

# GEORGIA ACCESS



**Monthly Check-In for Assisters and POCs**

**April 10, 2025**

# 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) or  
[CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov)

# ACTIVITY

**Please drop a GIF in the chat that sums up your week so far!**



*Feel free to come off mute to explain your GIF*

# AGENDA

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# **PROGRAM REMINDERS**

# NAVIGATOR AND CAC PROGRAM REMINDERS

Navigators and CACs should continue supporting consumers to enroll in coverage during the Special Enrollment Period (SEP). Additional program reminders are listed below:



Consumers can only enroll in coverage if they experience a qualifying life event (QLE), which makes them eligible for the SEP. Please contact the Georgia Access Contact Center for assistance with the SEP or a QLE.



Navigator Grantee and CDO POCs are required to keep collecting data on outreach activities and submit required reports through September 2025.



The assister agreement period continues through September 2025, and assisters are still required to conduct outreach and education events for the remainder of the agreement period.

# **ASSISTERS OUTREACH EVENTS**

# OUTREACH AND EDUCATIONAL EVENTS

Georgia Access encourages Navigator Grantees and CDOs to share their upcoming outreach and educational events with our team via email

## OUTREACH EVENT GOALS

Provide In-Person Assistance

Promote Education about the SEP ad QLEs

Build Trust within the community

Identify Strategic Future Opportunities

## 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) or [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@GeorgiaAccess.ga.gov) with upcoming events your organization plans to participate in.
- **Please share with advance notice so our team can participate in your event!**



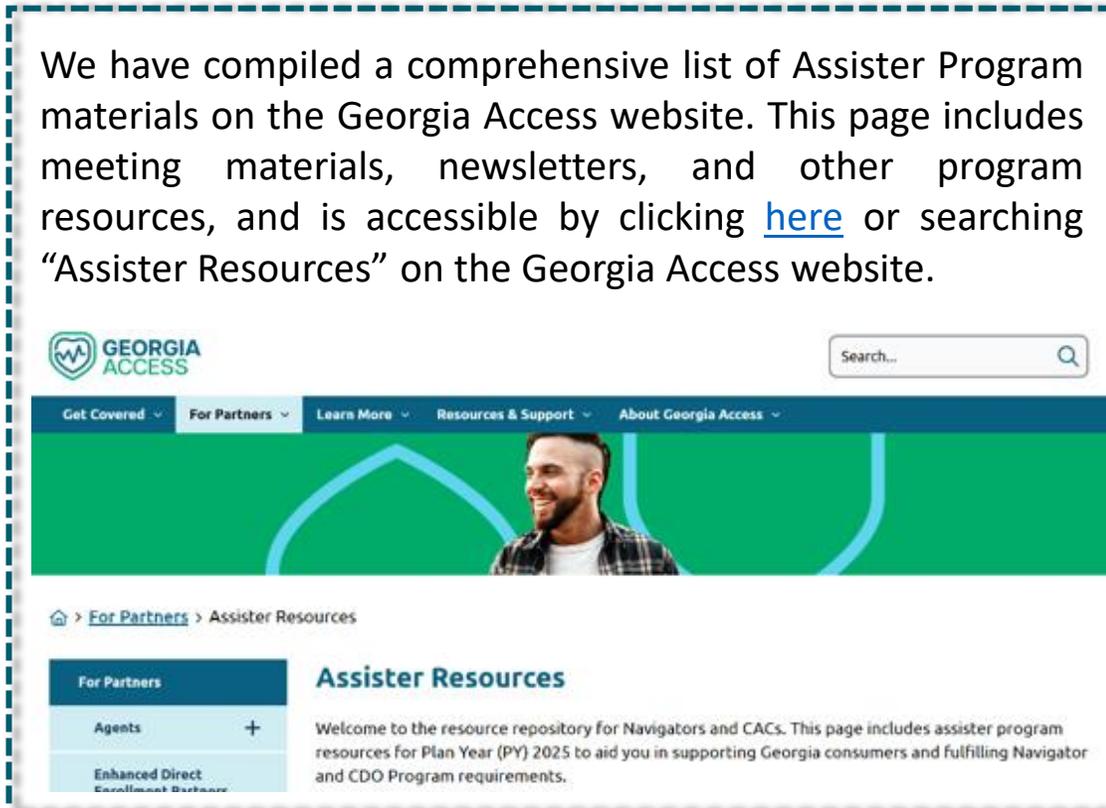
# **RESOURCES AND TRAINING**

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# AVAILABLE RESOURCES

The Assister Resources page on the Georgia Access website is a central hub for important materials to support your work.

We have compiled a comprehensive list of Assister Program materials on the Georgia Access website. This page includes meeting materials, newsletters, and other program resources, and is accessible by clicking [here](#) or searching “Assister Resources” on the Georgia Access website.

A graphic titled "Reporting Spotlight and Best Practices" with a blue starburst. It features the Georgia Access logo and the Office of Commissioner of Insurance and Safety Fire logo. The text reads: "Mastering Monthly & Quarterly Reports. In an effort to assist you in developing and creating informative, effective Monthly & Quarterly Reports, the Georgia Access Assister team offers these valuable tips." The graphic includes a blue starburst and a black banner with the title.

