

Opening Slide

Thank you **everybody** for joining today's webinar. My name is Lezlie Micheletti, I'm the Navigator Grant Program Manager. Today we're going to go over the navigator grant application. This is the webinar to go over the details of the navigator grant application. Before we get started, I do want to say we have just under 500 people that have registering for today, so people are continuing to join us as I speak. I want to first start off by thanking everybody, our current partners out there in the field, for all of the hard work and dedication and for your program efforts you have done this year. We know that this year has presented itself with some challenges, but we do believe that changes we made with our program for future years, and with this this RFA, we'll be able to provide better support and continue to recognize the good work that our current partners do out there, and all the hard work that you all do. So, I just wanted to take a moment to thank everybody for their efforts and partnership, to date. So we'll go ahead and get started with the RFA webinar. As you all know we posted a request for application on April 20th, we released it a few days earlier than anticipated. If you haven't gone to the website and downloaded the RFA, or the application, you can do so at any time. Also, just wanted to let everyone know that as part of our housekeeping, that we are recording this webinar. The recordings and the slides, as well as the script of today's presentation will be posted to our website on Monday. So, you will have an opportunity to review it again, as well as any of the questions and answers that I go over today. If you know of anybody that was not able to join, you can share the website link so that they'll have access to the information, as well. Also, just want to remind everybody that this is a competitive grant application, so I'll do my best to answer any questions that I can, as time allows, but I may not be able to answer some of them, or all of them – depending on the nature of the question.

Topics for Webinar (slide 1)

Up on the screen is just a quick overview of our topics of today's webinar. We've got four main topics that we will be going over. We're going to be going over various aspects of the grant program overview, as well as the request for application process. Also the evaluation and selection process. We will touch on some of the application criteria, the methods to submitting an application, etc.

Navigator Grant Program Overview (slide 2)

To start, we'll go ahead and start with our Navigator Grant Program Overview.

Key Attributes of the Navigator Program (slide 3)

The first thing we're going over is the key attributes of the Navigator Grant Program. For fiscal year 2015-16 the Navigator Grant Program will be the only program in which partners will be compensated for Covered California enrollment assistance. Organizations that are not funded under the navigator grant program will be eligible to apply for a certified application counselor [CAC] program, which will be our non-compensated program. Organizations participating in the Navigator Program cannot participate in the CAC program, and vice-versa. Organizations can only participate in one or the other program if the application is accepted or awarded. The Navigator Grant Program is a requirement of the Affordable Care Act, it's funded from revenue generated by Covered California. One of the changes we're making this, is we're moving to a block grant model, with regular timed payments. We're anticipating of submitting regular

payments, every two months, throughout the grant term. Total funding is not going to exceed \$10,000,000 for organizations to assist eligible consumers to enroll and re-enroll in a Covered California health insurance plan. We're also going to be awarding in the amounts from \$50,000.00 to \$500,000.00, to entities that are selected in this application. We are anticipating that we will award up to 80 lead organizations and the grant term will be from August 1, 2015, through June 30, 2016.

One of the things we have also experienced this year that we learned from is that we want to provide some stability and allow our partners to be able to plan their business. We realize that a one-year agreement is not always conducive to that, and supportive of that. So one of the changes that we've made, is to also be able to consider renewing our agreements up two one-year extensions. Essentially providing an opportunity to have a three-year grant term.

The initial funding, that I'm speaking to today, is only for this year. Each year the funding will be determined and approved by our board, and announced in June in the subsequent years.

Key Attributes of the Navigator Program *CONTINUED* (slide 4)

Some of the additional key attributes of the Navigator Program is that Covered California may terminate agreements with grantees who may not perform as expected. We are seeking organizations with an established and trusted presence in the community that have existing relationships with Covered California health plan eligible consumers. Applicants must have demonstrated proven experience in consumer outreach, education, enrollment, and post-enrollment support. Lead agencies in a collaborative must also demonstrate sub-contractors ability to meet the eligibility requirements of this grant. Final grant awards will also be at the discretion of Covered California. And if you are selected as a partner under this program you will be required to participate in Covered California's Sales Regional Field Team's efforts. These regional field efforts will involve strategy development and collaboration with other Navigator Grantees and local stakeholders to meet our sales goals. Regional meetings will be held to ensure a shared vision, goals and objectives of reaching Covered California's eligible consumers.

