



Navigator Engagement Webinar #4 February 13, 2020

Contract and Performance:

Q: Will Covered CA share the proposed amendments for Navigator feedback before finalizing, i.e., if there are any changes to the program?

A: At this stage there are no programmatic changes that are being discussed, so the amendments are likely only for time and additional funds for the next grant year. Any changes will be provided as soon as our legal and contracting departments have signed off on the amendments internally. Please be aware that the timeline may be very truncated, as any amendments must be executed prior to June 30. Account Reps will follow up with individual Navigators as we have more information.

Q: How will entities be penalized if an entity does not meet its Outreach Activity points at the end of the grant period?

A: At this point, there is no language in the agreement that ties Outreach points to any kind of penalty or recompense. The penalty calculations and bonus payments are all based on effectuations. That said, the Account Reps will work with you to ensure you report your activities and submit the necessary documentation, so each grantee can meet or exceed their individual goal. It is our hope that we can have every Navigator achieve their Outreach points goal – we have already seen several meet and exceed the goal.

Q: Where can we access the activity points? It does not show up in the productivity report - do we track the activity points ourselves?

A: The Outreach points are available in Salesforce, as part of the Account page under Grant Details, as well as on the Strategic Workplan detail page – which is where the awarded points are also listed. If you have trouble locating your Outreach points goal, and current awarded points, please contact your Account Rep.

Site Visits:

Q: For those Lead Navigators who have subgrantees/subcontractors and don't provide the direct services/enrollments themselves, will the site visit need to be at a sub's location where the enrollments occur, or can it be at the Lead Navigators office?

A: It is preferred to conduct the site visit at the location where the enrollments are occurring, however past site visits have been split between a site walkthrough and a second location to review the Authorization forms for instance, based on limits of space or time.



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Q: It was said during the webinar that the Authorization Form request list will be sent out to the grantee 7-10 days before the visit? For Grantees that have a larger grant, this timeline will be too tight to accomplish the goal of having the forms pulled and organized for review.

A: The 7-10 business days is a minimum lead time. Internally we are aiming at three weeks or better to provide the list of authorization forms for review. The Account Rep will be contacting you 30 days in advance of the Compliance Site Visit, and we hope to be able to provide a firm timeline of all site visit resources by then. The list will be no more than 100 forms, regardless of grant size, so we do not expect this to place an extensive burden on any grantee more than another.

Q: Could you please give us an idea about when the compliance visits will be scheduled (what months)?

A: The intention is to have all Compliance Site Visits completed by the end of April this year. I suspect the earliest we will see any site visits would be late March.

Q: Can you speak to how far in advance of the site visit we will receive the checklist and list of authorization forms needed?

A: The procedure internally is to have the Account rep contact the Navigator directly and send an email to confirm the Compliance Site Visit details. That email should include the Checklist, and as soon as possible after the site visit date is confirmed, we will upload the Authorization Form sample list to Salesforce. Again the intention is for the sample list to be provided as early as possible to allow for enough time to source the records. Be aware the Authorization forms are not a Corrective Action Plan item – if any are missing you will be required to contact the enrollee to source a new signed copy immediately.

Resources:

Q: My question was regarding the ability to enroll due to not knowing about the tax penalty - is this moving forward.

A: On the tax penalty, Franchise Tax Board released co-branded materials, and the Account Reps did a collateral distribution in December. The Penalty is not administered by Covered CA, but by FTB, and we are aware of the delay in getting solid information out to enrollers. FTB launched a Tax Penalty calculator on their website which is a useful resource, and one we shared via the Community Partner email. The penalty will be enforced, via FTB, for anyone with a lack of coverage that exceeds three months. So in real terms, if someone without coverage from January 1 to March 31 gets covered for April 1 and stays covered the rest of the year, they will not see a penalty.



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Q: Will you be posting updated tax toolkits?

A: We will review the tax toolkit information on the Navigator website, and work to update any information no longer current. Any update would be communicated via a Community Partner alert.

Q: Will Covered CA release any education information about the public charge rule going into effect on Feb. 24, 2020 to assure Covered CA enrollees that their health coverage will not be affected by the changes to the public charge rule?

A: Outside of APTC no being included in the Public Charge, Covered CA legal and policy teams are working to develop materials and talking points that address the impact of the ruling, and we will work to get that in the hands of Navigators as soon as it is released. We do not want to spread incorrect information at this time, but we are obviously very concerned about what we are hearing from consumers who are speaking to immigration lawyers and avoiding coverage completely.

Q: Could you please share an agenda for the Navigator Partner meeting next week before the meeting?

A: The agenda for next weeks Round Tables should have been part of the Community Partner email, but if we can confirm any changes we will share them before the event if possible.

General Questions:

Q: We heard about a new QLE coming into effect for households who were not aware of the mandate. Will you be updating the navigator programs about this?

A: At this time there has been no announcement of any change to the QLE list. If any additional QLE is confirmed, we will update the Navigators immediately. There is a planned CalHEERS system update this weekend, but I have not seen any QLE change as part of that update. The QLE list that is live in the system currently is inclusive of all the approved events at this time. The Account Reps have been made aware of some of the rumors that have surfaced, but I do not want to speak to non-confirmed changes, rather focus on concrete aspects of SEP now we are through OE7.

Update: A new QLE was announced February 18 and is currently live in the system. The QLE will be effective until April 30, 2020. It covers some consumers who were unaware of the penalty/Mandate/Subsidies included this year. A media release and news alert went out to all Community Partners. For more information refer to the media release, or contact your Account Rep.