

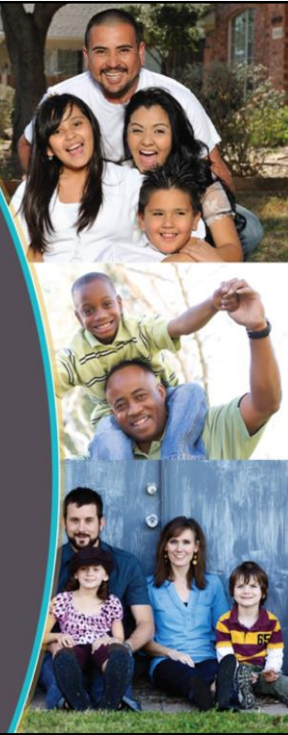


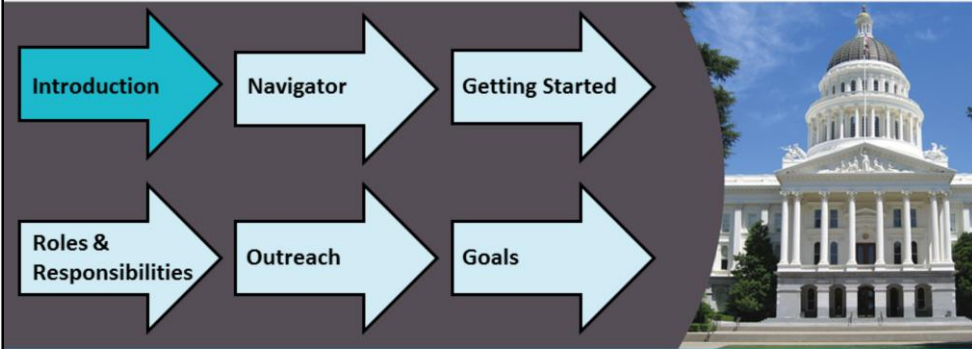
COVERED
CALIFORNIA

NAVIGATOR GRANT PROGRAM WEBINAR

August 2015

[Closed Captioning](#)





INTRODUCTION

Navigator Grant Program Webinar

WELCOME



Welcome & Congratulations!!



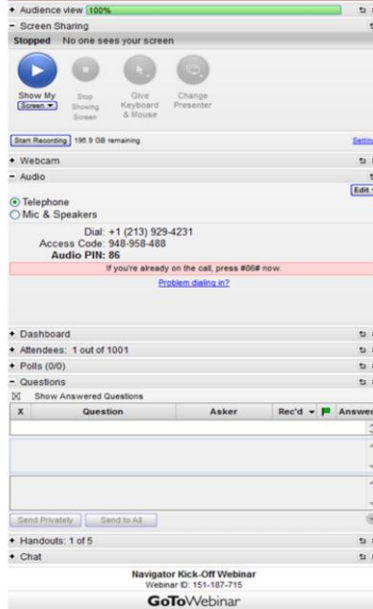
Navigator Grant Program Webinar

HOUSEKEEPING



- Purpose
- 1 Hour Session
- Grant Resource Packet (GRP)

Handouts to Download 



The screenshot shows a webinar control panel with the following sections:

- Audience view (100%)**: Includes a 'Screen Sharing' section that is 'Stopped' with the message 'No one sees your screen'. It features buttons for 'Show My Screen', 'Stop Showing Screen', 'Give Keyboard & Mouse', and 'Change Presenter'.
- Start Recording**: Shows '198.9 GB remaining' and a 'Settings' link.
- Webcam**: A section for video controls.
- Audio**: Includes 'Telephone' and 'Mic & Speakers' options.
- Telephone**: Displays 'Dial: +1 (213) 929-4231', 'Access Code: 949-958-488', and 'Audio PIN: 86'. A red banner below says 'If you're already on the call, press #00# now.' with a 'Problem dialing in?' link.
- Dashboard**: Shows 'Attendees: 1 out of 1001'.
- Polls (0/0)**: A section for interactive polls.
- Questions**: A section for Q&A with a table for 'Show Answered Questions':

X	Question	Asker	Rec'd	Answer
- Send Privately** and **Send to All** buttons.
- Handouts: 1 of 5**: A list of downloadable resources.
- Chat**: A section for real-time communication.