Navigator Program Goals (slide 5)

Our Navigator Program is to maximize enrollments and re-enrollments into Covered California's eligible populations. As mentioned before, we are seeking organizations that have already established trusted relationships in their community and that can be defined by geography, employment sector, language, or some other shared characteristic. We are, of course, always looking for maintaining a cost effective grant program. We also want to coordinate with our other service channels, so that are strategies are in alignment with one another. We are focusing on having our Grantees prioritize enrollment, renewal, and post-enrollment assistance. Given the \$10,000,000.00 available in funding, we do ask that our partners, when developing their strategies for submitting their proposal, that they maintain a cost effective program.

Navigator Role (slide 6)

For the Navigator role, the role is to assist Covered California eligible consumers to successfully enroll and re-enroll in a covered California health insurance plan. The role of the Grantee is to also inform consumers of the availability and benefits of obtaining health care coverage. Promoting the value of health insurance coverage and motivating the consumer to take that next step and enroll in a plan, and allowing the consumer to shop and compare among the different

options available, and the out of pocket costs that they may incur, etc. Facilitating the enrollment into one of the health insurance plans is an important part of the Grantees role, as is the renewal and post enrollment support to ensure the consumer understands the importance of staying insured and maintains their health coverage. New enrollments, renewals, and retention are an integral in keeping Californians in affordable health care coverage, and the Grantees role will require various outreach, education, and case management support activities to meet the needs of their consumers and the Program's objectives.

Grant Award Period (slide 7)

As we move towards building long-term relationships and partnerships with community based organizations, as I have mentioned before we have included language in this RFA to allow for longer term agreements with our Grantees. In this RFA, the initial grant award period will be from August 1, 2015, through June 30, 2016. Grants awarded under this RFA may be renewed upon a board approval, for two one-year extensions. During the term of the agreement grantees will perform outreach, education, enrollment, renewal and post enrollment activities. The majority of enrollment activities will occur during open enrollment and special enrollment periods. However, this support to the consumers must occur throughout the entire term of the agreement. Knowing that there's going to be a shift from focusing on new enrollments to keeping consumers enrolled. So there's going to be a lot of renewal and retention support that's going to need to occur. Which we look at as case management, so that the consumer isn't just enrolled and left out there on their own. They're always going to have that trusted person that they can go to for questions and assistance at any time.

Funding (slide 8)

Appropriate use of Funds:

Funding must only be used to conduct the Navigator Program activities and services contained within the agreement. Funds are to be used to perform outreach, education, enrollment, post-enrollment, and renewal support to Covered California health plan eligible consumers.

Inappropriate use of funds:

Any acquisitions made with grant funding shall be in compliance with state and federal law. The state shall recoup or withhold all or part of a Grantee's funding for failure to comply with the standards set forth in their standard agreement, upon which the award is based. Navigator Program grant funds shall not supplant federal, state, or private funds allocated to conduct the same or similar work contained in the standard agreement.

Funding (slide 9/Chart)

As I have mentioned before, Covered California for fiscal year 2015-16, has allocated up to \$10,000,000.00 for the Navigator Grant Program. Grant awards will be in the amounts from \$50,000.00 to \$500,000.00. What you see on the screen is a chart of what we estimate to provide payments, trying to time it to where you get an equal payment every two months.

Navigator Grant Program Eligibility (slide 10)

What you see up on the screen here is also contained within the Request for Application, and is basically showing and reconfirming the list of eligible, and ineligible, entities that can apply for

Navigator Grant funds. The Affordable Care Act requires that at least one Navigator Grantee be a community focused, non-profit organization. If more than one organization falls into that category that applies, they may be selected. We are not going to be limited to just one entity that fits that criteria. I will not go into this chart in detail, because it will be available to you at a later date, and it's also in the Request for Application.

Navigator Grant Request for Application (title slide 11)

Now we'll go over parts of the Request for Application, and some of our criteria and expectations.

