

| Q # | 5.11.15 Program Q&A   | 5.11.15 Program Q&A  |
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| 1   | I believe I heard that if we are participating in the CAC Program, that we would not be able to participate in the Navigator Program?               | Entities must be in either the Navigator Program or the CAC Program. An entity participating in the CAC Program is able to apply to be a Navigator entity; however, the entity would no longer be able to participate in the CAC Program if awarded under the Navigator Grant Program.   |
| 2   | For this navigator grant - can you subcontract a certified agent? If so do they get paid by us or do they still get paid directly by Covered CA?    | No, this is not permitted. Navigators are not permitted to form partnerships or subcontract with Certified Insurance Agents.   |
| 3   | If your organization has not had experience in direct enrollment, but feels very confident and capable to achieve the goals, should we still apply? | This is a competitive application process. Covered California will evaluate all applications based on demonstrated experience in providing the support as required in the Navigator Grant Program.   |
| 4   | Will performance on the first Navigator grant be weighed against grantees for the second round?   | Performance history will be taken into consideration during the evaluation process.  |
| 5   | Is it mandatory for all entities to become Navigators?  | It is not mandatory for entities to become Navigators. Entities that apply to become Navigator Grantees, and are selected, cannot participate in the CAC Program. Entities cannot be in both the Navigator Grant Program and the CAC Program. Entities can choose to apply to become a Navigator Grantee for compensation or a Certified Application Entity under the CAC Program which is non-compensated. Please note: The Navigator Program focus is for Covered California Eligible health Plan Enrollments. |
| 6   | Can we apply for more than 1 Service Planning Area?   | Navigator Program Applicants are not limited to the number of service areas being targeted in their proposed application. Remember this is a competitive application process. All applications will be evaluated based on entities having an established and trusted presence supporting the communities and populations intended to reach.  |
| 7   | Are application page limits based on the number of characters or number of words or number of pages?  | Applications submitted are based on page limits. If the number of pages are exceed and/or additional pages are attached, Covered California will not review information on pages that exceed the limit.  |
| 8   | will there be a phone number to call with questions about the application?  | Questions about the application can only be submitted using the Question Submission Form and emailed to <b>NavigatorRFA@covered.ca.gov</b> by <b>May 11, 2015</b> .  |
| 9   | Will phone enrollment assistance be allowed this time around?   | Enrollment assistance does not need to be provided in-person for the Navigator Grant Program. Covered California is looking for innovative strategies to reach the target population, including options for providing enrollment assistance that is not in-person such as through the use of call centers.<br><br><b>Please note: There is a federal prohibition on cold-calling.</b>  |

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| 10                              | Can an organization appear as a sub grantee on two different applications?  | Yes   |
| 11                              | Are organizations who apply as sub grantees to lead organization allowed to also submit an application as a lead grantee?   | Yes, however when selecting an entity you are only able to participate as either a lead grantee or sub grantee.   |
| 12                              | The Evidence of Eligibility section asks for three documents to substantiate eligibility, is it intended to request one of the three?   | You will need to submit all three documents where applicable  |
| 13                              | On page 6 of the RFA it states "Pursuant to the ACA, Covered California will select at least one Navigator Grantee that is a community-focused non-profit and an additional qualified entity as identified by the list below". Although you are stating that only one will be selected from the list, several on the list could fall into the definition of a "community focused non-profit" and therefore still have the option to be selected, correct? | Yes   |
| 14                              | What improvements have been made to the application delegation process online to ensure accurate tracking of grantee performance  | The application delegation process has not changed. I am not clear why the current delegation process would impede accurate tracking of grantee performance   |
| 15                              | Will the application delegation and re-delegation process for new enrollments as well as renewals be less complicated and easy for the consumer?  | The delegation process has not changed for new enrollments. As a learning organization, Covered California always seeks to improve the consumer experience. Our goal is to make renewals as seamless and easy as possible for consumers. When we have more information about the renewal process this year, we will educate our channels about how best they can assist consumers.                                    |
| <b><u>ELIGIBLE ENTITIES</u></b> |   |   |
| 16                              | Could we provide incentives to clients for paying the first premium payment if the incentives are funded from some other, private source? (Not Navigator grant or any public funding.)  | No. Certified Enrollment Counselors are prohibited from paying any part of the premium or any other type of consideration to or on behalf of the consumer, which would include incentive payments. Please refer to Section C, Roles and Responsibilities, of the CEC Agreement, which can be found at the following link: <a href="https://ipas.ccgrantsandassistors.org/">https://ipas.ccgrantsandassistors.org/</a> |
| 17                              | As a sole proprietorship are we eligible to apply for the grant? We are a Certified Enrollment Entity with extensive experience performing the activities described in the Navigator Grant Application. However, our category of organization is not listed under the "entities eligible for navigator grants" section of the application (section 2.5).  | Yes. Sole proprietorships are eligible to apply <u>as long as the organization</u> meets the Eligible Entity criteria on page 5-6 of the Request for Application  |
| 18                              | We are a non-profit hospital. I do not believe that we are eligible to participate, but since we continue to receive information on this grant, I need confirmation   | Non-profit hospitals are not eligible to participate in the Navigator Program.  |