At the bottom, it identifies the session as 'Navigator Kick-Off Webinar' with 'Webinar ID: 151-187-715' and the 'GoToWebinar' logo.

Navigator Grant Program Webinar

IMPORTANT DATES



Contract Agreement
August 1st, 2015 through June 30th, 2016

Open Enrollment
November 1st, 2015 through January 31st, 2016

Navigator In-Person Management Training Meetings
September 21st, 2015 through October 2nd, 2015

Navigator Grant Program

- Background
- Navigator Analysts
- Regulations





Getting Started

- In-Person Administrative System (IPAS)
- Dual Affiliation
- Certified Enrollment Counselors
- Important Dates

Roles & Responsibilities

- Reports
- Single Point of Contact
- Debrief Meetings

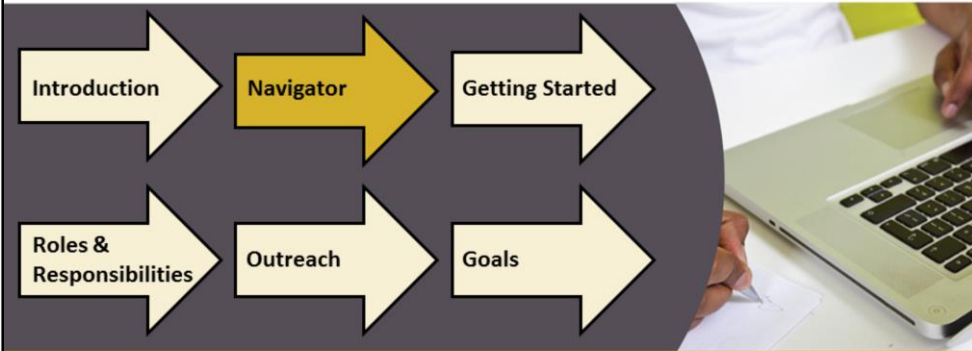




Outreach

- Storefronts & Events
- Social Media
- Collateral





NAVIGATOR

Navigator Grant Program Webinar

NAVIGATOR PROGRAM MANAGER UPDATES



- Unofficial subcontractors
- Contract agreements
- Payments / Payment Request Form



NAVIGATOR GRANT PROGRAM



[Navigator Grant Program Homepage](#)

Navigator Program Activities include, but are not limited to:

- Informing Covered California eligible consumers
- Promoting the value
- Motivating consumers to act
- Helping consumers to shop and compare
- Facilitating enrollments
- Renewals
- Post enrollment



Navigator Grant Program Webinar



NAVIGATOR ANALYSTS



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[Federal Navigator Program Standards](#)

- Code of Federal Regulations
- Title 45
- Subtitle A
- Subchapter B
- Part 155
- Subpart C
- Section §155.210



[Navigator Program Request For Application & Selection Criteria](#)

- California Code of Regulations
- Title 10
- Chapter 12
- Section §6656

Here is a list of all of the CA Health Benefit Exchange's active Regulations with links to the California Code of Regulations:

<http://hbex.coveredca.com/regulations/>

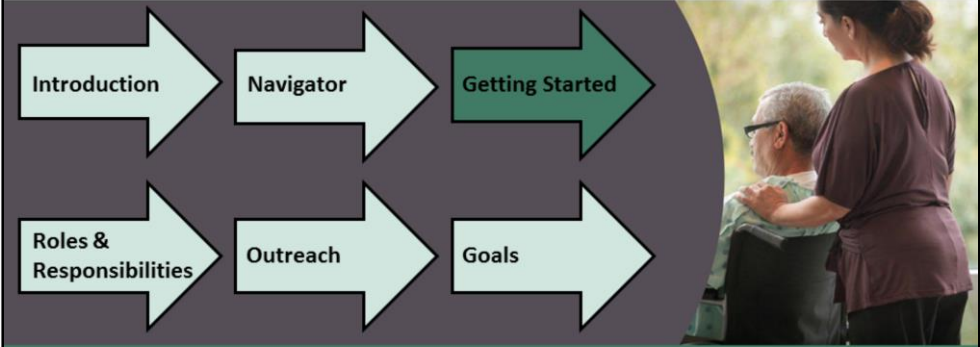
REQUEST FOR APPLICATION OVERVIEW



- 211 Infoline of San Diego County
- Access California Services
- Alameda Health Consortium
- AltaMed Health Services Corporation
- Ampla Health
- Bartz-Altadonna Community Health Centers
- CA Council of Churches
- California Black Chamber of Commerce Foundation
- California Physicians Alliance dba PNHP
- Catholic Charities of California, Inc.
- City of Long Beach Dept. of Health and Human Services
- Clinica Sierra Vista
- Coalition of Orange County Community Centers
- Community Health Alliance of Pasadena
- Community Health Clinic Ole
- Community Health Councils
- Community Health Partnership, Inc
- Comprehensive Community Health Centers, Inc.
- Council of Community Clinics
- Crenshaw Health Partners
- D' Access Central Inc
- Divine Truth Unity Fellowship Church
- Family Health Care Resources
- Family Health Centers of San Diego
- Family HealthCare Network
- Family Tax Services
- Golden Valley Health Centers
- Greenfield Family Resource Center
- Grupo Comunitario en Salud Integral
- Healthcare Resources Foundation
- Healthy Community Forum for the Greater Sacramento Region
- Healthy House Within a MATCH Coalition
- Herald Christian Health Center
- Home Start, Inc.



- Hub Cities Consortium
- Inland Wellness Information Network
- Institute for Healthcare Advancement
- Kelly Rolfe Financial Services
- La Familia Counseling Center, Inc.
- LDP Financial
- Los Angeles Unified School District
- MKG Enterprises CORP
- National Coalition of 100 Black Women
- North County Health Project, Inc.
- Northeast Community Clinic
- Northeast Valley Health Corporation
- Omni Family Health
- Open Door Community Health Centers
- Planned Parenthood of Orange & San Bernardino Counties
- Providence Little Company of Mary Foundation
- Quantum Investments Inc. dba Liberty Tax Service
- Quinn Community Outreach Corporation
- Redwood Community Health Coalition
- Riverside County Black Chamber of Commerce
- Saban Community Clinic
- Sac Cultural Hub Media Foundation
- Salud Para La Gente
- San Diego Black Health Associates, Inc.
- San Joaquin County Pride Center Inc
- San Mateo County Health System
- Solano Coalition for Better Health
- St. Francis Medical Center of Lynwood Foundation
- The Actors' Fund of America
- The Children's Clinic, "Serving Children and Their Families"
- The G.R.E.E.N.E. Foundation
- Tides Center/California Coverage & Health Initiatives
- Unidos Por La Musica
- United Health Centers of the San Joaquin Valley
- United Ways of California



GETTING STARTED

Navigator Grant Program Webinar

IN-PERSON ADMIN. SYSTEM (IPAS)



Manage Counselors & Badges Entities Recruitments Contact Logs Coordinators Admin



Agents Start Here >

Covered California is working with CEs that confirmed interest in the Certified Enrollment Counselor Program (CEC) to ensure that they are able to continue enrollment assistance support efforts starting July 1, 2015.
If interested to participate, email IPAS@covered-california.com for more information.