Navigator Application Criteria (slide 12)

As I had mentioned before, we're really focusing our strategy on providing case management services to our consumers, not just getting people enrolled but how do we keep them enrolled. And be there to support them, and various questions that they may have, and concerns. We're looking for highly competitive applications that will demonstrate the cost effectiveness of their programs, cultural competency, existing access and ability to reach their target markets, and to have a robust infrastructure to support intake, follow-up, enrollments, and post-enrollments; that's really focusing on the case management piece, and driving enrollments as the cornerstone of the Grantees strategy. We're looking for innovative enrollment events with specific marketing strategies, and a clear understanding of the populations that are being targeted, and how they'll be targeted during the open enrollment and special enrollment periods.

Collaborative Applications and Use of Subcontractors (slide 13)

In the case of subcontractors and a collaborative application, Covered California will consider any collaborative application. They should identify existing partnerships that can demonstrate operational readiness, and the ability to meet enrollment goals. They should identify a lead organization, and list all of the other collaborative partners as subcontractors. It's the full responsibility of the Grantee, or the lead organization to ensure the subcontractors meet the eligibility criteria and follow all other aspects of the Navigator Program.

Covered California may also require lead organizations selected to submit a copy of their subcontractor agreements, prior to executing an agreement with the lead organization.

Collaborative Applications and Use of Subcontractors (continued//slide 14)

If the perspective applicant plans to subcontract any part of this effort, the grant application must include information about that subcontractor, as well as the subcontractor Letter of Intent to participate. That information and the requirements are outlined in Attachment 1 of the Grant Application, and the Attachment 2 is the subcontractor information and Letter of Intent that would need to be provided for each subcontractor that would be participating.

There is no provision for re-granting.

The use of subcontractors must be fully explained in the narrative section of your grant application, which is also Attachment 1.

Grant Application Process (title slide 15)

Now the Navigator Grant application process, this is a very lengthy part of today's webinar, so I may not read each slide in detail, but you will have it for reference.

Grant Application Process (slide 16)

The competitive application process is comprised of several major steps. As you'll see up on the screen, we've got a couple of optional. The Letter of Intent to Respond, as well as today's webinar is optional. What we do require is the full, complete grant application be submitted. It also needs to go through the evaluation and selection process, being that this is a competitive grant application process. We have a very thorough evaluation process that we will be submitting each application through. Then we are required to initiate the grant awards, once we've selected our partners.

Navigator Grant Program Timeline (slide 17)

What you see up on the screen now is just the timeline for this Navigator Application, which is also posted on our website. The last day to submit any questions that you may have, which we'll go over in subsequent slides, is May 11th. If you do intend to apply, and you would like to submit a Letter of Intent to respond, that needs to be submitted by May 8th.

The evaluation will occur during the month of June, we will be selecting our partners, and distributing who we intend to award by July 2nd. Our grant award period will being August 1st.

Grant Application Submission Method (slide 18)

So the Grant Application Submission Method, applicants must respond to each narrative question completely. It's really, really important that you take the time to really think through each of the narrative questions and respond to all, as we have asked. You should not reference other sections when answering a particular section of the application, because we will be evaluating each section separately. Also, you'll want to pay particular attention to the page limits that are in the application for each section. You will not be able to exceed the page limit, and if you submit additional pages, or separate pages, we will not be reviewing anything that exceeds the page limit of the application. Those additional pages will not be considered when we go through the evaluation.

You should also make sure that you are complying with all of the instructions contained within the Request for Application document. We will only accept applications that are submitted electronically. As a reminder, the applications are due by 5:00 p.m., June 1, 2015.

As I mentioned before, applications must be submitted electronically, and up on your screen you'll see that we ask that you submit them by email, to the NavigatorRFA@covered.ca.gov. Applications must be submitted with all the required components, as listed in section B-3 of the Attachment 1, which is the main grant application.

Letter of Intent to Respond (slide 19)

With regards to the Letter of Intent to Respond, the Letter of Intent is optional. Although, we do encourage any organization that is interested in submitting an application to send in the Letter of

Intent to Respond. We will be posting a list, with contact information, of all of those who submit a Letter of Intent to Respond, on our website. If you do not want your name on our website, in your Letter of Intent to Respond, you should state that you do not want your name listed, and we'll make sure to exclude you from that posting. If you do submit a Letter of Intent to Respond, you will also go on our email distribution list so that you'll get notified of any updates to the Program; as well as the timeline. Those changes will also be posted on our website, but this makes an easy way for us to continuously communicate with you.

I would also like to point out that the website link you see on your screen, is for that of the Navigator Program. You're going to see that link throughout this PowerPoint, as well as throughout the Request for Application document.