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| 19                    | Are Health Resource and Service Administration (HRSA) grant recipients eligible to participate in the Navigator Program?.   | Yes. Entities that are HRSA grant recipients are eligible to participate in the Navigator Program as long as they meet the eligibility requirements. As a reminder, Navigator Program Grant funds shall not supplant federal, state or private funds allocated to conduct the same or similar work |
| <b><u>GENERAL</u></b> |   |  |
| 20                    | Can a organization or agency interested in being a subcontractor be identified as such on the website? If so how would the organization notify navigator RFA?   | All of our Navigator lead applicants who are partnering with subcontractors, if selected will be listed on the navigator page. Subcontractors work through the lead organizations they are affiliated with under the program.  |
| 21                    | Open enrollment-has the open enrollment window been decided and what is the confirmed timeframe?  | Open enrollment is determined by the federal government. We do not have a confirmed open enrollment time frame but expect it to be November 1, 2015 to January 31, 2016  |
| 22                    | On page 2 of the RFA states, Funds will be provided to assist Covered California eligible Consumers successfully enroll and re-enroll in a Covered California health insurance plan to conduct outreach, education, enrollment, renewal assistance, and post enrollment support on behalf of Covered California." On page 12, the table provided in the RFA indicates the grant size per enrollment and renewal goals. Please clarify if the grant request is to be based solely on achieving projected enrollment and renewal goals, or if the grant request would also cover related costs around outreach, education and post enrollment activities? | The receipt of the grant will need to cover all work required which includes, but not limited to outreach, education, enrollments, renewal assistance, and post enrollment support. Performance is based on all activities conducted under the Navigator program.                                  |
| 23                    | Is the application available in word or in PDF format where applications can cut an paste?  | The application is available in a fillable PDF format. You should be able to cut and paste your responses directly to the application.   |
| 24                    | Is a grantee restricted to provide enrolling to a single county?  | There are no limit/restrictions on regions for enrollments. All outreach efforts are encouraged.   |
| 25                    | On the RFA application under section A. 1 general applicant information, do we use our IPAS CEE Number or our NAV,CEE, number? Both numbers will not fit in the space allowed.  | If you were a previous Navigator Grantee, use you NAV CEE number.  |
| 26                    | Is it possible to submit letters of intent to respond with the sub contractor included?   | Yes  |
| 27                    | Can a Navigator choose to compensate a Certified Enrollment Counselor on a per enrollment basis in lieu of or in addition to salary or wages?   | It is up to the agency on governing how to compensate their employees.   |
| 28                    | Will the Navigators be able to add new or substitute subcontractors after the grant is awarded?   | No.  |

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| 29  | Do we have to state a specific age group target area?   | No  |
| 30  | Could we do more than one target areas for ages 18 and up?  | You will have the ability to target the area you intend to reach.   |
| 31  | Will the terms and Conditions in the new agreement be similar to the terms and conditions of the existing agreement?  | The terms and conditions will be very similar but not identical.  |
| 32  | Can a collaborative include a subcontractor that only does outreach and education and does not do enrollment?   | It will be up to the agency on the work plan and how you want to achieve your enrollment and renewal goals. |
| 33  | Can grant money be used for marketing methods?  | YES   |
| 34  | Do we need to submit a budget with the application?   | No  |
| 35  | Where does the excel spreadsheets for the Strategic Work Plan and Staffing plan go in the application order if we are making the application into a single PDF document for email submission? | It does not have to be one document. As long as they are all submitted at the same time.                    |

