



## Navigator Engagement Webinar #3 December 18, 2019

### External Affairs – Mandate/Subsidy/Penalty:

**Q:** I am wondering if the state exemption for hardship would include financial? Such as if the cost of the plan is greater than the household income?

**A:** There is a general hardship exemption available either through Covered California or Franchise Tax Board.

**Q:** In follow-up to that, would the financial hardship also include an individual's unaffordable cost of employer sponsored coverage ... in the past there was a % that would be applied to the annual household income to help determine affordability and assess eligibility for CCA subsidized plans

**A:** Yes, there is an affordability percentage applied to employer sponsored coverage as well. That percentage is 9.78, while the general affordability is 8.24%.

### Program/Unit Updates:

**Q:** How long is the lag time in reporting between when consumers make their binder payment and when we get credit for the work?

**A:** Per the Data unit, the delay can be up to a week to be updated after confirmation via provider systems.

**Q:** Regarding productivity reports, the report received did not include all enrollments at the time of its release. When will that be updated?

**A:** The November Productivity Report captured enrollment activity up to October 31, activity in November should be reflected on the next monthly Productivity Report.

**Q:** Many Medi-Cal enrollments were not captured, possibly hundreds

**A:** This is a known issue currently, Medi-Cal data is being underreported in the data sets we are receiving from the Data Warehouse. We expect to have a fix in place for the January report. Please note that Covered CA has confidence in the effectuation data being provided now.

### CEC Delegation-Only Hotline:

**Q:** What is the number?

**A:** Delegation line for CECs is 888 680 2565.



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**Q:** Is the CEC delegation phone line going to be opened on weekends?

**A:** The CEC delegation line, as with the CEC help line, is only open Monday through Friday. But the consumer line, which has the same ability to assist CECs, will be open on most Saturdays.

**Q:** Delegation line is open until when?

**A:** Delegation line is open through January 31.

**Q:** Just want to say thank you for creating the CEC Delegation-Only Hotline. It will be extremely helpful for our CECs.

**A:** We are hopeful it will alleviate some of the concerns our Navigator partners have voiced regarding delays.

### **Bi-Monthly Progress Report Change Feedback:**

**Q:** I simply have a comment about the bimonthly report changes - wondering what strategies you have, to help demonstrate the level of support/assistance CECs provide?

**A:** This has been on ongoing conversation between CCA and the community partners. The purpose of revising the Bi-Monthly Progress was to capture the quantitative data that would demonstrate the work of the CECs. However, we received feedback from the partners regarding the challenges and burdens of providing the data on the updated Bi-monthly. Based on the feedback, we made additional changes whereby we revised the report to reduce those challenges and burdens to get the information CCA needs. This is an ongoing discussion that we will continue to look at and evaluate.

**Q:** During the Grantee in-person kick-off meeting, the CCA team reported that the new quantitative data incorporated was a strategy to demonstrate the work of CECs to keep consumers enrolled

**A:** We are suggesting if an entity has additional information to report, please provide in narrative form.

**Q:** I am having trouble uploading more than one flyer or social media post advertising events to the bi monthly reports. Can you make this process easier or provide an alternative option for submission, e.g. submit to rep?

**A:** We would like to clarify that entities should not upload documents pertaining to the Strategic Workplan activities such as media posts to the Bi-Monthly Reports. We do suggest the entity contact the assigned Account Rep to troubleshoot any issues with the Bi-monthly reports or uploading social media events.



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### General Questions:

**Q:** Will the information about the penalty be translated into different languages and when would they be available?

**A:** Covered California published and distributed flyers to our community partners. At this time, the penalty sheet is in English only. We will update with electronic copies of any future translations as they are available. – **UPDATE: Translations are now available in English, Chinese, Korean, Vietnamese, and Spanish via the Collateral Toolkit on the Navigator webpage.**