Navigator Grant Application Submission Structure (slide 20)

In the application submission structure, Covered California will only accept applications that are submitted electronically, as I had mentioned before. Paper copy submissions will not be accepted. Applications must be submitted at the NavigatorRFA@covered.ca.gov email, and must follow the application criteria, and submission requirements in the RFA document and outlined on our website.

You must include

- A cover letter;
- Two letters of recommendation as references;
- Evidence of eligibility document, which must meet the three criteria below [refer to the PowerPoint];
- Attachment 1 is our Navigator Grant Application, which will contain general organizational information, as well as various narrative components; and
- Attachment 2, is the subcontractor information, and Letter of Intent to Participate;
 - Each subcontractor in your collaboration will need to have an Attachment 2, associated with it.

Narrative Response Section (Cover Letter// slide 21)

As I mentioned before, the Cover Letter is a one page limit, and it must be on company letterhead, with the following information:

- Title of this grant Application and submission date of your proposal;
- The funding amount you are requesting;
- A summary of the proposed project, including a description of the eligible population and communities you are targeting, or proposing to target and likely to have impact; and
- A signature of the individual authorized to enter in contract on behalf of the proposer.

Narrative Response Section (Qualifications// slide 22)

There's a lot of information that you'll see up on the screen, that's also information that is in the application, so I'm not going to read through it in detail. A couple of notes that I do want to make, is just that when you are providing your narrative on your qualifications, please describe your organization's ability to provide enrollment assistance, including plans to have a storefront. You'll want to include a description of your plans. If you're applying as a collaborative with sub-

grantees, and demonstrate your operational readiness, program management experience, and your administrative and fiscal capacity to manage the work as the lead, as well as the work of any of the subcontractors.

That is going to be a very, very critical piece and very important that you are thorough in your narrative section around those pieces.

Narrative Response Section (Reference// slide 23)

Your Letters of References, you'll need to attach two letters of recommendation from organizations that have successfully collaborated in the past with you as the lead applicant. The letters must be presented on the referring organizations letterhead, and contain the name and contact information of the person signing the letter. Letters of recommendation from any subcontractor performing services as part of the applicant's proposal, or from any entity that might have a financial interest in the award, will not be accepted.

The two Letters of References are not included in the page limit of your application, because those are separate attachments that should be provided. Each letter should address the nature and length of the relationship between the entities, the applicant's strengths, and any examples of success from similar programs, and a statement recommending the applicant for this program which focuses on our eligible population enrollment.

Narrative Response Section (Proposed Personnel// slide 24)

In the Proposed Personnel section there is a two page limit. We do ask that in all of our narrative sections that you order and number your responses, as they are identified in the application, as well as here in this webinar. In the Proposed Personnel section you'll need to describe your staffing strategy, your current staffing capacity as the lead, as the current staffing capacity of any subcontractors if you're submitting your application as a collaboration. Be sure to describe how the proposed staffing for this project reflects cultural, linguistic, and other characteristics or preferences of the target population that the applicant proposes to serve.

Narrative Response Section (Approach to Statement of Work// slide 25)

In your approach to the Statement of Work, which is going to be the highest scored section of your application, it is a two page limit so you'll want to carefully think through how you will respond in that section. The Statement of Work must address the target population you intend to reach, details of your Strategic Work Plan, and your approach to project management and quality assurance.

Narrative Response Section (Target Population// slide 26)

In the Target Population, when you're working through that component it's very important that you're concise and clear in how you're planning to implement your strategy to reach your target population. We are really looking for you to tell us what population you intend to reach, and what you think the effective strategy to reach that population is. We are really looking to our partners to be the experts in the community in which they have those trusted relationships and that experience. We also want to know if there are any key influencers, or community

organizations, or partners that you'll be working with to reach that target population, and to describe any relationships that you have that will be leveraged for this program.

You'll also need to describe how you're going to implement the grant, and you should describe your strategies for reaching the target population. What we are looking for is if you have found that workshops, for example, or going to the churches, or doing one-on-ones are the most successful strategies to reach your target population and provide ongoing post-enrollment support to your consumers, that you identify that and describe that in detail.

We understand that depending on the region and population in which you intend to serve the strategies will vary and we want you to present and provide whatever is going to work in your area.

