

NAVIGATOR & CAC NEWSLETTER

A monthly newsletter brought to you by Georgia Access

IN THIS EDITION

2.27.2025



Monthly Check-ins



Outreach Events



Special Enrollment Period

Monthly Check-Ins for Navigators, CACs, and Organization's POCs

Now that the monthly meetings and offices hours have been completed, we will transition to optional monthly check-ins to continue supporting assisters through the remainder of the assister contract period. Beginning Thursday, March 13, our team will host optional check-in sessions for individual assisters and assister organization POCs. These 30-minute sessions will occur once a month through August 2025. We encourage all assisters to attend meetings with questions regarding the Navigator and CAC Programs and ongoing program requirements, including reports. We also encourage assisters to attend and share consumer interaction and/or outreach event stories. Please reach out to our team if you do not have the new meeting invite on your calendar. As always, our Assister Program Team is available via email for support. Please reach out to Navigators@GeorgiaAccess.ga.gov or CDOs@GeorgiaAccess.ga.gov.

Outreach Events

Our team is eager to learn about the upcoming events your organization or assisters are attending or participating in. If you are able to share event details in advance, our team may be able to participate. We are also excited to learn more about the positive interactions your assisters are having with consumers across the State! Please share your consumer success stories with us at Navigators@GeorgiaAccess.ga.gov or CDOs@GeorgiaAccess.ga.gov. We may select stories to be featured in next month's newsletter!

Special Enrollment Period

Open Enrollment (OE) 2025 has ended. Coverage for consumers who enrolled by Jan 15, 2025, began on February 1, 2025. Consumers who want to enroll in coverage must do so through the Special Enrollment Period (SEP). The SEP is a time outside of the yearly OE period when Georgians can enroll in or change coverage due to a change in circumstances or after a life event occurs, referred to as a Qualifying Life Event (QLE). Depending on the type of SPE, clients have either 60 or 90 days before or after the event occurs to enroll. Clients can enroll in or change coverage with an assister. They also have the option to work with a certified agent or go through the Georgia Access consumer portal, or through a web broker, or insurance company. Coverage for an SEP typically starts on the first day of the month following plan selection, documentation to verify the QLE may be requested. Converge for some SEPs is retroactive to the date of the event (e.g. birth, adoption, or marriage) or the first month following the life event. Please visit the [Georgia Access website](#) for a comprehensive list of QLEs or call the Georgia Access contact center at 1-888-312-4237 (TTY 711) for support with an SEP.

PY 2025 Assister Feedback Survey – We Appreciate Your Response

The Georgia Access Assister Team distributed a survey to assisters to collect feedback on the Georgia Access Navigator and CAC Programs in January. We appreciate everyone who completed the PY 2025 Assister Feedback Survey. The team is reviewing your feedback and considering how to implement suggested changes to improve next year's program. The survey closed on February 13, however, please reach out via email to share any additional feedback.

Assister Resource Page

To increase the accessibility of program resources, we have posted additional Assister Program materials onto a new page on the Georgia Access website, including meeting materials, newsletters, and policy documents. Assistters can access the new page [here](#): Assister Resources. Please note that this page is accessible by clicking the link and also by searching "Assister Resources" on the Georgia Access website.

Important Dates

Although Open Enrollment has ended, please note that the current assister contract period runs through September 2025. Assistters are required to continue meeting Navigator and CAC Program requirements. Assistters may also assist consumers to apply for the SEP.

- Thursday, March 13, 2025: Monthly Check-in for Navigators, CACs, & assister organization POCs (optional)
- Friday, March 14, 2025: Navigator Grantee monthly report due (If the report deadline falls on a weekend, the report is due the last weekday prior to the deadline.)
- Thursday, April 10, 2025: Monthly Check-In for Navigators, CACs, & assister organization POCs.

Resources

- Visit georgiaaccess.gov/for-partners/ for information regarding the Georgia Access Navigator and CAC programs.
- Visit certification.georgiaaccess.gov to access the Georgia Access certification training and final assessment.
- Visit oci.georgia.gov/agents-agency-licensing/navigators-and-georgia-access-specialists-cacs for information on Georgia Licensure requirements and the application process.
- Visit sircon.com/Georgia to apply for a license or to check the status of a license or license application.
- Email questions to Navigators@GeorgiaAccess.ga.gov or CDOs@GeorgiaAccess.ga.gov.
- Contact the Georgia Access Contact Center at 1-888-312-4237 (TTY 711).
- Direct consumers to call 1-888-687-1503 (TTY 711) with questions.

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