Resources for Partners

Certified Enrollment Entities

A) CEE Application Toolkit

1. CEE and CEC Timeline
2. Update to CEE Agreement Disclosure
3. CEE Application Worksheet
4. Step-by-Step guide to access background forms
5. Guide for adding CECs and dual affiliates

B) CEE Training

1. CEE Management Training Webinar
2. CEE Management Training Completion Form
3. CEE Primary Contact Resource Guide

C) Covered California Forms

1. Application Change Request Form
2. IPA Payment Reconciliation Form
3. Navigator Payment Reconciliation Form
4. CEC Replacement Badge Request Form

D) Covered California Resources

1. Resource Directory for CEE and CEC
2. Regional Rate and Plan Information
3. 2015 Health Insurance Benefits and Rates
4. Social Media Toolkit
5. CEC Verification System Overview
6. LOI - Enrollment Assistance Form

Certified Enrollment Counselors

E) CEC Application Toolkit

1. CEC Agreement
2. Capital Live Scan Locations
3. Update to CEC Agreement Disclosure

F) CEC LMS/Training Process Support

1. LMS User Guide
2. How-To Access Advanced Study Courses
3. Certification Training Participant Guides
4. Advanced Study Training Participant Guides

G) Covered California Forms

1. Enrollment Assistance Authorization Forms Index
2. Request for a Hearing to Appeal an Eligibility Determination

H) CoveredCA.com Demo Videos

1. Live Demo of CoveredCA.com - A Day in the Life

I) Additional CEC Resources

1. 2015 Special Enrollment Qualifying Life Events
2. Informed of Tax Penalty Risk Talking Points
3. Toolkit for IRS Form 1090-A
4. Resource Directory for CEE and CEC
5. Covered California Enrollment Worksheet
6. Covered California Enrollment Worksheet (Spanish)

Program Updates/Resources

K) Webinars

Click here to register for upcoming webinars
For information and to download all previous webinars, please click the following link:

[Program Update Webinar Topic Index](#)

- 02/27/15 - Single Streamlined Application Tutorial
- 03/11/15 - Sales Division Webinar (PDF)
- 04/03/15 - Sales Division Webinar (PDF)
- 05/20/15 - Anthem Member Experience (PDF)
- 07/15/15 - Health Net Member Experience (PDF)

L) Community Partner Communications

[Community Partner Communications Index](#)

M) Certified Enrollment Entities - County List

To download contact information for Certified Enrollment Entities that are accepting referrals please click the following link:

[Certified Enrollment Entities by County](#)

N) Outreach and Education Grantees - County List

To download contact information for Outreach and Education Grantees please click the

Navigator Grant Program Webinar

IN-PERSON ADMIN. SYSTEM (IPAS)



[IPAS Login Page](#)



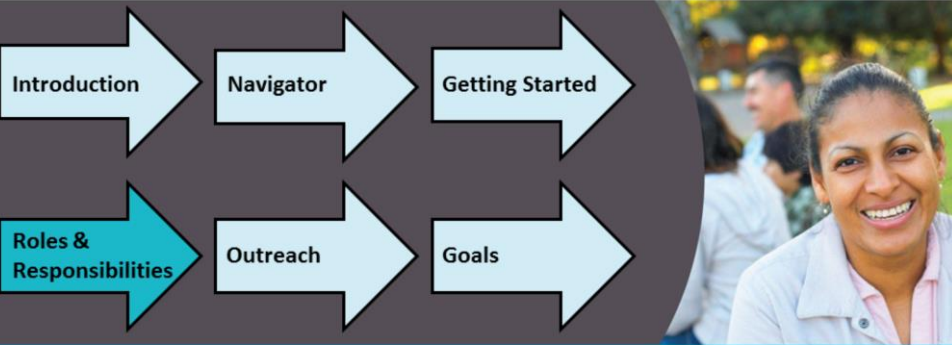
- Background/Fingerprints
- CEE Training
- CEE Change Request Form
- My Files
- Dual Affiliation
- Enroll/Drop CECs

SCHOOL EDUCATOR PARTNER TOOL KIT



<http://hbex.coveredca.com/toolkit/school-educator/>

[Assembly Bill 2706](#)



ROLES & RESPONSIBILITIES

Navigator Grant Program Webinar

MEETING



In-Person Management Training Meeting



Sept. 21st through Oct. 2nd



MEETING LOCATIONS



NORTHERN [Click Here to Register](#)

Date/Time: Tuesday, Sept. 22nd, 2015 | 9:00 AM – 12:00 PM (PST)
Location: 8928 Volunteer Lane, Suite #220, Sacramento, CA 95826

