What will the Georgia Access Assister Team do to connect assister organizations with one another next year?

A:

We plan to facilitate more connections between assister organizations to boost awareness of upcoming events, facilitate resource sharing, and exchange best practices and consumer success stories. We plan to connect assister organizations and collect upcoming event information for events across Georgia. The monthly newsletter and meetings will also continue to serve as valuable resources for sharing and distributing event details and other important information.

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.

	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Meetings	Thursday, 2/27: Office Hour for CDOs	Thursday, 3/13: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 4/10: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 5/8: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 6/12: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 7/10: Monthly Check-In for Assisters and POCs <i>(optional)</i>	Thursday, 8/14: Monthly Check-In for Assisters and POCs <i>(optional)</i>
Deadlines			Tuesday, 4/15: Quarterly Report Due			Tuesday, 7/15: Quarterly Report Due	
Milestones	Saturday, 2/1: Coverage began for consumers who enroll by 1/15 Thursday, 2/13: Assister Feedback Survey closed			Georgia Access Navigator Grantee Application posted to the website	Georgia Access CDO Application posted to the website		State of Georgia Navigator and Georgia Access Specialist licenses expire

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 Collateral | georgiaaccess.gov/application-assisters_oe25-georgia-access-outreach-toolkit/



New: Assister Resource Page | georgiaaccess.gov/for-partners/assister-resources/



OPEN DISCUSSION AND Q&A
