

## RFA 2023-02: Navigator Program, Grant Cycle 2024-27

### Questions and Answers

No.	Applicant's Question(s)	Covered California's Response
<b>Program Eligibility</b>		
1.	Who can apply?	<p>The following entities and individuals are eligible to apply to become a Certified Enrollment Entity in the Navigator Program and to receive a grant pursuant to Section 6656 in Article 8 of Chapter 12 in the California Code of Regulations (CCR):</p> <ul style="list-style-type: none"> <li>a) American Indian Tribes or Tribal Organizations</li> <li>b) Chambers of Commerce c. Cities, Counties, and Local Government Agencies</li> <li>c) Commercial Fishing, Industry Organizations</li> <li>d) Community Colleges and Universities</li> <li>e) Faith-Based Organizations</li> <li>f) Indian Health Services Facilities</li> <li>g) Labor Unions l. Licensed Attorneys (e.g., family law attorneys who have clients that are experiencing life transitions)</li> <li>h) Non-Profit Community Organizations</li> <li>i) Ranching and Farming Organizations</li> <li>j) Resource Partners of the Small Business Administration</li> <li>k) School Districts</li> <li>l) Tax Preparers as defined in Section 22251(a)(1)(A) of the Business and Professions Code</li> <li>m) Trade, Industry, and Professional Organizations</li> <li>n) Safety-Net Clinics (including Community Clinics, Free Clinics, Federal Qualified Health Clinic (FQHC), FQHC Look-A-Likes, Indian Health Services (IHS) Direct Services Clinics, IHS 638 Contracting or Compacting Clinics, IHS Urban Indian Health Centers)</li> </ul> <p>For a list of ineligible organization, you may visit the <a href="#">Request for Application Announcement</a>.</p>
2.	What is the type of rate fees offered?	<p>First, grant core funds are awarded at specific funding levels to successful Applicants based on the evaluation of the applications. Each grant core funding level has performance metrics in the form of points goals for enrollment, outreach, and application assistance associated with the level of core funding. The performance metrics reflect the level of effort</p>

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		<p>and effectiveness expected from that level of core funding.</p> <p>Second, Grantees may be eligible for an Enrollment Bonus for exceeding their Effectuated Enrollment goal. Grantees will be paid \$30 per effectuated enrollment for the first enrollment above the goal, and can earn \$30 per member up to a cap of 200% of the assigned enrollment goal thereafter.</p> <p>Finally, Grantees may apply for and receive an optional Supplemental Outreach Grant for additional funding to support outreach activities in diverse and underserved communities in California. The Supplemental Outreach Grant offers funding levels ranging from \$50,000 to \$200,000 for use in fiscal year 2024-2025, with minimum engagement and performance requirements associated with each level of funding.</p> <p>For additional information on core funding, the Enrollment Bonus, and the optional Supplemental Outreach Grant, please refer to the <a href="#">RFA 2023-02 Announcement</a>, Navigator Program Grant Overview, sections F. through I.</p>
3.	Do we need a Letter of Intent to Participate in order to apply?	<p>If the applicant applying as a lead grant entity does not have subcontractors, then the applicant <u>does not need</u> to submit a letter of intent. However, if the applicant applying as a lead grant entity chooses to include subcontractors, then it <u>does need</u> to submit a Letter of Intent from both the applicant and each subcontractor. See <a href="#">Attachment I, Letter of Intent to Participate</a>, of the RFA 2023-02 Solicitation package.</p>
4.	Do we need a subcontractor to apply?	No.
5.	If we are a current Navigator Entity, do we need to reapply?	Yes.
6.	Are applicants required to be a current Certified Enrollment Entity to apply?	No.
7.	If an organization has never enrolled any of their clients into a Covered California health plan, but are able to demonstrate their capacity to reach	Yes.