BAY AREA [Click Here to Register](#)

Date/Time: Wednesday, Sept. 23rd, 2015 | 9:00 AM – 12:00 PM (PST)
Location: 1401 Parkmoor Avenue, Suite #270, San Jose, CA 95126

CENTRAL VALLEY [Click Here to Register](#)

Date/Time: Thursday, Sept. 24th, 2015 | 9:00 AM – 12:00 PM (PST)
Location: 857 W. Childs Avenue, Merced, CA 95341

LOS ANGELES [Click Here to Register](#)

Date/Time: Tuesday, Sept. 29th, 2015 | 9:00 AM – 12:00 PM (PST)
Location: 2677 Zoe Avenue, 2nd Floor, Huntington Park, CA 90255

SAN DIEGO [Click Here to Register](#)

Date/Time: Wednesday, Sept. 30th, 2015 | 9:30 AM – 12:30 PM (PST)
Location: 7535 Metropolitan Drive, Board Room, San Diego, CA 92108

ORANGE COUNTY [Click Here to Register](#)

Date/Time: Thursday, Oct. 1st, 2015 | 9:30 AM – 12:30 PM (PST)
Location: 2677 Zoe Avenue, 2nd Floor, Huntington Park, CA 90255

Password:
password1

Navigator Grant Program Webinar

DEBRIEF MEETINGS



- Debrief Meetings
- Mandatory Attendance
- Meeting Schedule



COVERED CALIFORNIA

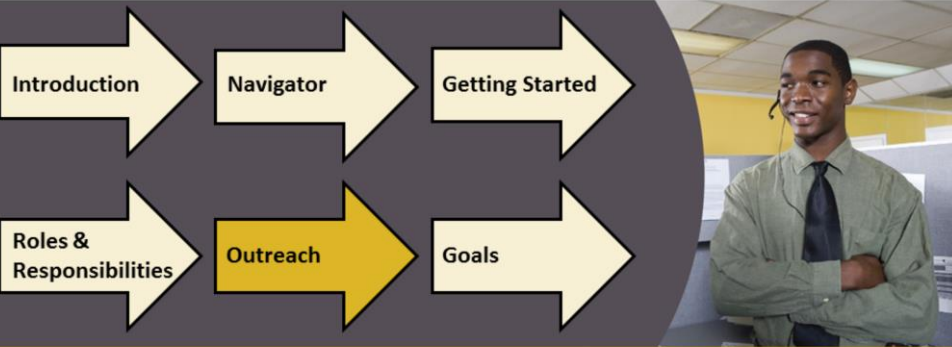
Navigator Monthly Progress Report



The Navigator Monthly Progress Report is used to identify successful strategies employed by Navigator Grantees. It will be used to help Covered California focus on successes and/or barriers the grantees are encountering. The Navigator Grant Program concentrates on the enrollment of consumers in a Covered California Health Plan.

- Required Monthly Progress Reports
- Submission of Reports
- Productivity Report
- When it will be available





OUTREACH

Navigator Grant Program Webinar

STOREFRONTS



<http://www.coveredca.com/get-help/local/storefronts/>



Location: 20 Miles Go Search

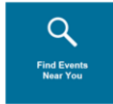
Enrollment Type: Other Languages: Business Hours

- Peter Stone (0.4 Miles)
- Asian Americans Advancing Justice - ARI Citrus Heights (0.8 Miles)
- All Types Insurance Agency (0.9 Miles)
- Central Valley Health Network, Inc. - El Dorado Community Health Center (12.2 Miles)
- Sacramento Covered - Healthy Community Forum (18.4 Miles)
- Central Valley Health Network, Inc. - El Dorado Community Health Center (19.0 Miles)
- Central Valley Health Network, Inc. - El Dorado Community Health Center (19.0 Miles)
- Central Valley Health Network, Inc. - El Dorado Community Health Center (19.0 Miles)
- San Cultural Hub Media Foundation - Community Medical Centers, Inc. (20.0 Miles)



[Brand Style Guide](#)

