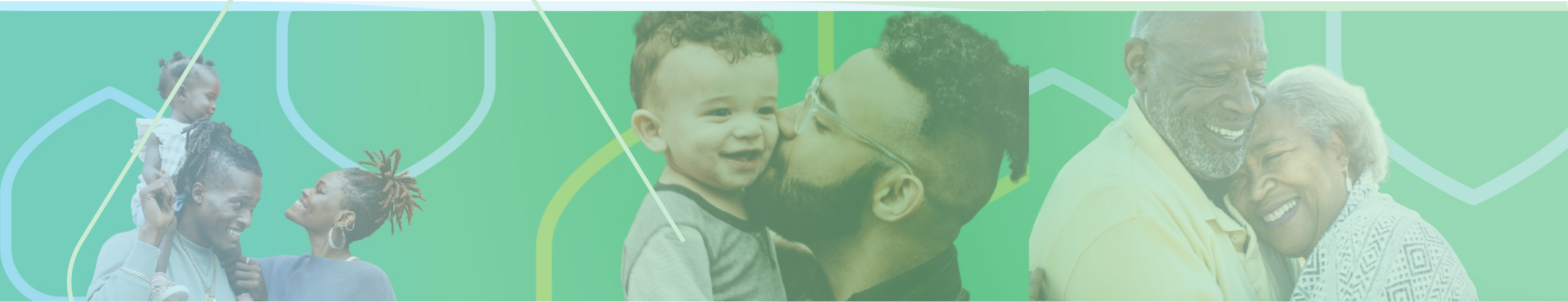


GEORGIA ACCESS



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 or
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

#	Section	Slides
1	Program Reminders	5-6
2	Assister Outreach Events	7-8
3	Training and Resources	9-11
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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 or 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!**

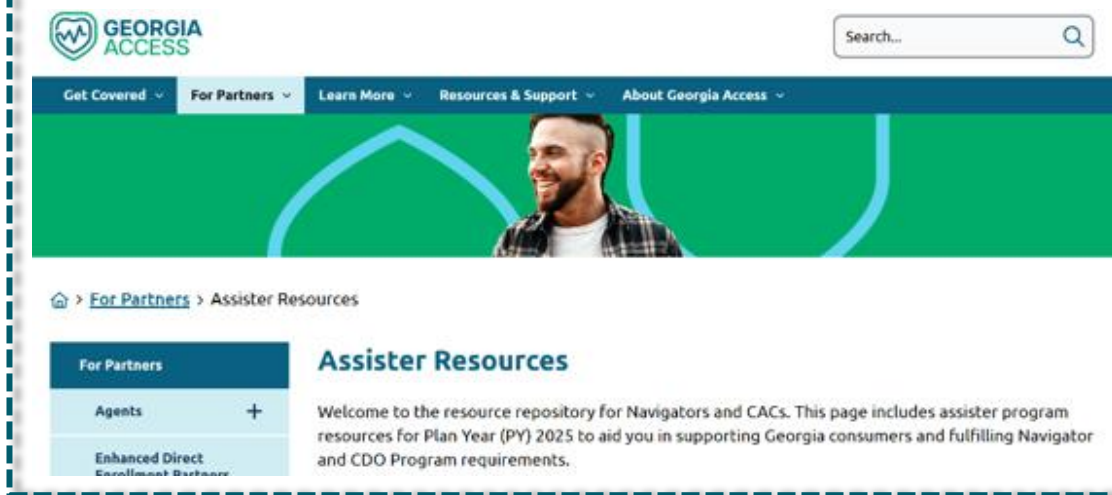


RESOURCES AND TRAINING

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.



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

GEORGIA ACCESS

Dashboard

Quick Links

Enrollment History

Enrollment History

View Enrollments - Page 20 Data

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	Thursday, 4/10: Monthly Check-In for Assistors and POCs <i>(optional)</i>	Thursday, 5/8: Monthly Check-In for Assistors and POCs <i>(optional)</i>	Thursday, 6/12: Monthly Check-In for Assistors and POCs <i>(optional)</i>	Thursday, 7/10: Monthly Check-In for Assistors and POCs <i>(optional)</i>	Thursday, 8/14: Monthly Check-In for Assistors and POCs <i>(optional)</i>
Deadlines	Tuesday, 4/15: Navigator Grantee Monthly Report due, Navigator Grantee and CDO Quarterly Report due	Thursday, 5/15: Navigator Monthly Report due	Friday, 6/13*: Navigator Grantee Monthly Report due	Tuesday, 7/15: Navigator Grantee Monthly Report due, Navigator Grantee and CDO Quarterly Report due	Friday, 8/15: Navigator Grantee Monthly Report due
Milestones		Georgia Access Navigator Grantee Application to be posted to the website	Georgia Access CDO Application to be posted to the website		Sunday, 8/31: 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
CDO Inbox | 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/



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

OPEN DISCUSSION AND Q&A