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	underserved communities are they eligible to apply?	
8.	Can our Entity apply for the grant in 2025 if we do not apply this year?	No.
9.	What is the standard amount of time that it takes to help a consumer complete the enrollment process?	The time required to assist a consumer with the enrollment process in Covered California's Navigator program varies widely. However, on average, it generally takes about an hour if the consumer has all the necessary documents ready. Factors like the size of the household and the specific documents the consumer has can influence the duration of the process.
<b>Navigator Program Goals</b>		
10.	How does an organization determine the estimated number of goals?	Applicants will apply for a specific funding level with associated performance metrics in the form of points goals. The performance metrics reflect the level of effort and effectiveness expected from that level of funding. Covered California will determine funding level awards based on the Applicant's demonstration in the application of its commitment to a level of effort and effectiveness in achieving program objectives and requirements associated with that level of funding during the term of the contract. Please refer to the <a href="#">RFA 2023-02 Announcement</a> , Navigator Program Grant Overview, sections F. through I. for more information.
11.	Will grantees receive credit for Medi-Cal?	Every unique eligibility event conducted in Covered California's CalHEERS (California Healthcare Eligibility, Enrollment, and Retention System) application earns one (1) point towards the Application Assistance Points goal regardless of whether that subscriber or household is determined to be eligible for Covered California. However, only Covered California enrollments are counted toward the Effectuated Enrollment goal. Thus, while Grantees will receive credits for assisting household with the application regardless which program (Medi-Cal or Covered California) the household qualifies for, Grantees will not receive credit for Medi-Cal enrollments.

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12.	How is Application Assistance Goal being measured?	Every unique eligibility event conducted in Covered California's CalHEERS application earns one (1) point towards the Application Assistance Points goal regardless of whether that subscriber or household is determined to be eligible for Covered California. The applicant must be delegated to the entity at the time of eligibility determination in CalHEERS.
13.	How is the Effected Enrollment goal being measured?	Every individual who enrolls as a new member or renews and effectuates and maintains one (1) month of coverage counts as one (1) point towards the Effectuated Enrollment Points Goal. The enrolled member must be delegated to the entity at the time of effectuation.
14.	For Application Assistance, would grantees receive one (1) point per household or one (1) point per household member?	One point per unique household eligibility run in CalHEERS for each contract year.
15.	How will Covered California track the application assistance goal?	The Covered California Outreach and Sales team will track the application assistance data via reporting from CalHEERS for each Grantee.
16.	Will the number of application assistance be reflected on the Productivity Report?	The Navigator Program Productivity Report format and elements are still under development. We will share more with Grantees when we start the grant contract period.
17.	Is the activity event point system limited to a number of points per day?	No.
18.	If a consumer works with a Certified Enroller to check their eligibility in the system, but does not end up enrolling, does that still count to the Application Assistance goal?	If the application was submitted in CalHEERS to determine the consumers' eligibility into Covered California or Medi-Cal program, the action will count as an eligibility event able to be counted toward the Application Assistance goal.
19.	Are the grant goals for the entire three-year contracted grant?	No.
20.	What happens if we do not reach our entity goal(s)?	Covered California will assess each Grantee performance to goal at the end of each contract year to determine the appropriate funding for the next contract year and if adjustments are necessary for the Grantee to reach its goals.

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21.	What happens if we exceed our entity goal(s)? Will we receive higher funding?	Covered California will assess each Grantee performance to goal at the end of each contract year to determine the appropriate funding for the next contract year if adjustments are necessary for the Grantee to reach its goals. There are no funding increases guaranteed for exceeding goals.
22.	Does text message outreach count towards the outreach goal?	Text message outreach will count toward the Outreach Activity goal if it is an in-reach texting campaign. An example of an in-reach texting campaign is sending text messages to all delegated consumers to remind them of important enrollment information. Individual text messages will not count toward the Outreach Activity goal.
23.	If a grantee meets and exceeds their activities goals, should they continue to submit activities conducted?	Yes, Covered California encourages all Grantees to continue to submit activities even after they have reached their minimum Outreach Activity goal. Covered California recognizes the amount of effort our entities conduct and can use these data to better inform on how the program is doing.
24.	For Outreach points per event, will an event that features other services our CBO (Community Based Organization) offers (such free parenting classes) along with Covered California information be counted? Or does the event need to be solely featuring Covered California enrollment?	Yes, the Grantee's outreach event can have the Grantee's other program information as long as the entity makes Covered California information prominent and has health insurance information prominently displayed on tables or on flyers, etc. Generally, if it is apparent that consumers with questions about health coverage and Covered California can speak with you, the Navigator Program will typically accept the event as appropriate.
<b>Navigator Program Contract</b>		
25.	Will re-enrollment for current Covered California Members count?	Re-enrollment, also known as a renewal, of a Covered California member will count as an effectuated enrollment if the case is delegated to one (1) of the Grantee's Certified Enrollment Counselors at the time of effectuation.
26.	Are there any restrictions or caps on indirect costs? Any guidance on how you would like to see indirect costs calculated?	Costs are going to be organizationally dependent. The Navigator Program has no set limits. The categories may not all apply. What is being sought is an indication and explanation of a fiscally responsible and reasonable approach to the grant activities required in the scope of work and