[Community Partner Storefront Application](#)



<https://coveredca.custhelp.com/app/events/admin/propose>

Event Portal

Event Details

Event Name*

Host Organization*

Host Type*

Event Type*

Audience Capacity*

Numeric entries only

Instructions/Extra Information

Host Contact Information
Host Contact Name*

Event Date/Time

Start Date/Time (PT)*
 2015
MM DD YYYY HH MM

End Date/Time (PT)*
 2015
MM DD YYYY HH MM

Event Location

Location Name*

Address Line 1*

Address Line 2

City* State*

Zip Code*

SOCIAL MEDIA



<https://www.facebook.com/CoveredCA>




<https://www.youtube.com/user/CoveredCA>



<https://twitter.com/coveredca>



<https://instagram.com/coveredca/?hl=en>

Covered California Tool Kit 

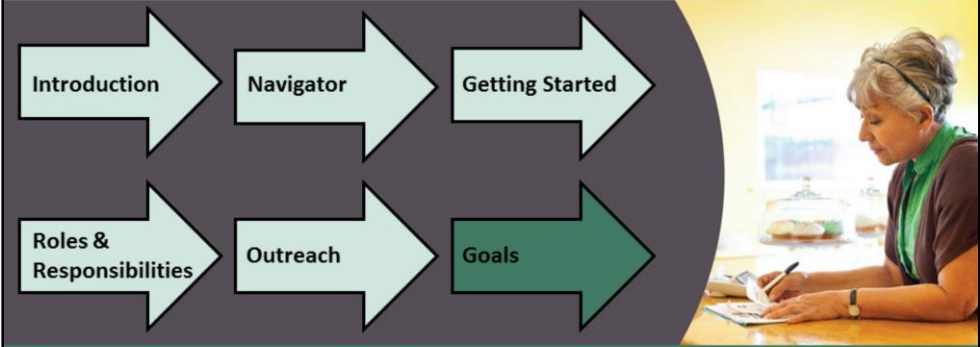
<http://hbex.coveredca.com/toolkit/collateral.shtml>

- New Enrollment Guide
- Paper Calculator
- Fact Sheets

Renewal Tool Kit:

<http://hbex.coveredca.com/toolkit/renewal-toolkit/>





GOALS

Navigator Grant Program Webinar

ENROLLMENT & RENEWAL GOALS



- Maximize enrollment and renewals
- Concentration on uninsured
- Working with other trusted entities
- Maintain a cost effective program



Navigator Grant Program Webinar



RESOURCES

<http://www.coveredca.com/>
Covered California homepage.

<http://www.hbex.ca.gov/>
The State of California, Health Benefit Exchange (HBEX) homepage

CommunityStorefront@covered.ca.gov
E-mail address used for all Community Partner Storefront inquiries

Events@covered.ca.gov
E-mail address used for all Event inquiries

<https://ipas.ccgrantsandassistors.org/>
In-Person Administrative System homepage

<http://hbex.coveredca.com/toolkit/renewal-toolkit/>
Renewal toolkit 2015

<http://events.coveredca.com/community/>
Community Partner Storefront Application

<https://www.healthcare.gov/>
Federal Health Exchange website useful for definitions and scenarios.

<http://www.coveredca.com/get-help/local/>
The *Find Local Help* webpage that directs consumers to storefronts and events

<http://www.coveredca.com/get-help/local/storefronts/>
The *Find a Storefront Near You* webpage where consumers can search all storefront listings

<https://coveredca.custhelp.com/app/events/admin/propose>
Event Proposal Portal where you can propose an event with all pertaining information

<https://learning.coveredca.com>
Covered California Learning Management System

http://www.leginfo.ca.gov/pub/13-14/bill/asm/ab_2701-2750/ab_2706_cfa_20140623_173022_sen_comm.html
Assembly Bill 2706 on health education in schools

http://hbex.coveredca.com/PDFs/style-guides/CC_BrandStyleGuide_External.pdf
Covered California Co-Branding Style Guide





THANK YOU!



Q&A Session



Click [Here](#) to take the survey.