Narrative Response Section (Strategic Work Plan// slide 27)

Again, in the Strategic Work Plan your application needs to address all of the items that you see on your screen. You'll need to describe your enrollment strategy in detail, and your plan to assist in renewals and retention efforts, and not just enrollment efforts. You'll need to describe events that you'll host to drive enrollment and provide that renewal and ongoing support. You'll need to include your capacity and plans to have a storefront, or a public place of business where consumers would be able to get that in-person assistance.

Also describe your existing infrastructure, and the relationships that would facilitate your ability to address the needs of our eligible populations for Covered California health plans.

Narrative Response Section (slide 28)

Covered California strongly encourages cost effective proposals, as I had mentioned before, that you are likely to achieve significant enrollment of eligible consumers in Covered California health plans. The table that you see at the bottom of this screen provides a suggested number of enrollment and renewal goals that we've established as a threshold depending on the grant size of which you may be awarded. You'll want to really consider that, and provide any explanation if you are recommending a grant size for funding where your enrollment targets may not meet that threshold. You'll need to explain, in detail, what some of those barriers might be that would support any enrollment or renewal goal different from what we have up here on the screen.

Narrative Response Section (Approach to Project Management and Quality Assurance// slide 29)

Another section that you need to address is really describe your approach of how you're going to manage this project and quality assurance. You need to describe your plan for managing and monitoring your program activities. If you're applying as a collaborative, and you're going to be the lead agency and have subcontractors doing some of this work for you, please describe how you will monitor the progress or your organization as a lead, as well as your subs, towards accomplishing project goals. Describe any anticipated challenges with managing a collaborative, and how you propose to overcome them.

Describe how your organization captures data for the number of consumers assisted and/or enrolled; and for consumers that were assisted but not enrolled, is there a follow-up system in place for example? If so, describe that process.

Again, we know based on what we've learned this year there's a lot of work that our partners do to lead up to an enrollment, as well as post-enrollment support. We really look to our partners to demonstrate and help quantify all of that work that they do, that can't necessarily be quantifiable through just the number of enrollments. There's a lot of work that goes into getting somebody enrolled, and we know that, and we value the work that you do to support that, and we will look to our partners to quantify that work.

You'll also need to describe your policies and procedures as the applicant that is related to protecting consumer's privacy and security.

Single Point of Contact (slide 30)

Applicants may only contact the Single Point of Contact below, for any matters related to this grant application. Please note that this email address and mailing address, is for questions only, the application must be emailed and not sent by mail. You can submit your questions by physical mail, or email to the address on your screen; but your application can only be submitted by email and that is to the NavigatorRFA@covered.ca.gov.

Grantee Questions and Clarification (slide 31)

As I mentioned before, we will accept written questions or concerns related to this grant application or its accompanying materials, instructions, or requirements till the date specified in the grant application schedule, which currently is June 1st at 5:00 p.m. Questions, however, can only be submitted up until May 11th. You can submit your questions by completing the Program Question Submission Form located on our website which is provided to you on this screen, you can also send them by email.

Questions received after the deadline are not guaranteed to be answered. Covered California may, at its sole discretion, post responses to questions at the date and time specified above.

Navigator Grant Evaluation and Selection Process (title slide 32)

Navigator Grant Application Evaluation Process (slide 33)

We're now moving into the evaluation process. As I mentioned before, this approach to Statement of Work is the largest section in which is going to be a good portion of your points. However, Qualifications and References and Proposed Personnel are also important. It's a 100 point rating based on all three factors that you see up on your screen, and we'll go into that in a little more detail.

Navigator Grant Application Selection Criteria (slide 34)

Covered California will select Grantees based on an assessment of the best and overall value to implement Navigator Program activities to Covered California eligible consumers. Covered California is not required to select the lowest priced application submitted. We'll thoroughly review your responses to this application, and will consider the following:

- When reviewing your application we're going to look to see that it's in alignment the Navigator program objectives;

- We're going to evaluate the degree of innovation, including the use of grant funds with storefronts or other permanent locations where consumers can receive enrollment or renewal assistance outside of normal business hours;
- We're going to evaluate your experience and demonstrated success providing enrollment assistance to Covered California eligible consumers, your evidence in demonstrating the likely effectiveness of outreach, education, enrollment, and post-enrollment strategies;
- As well as your distinctiveness from other funded activities.