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		solicitation document provided by Covered California.
27.	Are grant funding amounts disbursed at the beginning of the contract cycle?	No. The first payment out of the five total payments of each contract year is contingent upon Grantee's execution of the amendment to the Navigator Program Agreement, and submission of a Strategic Workplan and Campaign Strategy. Thereafter, the payments are spaced out across the contract year.
28.	What do you recommend doing in cases where the population size is small, and we may not be able to meet the enrollment goals?	If organizations feel they do not connect with a large enough community to meet the minimum goal for funding, they may wish to consider exploring partnerships and subcontractor relationships to increase the population reached. Covered California will not limit the populations targeted by Grantees.
29.	Will we be expected to increase total enrollment from previous year's levels if granted?	No. The only time Grantees are required to meet new enrollment goals is when they are assigned a new funding level amount, which will have new goals as the benchmark.
30.	For Outreach points (10 points for \$100 advertising) - does the advertising need to be solely about Covered California or can it include our other services as well?	For advertising, Covered California and enrollment support needs to be included and prominent. For example, a quarter-page ad with both the Grantee's organization logo and Covered California logo, that lists enrollment assistance as a service you're the Grantee provides would be acceptable. Covered California will work with Grantees to ensure they are meeting the minimum standards to enable their outreach activities to count towards the goal.
31.	If you are chosen, do you bill through invoicing to get paid or is the grant paid up front? The amounts of the grant are they 3-year amounts or do you receive the amount each year?	Please refer to the <a href="#">RFA 2023-02 Navigator Grant Program Solicitation</a> and review the Announcement and the Model Contract, Exhibit B, covering the grant payments.
32.	We have a closed-circuit TV channel that will be playing in our clinics. We plan to play content that is like the Covered California-info flyers or newspaper ads, in appropriate languages. Can we count this activity in our outreach numbers, and if yes, in which category?	Yes, this would fall into the other/unpaid category subject to review and approval from Covered California to ensure it meets the requirements for approval.



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<b>Navigator Program Supplemental Outreach Grant</b>		
33.	If my organization already employs CHWs (Community Health Workers) and Promotores, are we required to contract with another smaller CBO?	Yes.
34.	If we have existing relationships with CBOs that employ CHWs and Promotores, can these be included in the application and counted towards the Supplemental Outreach Grant application requirements?	Yes, you can submit an agreement between your entity and your existing partnered CBOs that employ CHWs and Promotores to meet the Supplemental Grant requirements.
35.	What is a CHW?	Community Health Workers (CHWs) are professionals who serve their communities by providing health education and information, connecting people with the services they need, and advocating for community health. These are usually frontline public health workers who may be members of a community, or have a deep understanding of a community, and are able to provide culturally appropriate service helping others navigate health and social services systems. For a list of RFA terms, you may visit the <a href="#">RFA 2023-02 Announcement</a> that is posted on the Covered California HBEX webpage.
36.	Will referrals from CHWs be counted towards Enrollment assistance goals?	No.
37.	What organizations qualify as a Community Based Organization?	Community-Based Organizations (CBOs) are organizations who are rooted in the communities they serve and are often focused on addressing specific health needs of those communities. For the purposes of the Supplemental Outreach grant, a definition of what organization types is in the <a href="#">RFA 2023-02 Announcement</a> .
38.	How is a Community Health Worker different from a Covered California Certified Enrollment Counselor?	A Covered California Certified Enrollment Counselor is an individual who provides in-person assistance to consumers in the individual marketplace. These counselors help consumers apply for coverage and facilitate enrollment. They must complete a three-day Covered California-approved training, undergo a background check, and pass an exam to obtain certification. A Certified Enrollment Counselors are always