**GOALS / FUNDING**

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| 36 | On page 6 of the RFA it states "Pursuant to the ACA, Covered California will select at least one Navigator Grantee that is a community-focused non-profit and an additional qualified entity as identified by the list below." Although you are stating that only one will be selected from the list, several on the list could fall into the definition of a "community focused non-profit" and therefore still have the option to be selected, correct? | Yes, the requirement is for Covered California to select at least one however more may be selected if they meet the evaluation criteria and can support the Navigator Program goals.   |
| 37 | Does Covered California have specific enrollment goals/numbers for each region?   | Not at this time. Applicants are encouraged to review the enrollment reports provided in our Data & Research page at the following link:<br><a href="http://hbex.coveredca.com/data-research/">http://hbex.coveredca.com/data-research/</a>  |
| 38 | Does Covered California have specific enrollment goals/numbers for its targeted populations, i.e., racial, ethnic or language populations   | Not at this time. Applicants are encouraged to review the enrollment reports provided in our Data & Research page at the following link:<br><a href="http://hbex.coveredca.com/data-research/">http://hbex.coveredca.com/data-research/</a>  |
| 39 | Is the threshold based on per year?   | Yes, enrollment thresholds are based on the State Fiscal Year.   |
| 40 | Could you please let us know If we could apply for an amount that is between 200,000 and 250,000?   | A potential grantee can apply for whatever level of funds they feel is needed to support their goals.  |
| 41 | Does it Matter if an enrollment or re-enrollment applicant has paid their first payment to Covered California to count toward the total enrollment and renewal goals?   | Covered California will count enrollment and renewals for individuals assisted through plan selection or effectuation.   |
| 42 | Is the funding structure tied to enrollments thresholds?  | This is a block grant program where funding is tied to all services required under the Navigator Grant Program. There are enrollment and renewal goals based on the amount funded but funding is for outreach, education, enrollment, post enrollment, and renewal support which cannot be quantified by enrollment goals alone. |

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| 43                                 | If awarded \$200,000, is that per year or for the entire 3 years?   | The funding awarded under this RFA is for initial year 1 (Fiscal Year 2015/16). Funding for years 2 and 3 will be determined based on extension and funding approval by the Board each year.  |
| 44                                 | Does the renewal assistance include help to individuals who enrolled elsewhere?   | Yes, Navigator Grantees may have Consumers contact them for assistance who may have been initially enrollment by another entity previously. Performance in the Navigator Grant Program will consider all enrollment, post enrollment, and renewal assistance provided to Covered California Health Plan Eligible Consumers assisted by the CEC under the Navigator Grant Program. |
| 45                                 | Will renewals count towards our goal numbers?   | Yes, enrollment and renewal assistance for Covered California Eligible Consumers will be considered when evaluating overall performance, provided renewal data is available.  |
| 46                                 | Funding-does the funding span over years or will additional funding be added in year 2&3 each year?   | Funding is for the initial year only. The second and third year will be dependent on budget availability and board approval.  |
| 47                                 | On the navigator grant application , under section A, of requested funding, do we include the fund request for the 2015 Navigator grant we are seeking or is this in regards to other funds we are seeking outside the Navigator program? | Funding requested are under the Navigator program.  |
| <b><u>MEDI-CAL</u></b>             |   |   |
| 48                                 | Does Medi-Cal (applications) count for enrollments and re-enrollments? Or is it only Covered California applications?   | Only Covered California Eligible Health Plan Enrollments are counted and evaluated under the Navigator Grant Program although all enrollments assisted will appear on the productivity reports.   |
| 49                                 | Will cases assisted with CC enrollment because they were determined ineligible for Medi-Cal be counted?   | If a consumer is not eligible for Medi-Cal and are enrolled in a Covered California Eligible Health Plan, the enrollment will be counted towards the Navigator Grant Program goals.   |
| 50                                 | So there will be no reimbursement for Medi-Cal ?  | Correct. The Navigator Grant Program is for Covered California eligible enrollments only. Medi-Cal will not be compensated under the Navigator Grant Program  |
| 51                                 | Our entity is interested in applying for the Navigator Program grant. We know that Medi-cal will not counted toward the enrollment goals. What about Medi-cal renewal cases? Will those be counted?                                       | The Navigator program is for Covered California eligible enrollments and re-enrollments only. Medi-Cal will be documented and counted but not compensated under the Navigator program.  |
| <b><u>NAVIGATOR ACTIVITIES</u></b> |   |   |
| 52                                 | Are hours outside normal business hours required as a regular part of the Navigators' work week?  | Organizations that offer extended hours will be highly considered for Navigator grant funding, but extended hours are not required.   |