Frequently Asked Questions (slide 35)

Covered California (title Deadline to Submit slide 36)

Before I get to this last slide I do want to go over some questions and answers that we've received, that I can address as part of part of this application. One of the questions that came through is:

Q: Can an organization submit an application as a lead, as well as an application as a subgrantee under another organization?

A: The answer is yes. However, you cannot participate in the grant program as a lead and as a subcontractor. You will have to choose one or the other program roles. If you are selected as a lead grantee, you will not be able to participate as a subgrantee.

Another question that we received is:

Q: Is it a requirement to have a storefront?

A: The answer is no. However, it is encouraged that proposals include regular scheduled office hours, including evenings and weekends where consumers can obtain in-person enrollment and renewal assistance. We're really looking for organizations to have a permanent place of business that allows for that in-person assistance wherever possible.

Another question:

Q: Will Medi-Cal enrollments count towards your enrollment goals under this program?

A: Our productivity reporting will include all enrollment assistance provided by Grantees; however, performance under this program will be evaluated only on the Covered California health plan enrollments. The Navigator Program does not compensate for Medi-Cal enrollments.

Grantees will be required monthly reporting to quantify and demonstrate the work that they completed under this grant. We understand and know that the hard work it takes to get consumers enrolled may take several touches, and there may be a lot of time and work that has to be done before you are able to get consumers enrolled, as well as the case management or post-enrollment support as I had mentioned before is also critical so that consumers stay enrolled. That time and effort isn't quantifiable through the enrollment numbers alone, and we look to organizations to help quantify the good and hard work that you all do, that the enrollment numbers won't capture. That way when we evaluate your performance under this grant we will consider all the elements of hard work that your organization has performed.

Another question that came through is:

Q: On page six of the Request for Application it states pursuant to the ACA, Covered California will select at least one Navigator Grantee, that is community focused nonprofit, and an additional qualified entity as identified in the list below.

A: I had mentioned this before, that even though it is a requirement that at least one must fit that criteria, if more than one apply and we do select them, we may select more. It [ACA] doesn't limit us to just only selecting one.

The deadline to submit inquiries and questions is May 11, 2015, at 5:00 p.m. As I mentioned before the question submission form is located on our website, which the website link is on your screen. The application deadline is **June 1, 2015, at 5:00 p.m. Pacific.**

I'm going to pause for just a minute to see if any additional questions came through that I can answer today, so if you'll just bear with me.

I just wanted to clarify, with regards to the Medi-Cal enrollments. Your Medi-Cal enrollments will show on your productivity report, but in terms of how we're basing your performance under the Navigator Grant, we're looking at Covered California Eligible Health Plan enrollments, not Medi-Cal.

There is not a budget section of this application. Since we've moved to a block grant model we are not asking you to provide us how you're going to spend the funds, just know that the funds that you're being awarded must be to support the grant activities of this program so that we are successful.

The monthly reporting that we are looking to capture that is done under this program will be provided at the start of the grant term. We will be looking at getting quantifiable information from you all, in terms of your work that you do to support the outreach, enrollment, and general consumer assistance and support, and post-enrollment support. More details on performance reporting will be distributed as we get closer to reaching an agreement.

In terms of what we're looking for, in terms of your enrollment numbers is not just going to be the effectuated applications, we will be looking at all individuals that were assisted. As our current partners know, the productivity report will show those individuals that were assisted through plan selection, as well as those that were assisted and went to Medi-Cal, and those that were confirmed enrolled in a Covered California Health Plan, and those that effectuated. We will continue to produce that same level of detail in the productivity reporting under this grant.

There's a question:

Q: Is the funding structure tied to the enrollment thresholds?

A: We are going to be looking at the proposals and the funding amounts that are requested. Yes, we would encourage applicants that requesting a particular funding to adhere to the thresholds that we've identified in the application. However, those are targeted thresholds, and again as I had mentioned during the presentation if you're requesting a particular funding amount and your targeted enrollment is less than that of what we would anticipate you would achieve for that funding level, you need to substantiate the barriers as to why you would not be able to meet those thresholds, and why you are proposing something different.

Just give me a moment, I'm just looking at some other questions that are coming through.