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		<p>affiliated with a Covered California Certified Enrollment Entity.</p> <p>A Community Health Worker (CHW) referred in this Navigator Supplemental Outreach Grant is a frontline public health worker who may be members of a community, or have a deep understanding of a community, and are able to provide culturally appropriate service helping others navigate health and social services systems. They are not and cannot be an active certified enrollment counselor to help consumers enroll in Covered California.</p>
39.	Are the Supplemental Grants awarded to the Lead Grantee?	Yes. If an Entity Applicant applies for and is awarded Supplemental Outreach Grant funding, those funds will be awarded to the lead Navigator entity.
40.	Who signs the Supplemental Fund contracts with Covered California?	An awarded Navigator Lead Entity will execute agreements with each of its CBOs to carry out the scope of work for the Supplemental Outreach Grant.
41.	For the Supplemental Grant, if we are working with two (2) CBOs, will the referral goal be divided withing the two (2) CBOs?	It depends on how the Lead Navigator administer the requirements of each CBO. The Lead Navigator is responsible to report the total referral goal to Covered California.
42.	Are entities who are applying for the supplemental funds grant, limited to partnering with Community Based Organizations?	Yes.
43.	Do applying entities have the option of hiring their own Community Health Workers or would entities have to contract out?	No, not for the Supplement Outreach Grant.
44.	Do contracted Community Health Workers need to be certified with the California Department of Health Care Access and Information, HCAI?	No.
45.	If our organization has a separate outreach department who employees	No, if you are the lead entity for the core funding for the Navigator program.



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	Community Health Workers who do not conduct enrollment, can we participate?	
46.	If we go for the optional supplemental award, is there a percentage of the overall budget that you expect to be awarded to the CBO(s)?	No, Covered California does not have a set percentage required to be awarded to the lead entity's CBO.
47.	For the Supplemental Outreach Grant, are you getting paid to use another CBOs CHWs to do the outreach? What if you are the CBO with CHWs?	Yes, the lead entity will have to contract with a CBO and use its CHWs to conduct the outreach. Grantees will not be able to use its own CHWs for the Supplemental Outreach Grant.
<b>Application and Portal Support</b>		
48.	Will awarded grantees be provided with supporting tools?	Yes, Covered California will provide supporting tools and assigned a Covered California Navigator Account Services Representative who will work closely with each of the entities to help assist with any questions and concerns.
49.	How can I apply for the 2024-2027 Navigator Grant Proposal?	The <a href="#">Request for Application (RFA) 2023-02 Announcement</a> provides details on how to apply to become a grantee during the application period. Applicants will need to <a href="#">register</a> for the Application Portal as the first step before beginning the application process. You can find more information regarding the Navigator Program RFA 2023-02 posted on the Covered California <a href="#">HBEX website</a> .
50.	Are there character word limits for the narrative sections of the application?	No. However, if you encounter any errors, please contact <a href="mailto:communitypartners@covered.ca.gov">communitypartners@covered.ca.gov</a> .
51.	Can we submit more than two (2) references?	Yes, you may submit more than two (2) references.
52.	What does FEIN mean?	FEIN is the acronym for the Federal Employer Identification Number. It is a unique nine-digit number assigned by the Internal Revenue Service to business entities operating in the United States for the purposes of identification.
53.	In the Personnel section it says to include the salaries for project staff, broken into each position, time on project, salary rates. Can we also	Yes. The personnel section is designed for an entity to propose the projected costs to deliver the scope of work for the grant.

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	include the employee benefits associated with each project staff person as a separate line item in this section?	
54.	If we are applying as a current navigator grant entity, will the application be able to pull over all our existing information?	No. You will need to add your entity's information, like any new applicant.
55.	How long will the Grant Proposal be open for applicants?	The Grant Application Window is from Friday, February 9, 2024 through 12 midnight PDT on Friday, March 15, 2024.
56.	Where can I find my Organization's CEE number?	<p>The CEE (Certified Enrollment Entity) number is only available to current existing Navigator grantees.</p> <p>Current Navigator grantees can find their CEE number in the second column labeled "CEE ID" on their Payment Analysis tab on their organization's Navigator Productivity Report. If you need help finding this number, email <a href="mailto:communitypartners@covered.ca.gov">communitypartners@covered.ca.gov</a>.</p>
57.	During the application process, can I move forward to the next step without completing the last?	Yes, you can work on the different steps of the application by clicking on the step you want to work on, listed on the right-hand side of the screen. Please note, that you will not be able to submit the application until all steps and required fields are complete.
58.	Where can I find the link to start the application process?	There are two (2) primary ways to gain access to the Navigator Program Grant Application: either through the Navigator Grant <a href="#">HBEX website</a> or by visiting the Covered California's Enroller Portal Website. For step-by-step direction, you may reference the <a href="#">Application Quick Guide</a> .

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