**GEORGIA ACCESS**

Office of Commissioner of Insurance and Safety Fire  
Protect | Enforce | Educate | Inform

**Reporting Spotlight and Best Practices**

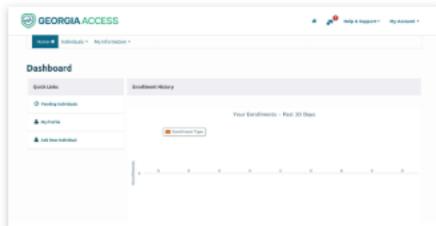
Mastering Monthly & Quarterly Reports  
In an effort to assist you in developing and creating informative, effective Monthly & Quarterly Reports, the Georgia Access Assister team offers these valuable tips.

Our team developed a reporting guidelines resource called “*Reporting Spotlight and Best Practices*” to assist Navigator Grantees and CDOs to complete their required reports accurately. You can find this resource on the Assister Resources page.

# ASSISTER PORTAL TRAINING VIDEOS

The LMS platform features three videos that are now available for you to watch.

3 Items



**How to View Consumers Notices Assist with Enrollment Questions &...**

ENROLLED

EN

E-learning

**How to View Your Customer Accounts And Delegations**

How to View and Maintain Your Customer Accounts and Delegations

ENROLLED

EN

E-learning

**How to Create And View Tickets**

How to Create and View Tickets

ENROLLED

EN

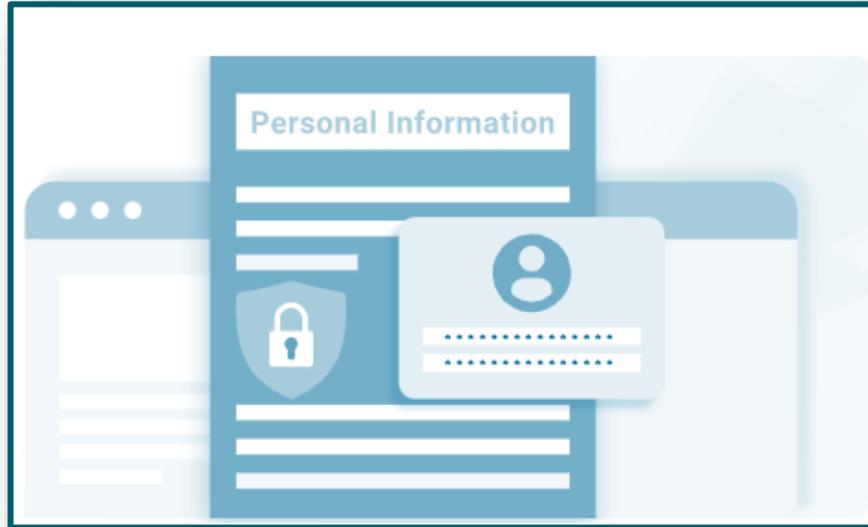
E-learning

These videos provide valuable information on navigating the entity portal, submitting tickets and understanding consumer notices. You will find them on your LMS dashboard. Additional resources will be added in the future, be on the lookout.

# **REPORTING FRAUDULENT ACTIVITY**

# PROTECT OUR CONSUMERS AGAINST FRAUD

Assisters are required to report any suspected fraud, waste, or abuse regardless of the person or organization involved



We urge assisters to advise consumers to stay alert and avoid sharing personal information through unauthorized channels. Assisters are required to report any suspected fraud, waste, or abuse, regardless of the person or organization involved. If you suspect or encounter insurance fraud, report it by following the Georgia Access Fraud, Waste, and Abuse Policy on our [website](#) and opening a ticket on the Assister or Consumer portals.

# **TIMELINE AND RESOURCES**

# KEY PROGRAM ACTIVITIES, MILESTONES, AND DEADLINES

The following outlines the key activities and dates for Navigator and CDOs participating in Georgia Access

	April 2025	May 2025	June 2025	July 2025	August 2025
Meetings	<b>Thursday, 4/10:</b> Monthly Check-In for Assisters and POCs <i>(optional)</i>	<b>Thursday, 5/8:</b> Monthly Check-In for Assisters and POCs <i>(optional)</i>	<b>Thursday, 6/12:</b> Monthly Check-In for Assisters and POCs <i>(optional)</i>	<b>Thursday, 7/10:</b> Monthly Check-In for Assisters and POCs <i>(optional)</i>	<b>Thursday, 8/14:</b> Monthly Check-In for Assisters and POCs <i>(optional)</i>
Deadlines	<b>Tuesday, 4/15:</b> Navigator Grantee Monthly Report due, Navigator Grantee and CDO Quarterly Report due	<b>Thursday, 5/15:</b> Navigator Monthly Report due	<b>Friday, 6/13*:</b> Navigator Grantee Monthly Report due	<b>Tuesday, 7/15:</b> Navigator Grantee Monthly Report due, Navigator Grantee and CDO Quarterly Report due	<b>Friday, 8/15:</b> Navigator Grantee Monthly Report due
Milestones		Georgia Access <b>Navigator Grantee Application</b> to be posted to the website	Georgia Access <b>CDO Application</b> to be posted to the website		<b>Sunday, 8/31:</b> Navigator and Georgia Access Specialist <b>licenses expire</b>

# 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)  
**CDO Inbox** | [CDOs@GeorgiaAccess.ga.gov](mailto:CDOs@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/](https://georgiaaccess.gov/application-assisters_oe25-georgia-access-outreach-toolkit/)



**Assister Resource Page** | [georgiaaccess.gov/for-partners/assister-resources/](https://georgiaaccess.gov/for-partners/assister-resources/)

# OPEN DISCUSSION AND Q&A

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