The funding amounts that we would be awarding this year is for this year only. If we were to extend during the two one-year extensions, it's going to be dependent on what we received approved from the board as our total funding in subsequent years. The funding amount awarded is for one year only.

With regards to the reporting requirements, monthly reporting will be required and there will be no additional reporting on top of that.

Just scanning through some of the questions here, bear with me.

So there's a question of whether or not there's equal credit for renewals or new applications. Again, I'll reiterate what I've said before, is that we're going to looking at the performance as a whole. We'll be looking at all of the consumer support that you provide, and all of the hard work that you do, whether it's outreach efforts, enrollment efforts, renewal support. There really isn't any such thing as what you'll be credited for. You'll be awarded based on the proposal that you provide, the details that are in your proposal that will help us be able to determine the amount of work that you will perform under this grant. Then you will be evaluated against your proposal, throughout the grant term, to ensure that we are getting the return on the investment that we anticipated when we selected you for the award.

There's a question on whether we are not we're counting by belly buttons, which is what we refer to as our individuals, or by application. We understand you may have an application of a family of five, if they're all Covered California Health Plan eligible we would count all five towards meeting your enrollment thresholds for this program. We count individuals, not by application.

Just looking at the questions here...

Q: Will renewal assistance include helping those individuals that enrolled elsewhere?

A: The answer to that would be yes.

Q: If there's a minimum number of enrollments that would need to be completed to achieve the funding levels? For example, regardless of the timeline if you must achieve a certain percentage of that threshold?

A: The answer is no. Again, we'll be evaluating all of the performance of each entity under this grant. If you don't meet your enrollment targets we would anticipate, and expect that the level of support was provided elsewhere. Which, as I had mentioned before, may not be able to be quantified by the enrollment numbers, and that's where the monthly reporting will be critical.

The minimum amount of reporting initially is that we would anticipate the report to not occur any less than quarterly. Initially, we are going to begin with a monthly reporting expectation and we may change the frequency during the grant term if we find that it's administratively burdensome, or it just really doesn't change from month-to-month.

If you're targeting a specific population, and you find that you're actually getting most of your effective enrollments from another targeted population, for example, that wasn't your initial proposal. Yes, that will count towards your enrollment goals. Any enrollment assistance, and post-enrollment support, that you provide to a Covered California eligible consumer would be counted towards your goal.

I'm just looking here, I'm not seeing any new questions. Hang on, actually I'm getting a couple.

There is one slide that I skipped through quickly, but I intended to take that slide out as it doesn't have the full list of Q and A's that I've provided today.

A good question that came in here, is:

Q: Can the application can be submitted as one PDF file? Is there a size limit?

A: I'm assuming by that question, what you're referring to is if you have your application Attachment 1 and subsequent subcontractor application Attachment 2s, as well as your Cover

Letter, your Letters of Recommendation, and all the components. If you want to PDF that into one file, we would really appreciate that. There is no size limit with regards to that portion of your application submission. The only size limit that you have is in the application itself where there are page limits, you cannot exceed those page limits or provide additional attachments of information. Because, as I had mentioned before, we are only going to evaluate what is within the page limits of the application.

There's another question of whether or not:

Q: Can you apply for more than one service area?

A: The answer is yes. You'll see in the application that you can check off any counties that you want to target.

Yes, just to confirm, through the Navigator Program there will be no reimbursement for Medi-Cal application enrollment.

Q: Can a subcontractor be a Certified Insurance Agent?

A: According to the Navigator regulations, they cannot be a licensed insurance agent. You'll find that list in the ineligible group listing that was provided previously in this presentation.

For any of the applicants that submit a proposal and are not selected under this award, there is no guarantee that we will be able to provide feedback to you. It's going to be dependent on the volume of the applications that we receive.

I do want to mention that there is also a protest process. If you're not selected, there is an opportunity for you to submit a protest and we do respond to the protest.

I'm getting some feedback here from individuals that have reviewed the application, and are pleased with the application process this year. Thank you for that, I really appreciate the comments and that feedback.

I think that's all of the questions that I see that are coming through. Again, we will document these questions and answers that have come through today as well, and provide those on our website next week, along with the slides, the recording of this webinar presentation, as well as the script to this webinar presentation. Hopefully it will be out there, and available to you to reference on Monday, by close of business.

Again, thank you everybody for joining us today, and we look forward to receiving your application proposals.