



Questions & Answers

Navigator Kick-Off Webinar Aug.13th , 2015

QUESTIONS	ANSWERS
<i>Do you have information regarding the CEC re-certification training in September?</i>	Re-certification training will go live by mid-September 2015
<i>EXHIBIT A - Section C-2 Work plan and Strategy - what is the due date?</i>	It is preferred to receive within 30 days from your agreement start date. Please submit directly to your Covered California Analyst or to NavigatorProgram@Covered.ca.gov
<i>Any information regarding Delegating cases to the Navigator account?</i>	The consumer owns the delegation. You need to advise counselors to ensure consumers delegated to the proper entity in order for you to have credit for their production counted.
<i>Are the agreements going out by email?</i>	Yes, agreements were sent out by email. If you have not received your agreement, notify us by sending an email inquiry on the status at NavigatorProgram@covered.ca.gov
<i>Are the goals for individuals assisted or per application? An application could be a family of four.</i>	The goals are for individuals "belly buttons" assisted. So in an application with a family of four, all four are either renewed or enrolled, all four would count.
<i>Can you please repeat the CEC helpline number</i>	1-855-324-3147
<i>Could you clarify more in detail in regards to the collateral again?</i>	We will go over collateral in more detail at the in-person management training session in Sep/Oct
<i>Could you repeat when the first report is due?</i>	The first grantee monthly status report will be due by November 10th for the month prior.
<i>Is credit given by Effectuated?</i>	Individuals assisted through plan selection and effectuation.
<i>Do the events need to be listed through the portal even if they are not open to the general public?</i>	No, events submitted to the online event portal are only those events that are open to the general public. Covered California may promote those events in effort to help drive consumers to your events. However, non-public events that are not listed on the online portal should be documented and reported in your monthly status report.
<i>Do we have to submit a payment request form for this 1st payment? And is there anything else we have to submit besides the executed contract to receive this 1st payment?</i>	Yes, a payment request form is required for all payments including the first payment. There are no additional deliverables for the first payment. However, future payments will be delayed and not processed if all monthly status reports starting in November are not received.



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<i>Do we know the official start date and end date of open enrollment?</i>	Open enrollment dates currently are November 1, 2015 through January 31, 2016
<i>First payment: do signed contract generate payments or do we need to complete a payment form?</i>	Both. A signed contract agreement puts Covered California in a legal agreement with grantees. Also, you need to submit a payment request form for all payments. The first payment may be delayed if we do not have an agreement signed by all parties.
<i>For those existing CEC's who have been active for the last 2 years of open enrollment, do they need to be certified again?</i>	Yes, all CECs are required to go through an annual recertification. Recertification training will go live before August 30, 2015.
<i>Are there any new items (such as banners) that have been added to the collateral store?</i>	The marketing team is working on new collateral items but we do not have a schedule at this time. The online store will be updated as new material becomes available.
<i>If I was a CEC under a CEE that is no longer contracted with Covered CA, what do I need to do to stay as an CEC?</i>	The CEC will need to find a new CEE to affiliate with. The new CEE will have to submit a change request to add a new CEC.
<i>If we have not received our contract who should we call? Our entity is based out of Orange County, CA.</i>	Send an email to NavigatorProgram@covered.ca.gov or contact Lezlie Micheletti at 916-228-8247
<i>If you surpass your higher goal, will funding possibly be increased in year 2 and 3?</i>	Yes, as that will be one of the criteria under consideration when determining future funding levels.
<i>If you were previously a CEC and it was revoked due to inactivity, will it become active with the trainings taking place in mid-September?</i>	All CECs must affiliate with a CEE and complete all necessary processes and training to have an active status.
<i>In order to count as completed, do the applications have to be effectuated?</i>	They need to at least be completed through plan selection. Goals are measured by plan selection and effectuations.
<i>Is that the same change request available on IPAS?</i>	Yes, the Change Request Form is available in IPAS.
<i>Is there a percentage of renewals and enrollments that need to be met? For instance if I have 60% renewals and 40% enrollments, would that be viewed as negative when being evaluated for future grants?</i>	Currently each grantee has flexibility in terms of renewals versus enrollments. Given we have an organizational goal to enroll over 400,000 uninsured individuals and a program goal to contribute to 10% of that, the primary focus is on new enrollments with the understanding that renewals and retention are also important. For this year, a 60/40 split would not adversely impact an organization.



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<i>Is there a telephone number for IPAS questions?</i>	There is no direct telephone number. IPAS questions are to be submitted via email to IPASupport@covered.ca.gov or you may also contact your Covered California Grant Analyst for assistance.
<i>Lawn signs (BIG HIT) last year, please bring them again .</i>	Yes. We are looking into providing lawn signs again this year.
<i>Is the Payment Request Form the same as a payee data record?</i>	No. The payee data record is for the agreement and accounting office so that we have on record who checks are paid to and where they are to be sent. The Payment Request Form is to generate payment. Without the form, we are unable to send out a check.
<i>Please state the page number in the agreement of where the goals are found.</i>	Exhibit A, 6a. It should be on page 6 of Exhibit A.
<i>Since we do not have a budget (just an amount), what type of tracking of the expenses do we need for us as a lead and for subcontractors</i>	Under the block grant model, at this time, Covered California will not be governing how you spend the funds. It is up to each organization to track all expenditures incurred under the grant in the event of an audit.
<i>So the renewals will be counted towards our deliverables?</i>	Yes. We will consider new enrollments and renewals.
<i>So, the second round of Navigator grant is completely QHP enrollment driven just like last year?</i>	Yes. The purpose of the Navigator Grant is to assist individuals who are eligible to renew and be enrolled in a Covered California Health Plan. The Navigator Program is not compensating for Medi-Cal enrollments.
<i>The agreement mentions SHOP activities. Will this be the expectation of CECs now?</i>	No. CECs under the Navigator Program are to enroll and focus on individual Consumers only. However, CECs should know about SHOP.
<i>What does the monthly reporting look like?</i>	We will go over the report in detail at our in-person meeting.
<i>What is the effective to and from date of the new agreement/contract?</i>	The effective date is 8/1/15 through 6/30/16
<i>What will happen to payment if we do not meet the minimum suggested number?</i>	Future funding may be impacted and it will be part of the contract monitoring and evaluation criteria.



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<i>When do renewals start?</i>	October 15, 2015
<i>Where can I obtain the storefront requirements?</i>	This is the web link to the Community Partner Storefront application that houses the eligibility criteria: http://events.coveredca.com/community/
<i>Where or how do we send the Payment Request form</i>	The form (which houses the instructions) can be found on the Navigator Grant webpage at http://hbex.coveredca.com/navigator-program/
<i>Who is Sacramento's Assigned Navigator Analyst?</i>	John Fox at john.fox@covered.ca.gov
<i>Will continuing Navigators be working out of their exist IPAS portal or will there be a new portal assigned for this year</i>	Continuing Navigators will work out of the same IPAS portal as last year.
<i>Will large CEE's be provided a budget greater than \$1500?</i>	Unfortunately not at this time. We have limited funding available to provide to all Outreach and Sales Partners
<i>Will there be changes to open enrollment timelines like last year?</i>	Not at this time but that could change as we will always mirror the Federal Government.
<i>Will there be more resources to staff the CEC Helpline this year?</i>	Yes, we have made a lot of changes and restructured the line to add more service representatives