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| 53  | Are there any parameters on the post-enrollment, follow up and retention activities?  | Suggested post-enrollment activities can be found on Page 2 of the RFA. Post enrollment activities include increasing health literacy, assisting with renewals, and educating consumers on how to avoid disenrollment for non-payment.  |
| 54  | Will we be responsible for general retention activities beyond our own application submissions?   | Navigator Grantees are required to assist any consumer seeking information about their health insurance options even if the Navigator Grantee did not assist with the initial application.  |
| 55  | Will each certified individual get compensation from the state or can the Lead organization and sub-contractor provide current Covered California certified assisters who will conduct enrollment “incentive” dollars for working with our Lead Agency to help execute to this grant? | All payments will be made to the lead organization (Navigator Entity). The Navigator Grant Program payment structure does not compensate the Certified Enrollment Counselor directly. It is up to each Navigator Entity to determine how they will compensate their staff and subcontractors  |
| 56  | Can we develop our own outreach materials specific to our target population?  | Yes. All materials developed by Entities must receive prior approval from Covered California. In addition, Covered California is developing collateral materials that organizations will be able to customize and cobrand.  |
| 57  | Do applicants have to be Certified Enrollment Entities? We are currently in the application process, not yet certified Will not being   | No. Organizations do not need to be a Certified Enrollment Entity to apply for the Navigator Grant. However, in order to access the on-line application   |
| 58  | Is it permissible for CECs to screen, determine eligibility, help choose plans, and gather data throughout the year in a template, and the entity would hire and train other workers or temps to submit the data online once enrollment opens?  | No. Certified Enrollment Entities and Counselors are prohibited from collecting and storing consumer information and must comply with all privacy and security standards set out by Covered California. Only certified individuals may have access to consumers’ personal information.  |
| 59  | Is there any requirement that the lead agency be a certified enrollment entity themselves? In the case of a community clinic association, the association as the lead agency would administer the grant, but all of the enrollments would be completed by subcontractors?             | The lead agency would need to be a Certified Enrollment Entity and any staff conducting enrollment assistance would need to complete the Certified Enrollment Counselor certification process and affiliate with the lead agency.   |
| 60  | When does training happen for the successful Entity to be ready for the regional Ground Campaign?   | Additional training for the Entities is not required to participate in the Covered California Regional Ground Campaign. Certified Enrollment Counselor training is available on an on-going basis and is self-guided computer based training. On-line, 3-hour self-paced recertification for existing Certified Enrollment Counselors will start in September |
| 61  | Based on statewide data available for Covered CA thus far, is there an estimated effectuated enrollment rate? Does it vary by target group? And, if so, what is the effectuated?  | Enrollment data can be found online at <a href="http://www.healthexchange.ca.gov/data-research/">http://www.healthexchange.ca.gov/data-research/</a>  |

**REPORTING**

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| 62 | Will monthly or annual financial reporting be a component of the grant terms? | YES |
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| 63                        | Initially you posted that we will need to report at least quarterly. Has it change to monthly or we could still report quarterly?  | Reporting will be expected no less than quarterly and we anticipate monthly, at least initially and may revisit the frequency if after launch.   |
| 64                        | How will non-application assistance activities such post-enrollment support be captured and measured?  | Non-application assistance activities will be captured through the required reporting that is to be submitted by the Lead Navigator Program Grantee. Based on the reporting content as well as the monitoring and evaluation activities of the Covered California Navigator Grant Program Team, non-enrollment performance will be measured.   |
| 65                        | How are we expected to track renewals?   | Lead Navigator Program Grantees will need to establish a data collection and reporting system to capture and quantify the number of Covered California Health Plan Eligible Consumers whom they provided renewal assistance. This information would be one element to be reported to Covered California to quantify the work performed under the Navigator Grant Program.  |
| 66                        | How will performance be measured before and after the open enrollment period, since open enrollment is only 3 months out of the 11 month project period?   | Grantees will be required to submit monthly status reports to quantify the work performed under the Navigator Grant Program. Lead Navigator Grantees will be required to quantify the work they do (and the work of their Subcontractors if applicable) in outreach, education, enrollment, post enrollment, and renewal support to Covered California Eligible Consumers. Covered California understands there is a lot of work completed in these areas that cannot be quantified by enrollment numbers so Grantees will be required to provide details monthly to quantify the work performed during the term of the Navigator Grant Program. |
| 67                        | Will productivity reports be produced for non paid entities?   | Productivity reports will only be provided to the Lead Navigator Grantee who are paid entities under the Navigator Grant Program.  |
| <b><u>STOREFRONTS</u></b> |  |  |
| 68                        | What is the definition of a store front location? Does the application require addresses and hours only of store front locations? Or should the addresses and hours be provided for all locations that are open to the public for enrollment assistance? | The applicant should list the addresses and hours of all locations where enrollments will occur and specify if those locations will be open to the public for enrollment. If enrollments will occur at a confidential location not open to the public (i.e. a shelter, support group venue etc.) the location should be noted as not open to the public.   |
| 69                        | Would a storefront also have to do Outreach and education in the area of the grant?  | Yes. Outreach and education is required under the Navigator Program.   |
| 70                        | Is it a requirements to have a storefront?   | No. However, it is encouraged that proposals include regular scheduled office hours including evenings and weekends where consumers can obtain in-person enrollment and renewal assistance.  |

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| 71  | Can we invite all the providers to set up information tables (at their convenience) at our storefronts so consumers can ask questions of them, too?  | Certified Enrollment Counselors are prohibited from coaching or recommending one plan over another. A Navigator Entity would need to provide information about all plans so that there is no steering to one plan over another. |
| 72  | Is the following a requirement for all grantees? “the use of store fronts or other on-going permanent locations where Covered California subsidy eligible consumers can receive enrollment assistance outside of normal business hours.” | Organizations that offer innovative use of store fronts or permanent location will be highly considered for Navigator grant funding, but permanent locations are not required   |