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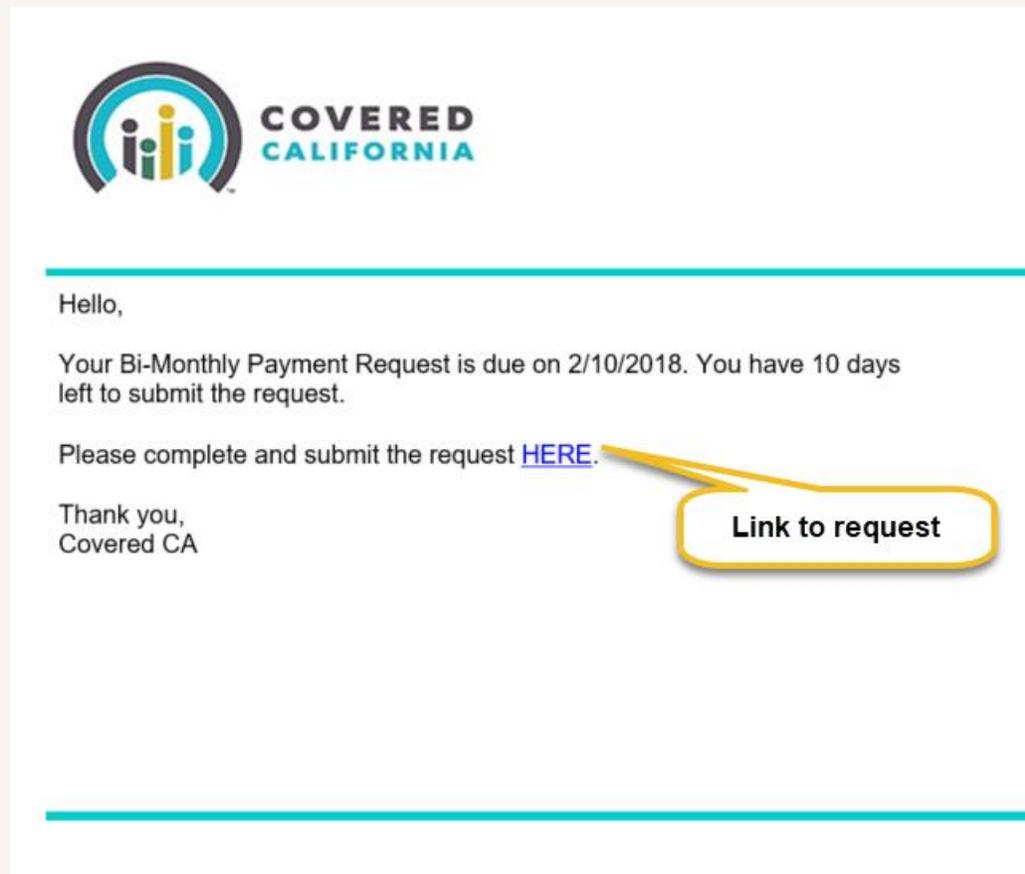
## NAVIGATOR BI-MONTHLY PAYMENT REQUESTS

This document outlines all features and functions available to submitting Navigator Bi-Monthly Payment Requests in the Certification Portal.

### BI-MONTHLY PAYMENT REQUEST NOTIFICATION

The Primary or Authorized Contact listed on the Entity is responsible for submitting a Bi-Monthly Payment Request. An email notification will be sent to the Entity business contacts 10 days prior to the due date with a link to access the request. A similar notification will be sent 5 and 1 day prior to the due date.

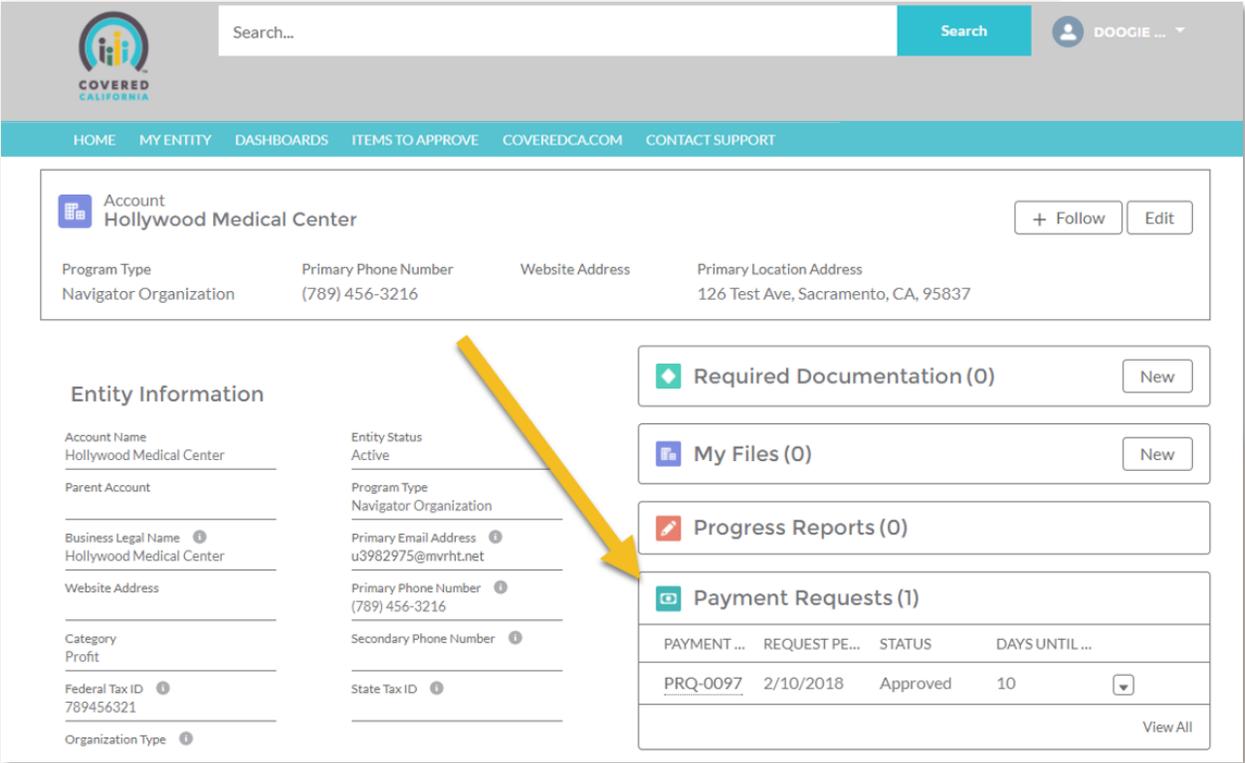
Email Subject: Navigator Grant Payment Request due in 10 days



# NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

## ACCESS YOUR PAYMENT REQUEST

To access the Payment Request, click the link in the email notification to navigate to the record in the Certification Portal. You can view all your Payment Requests from the My Entity home page.



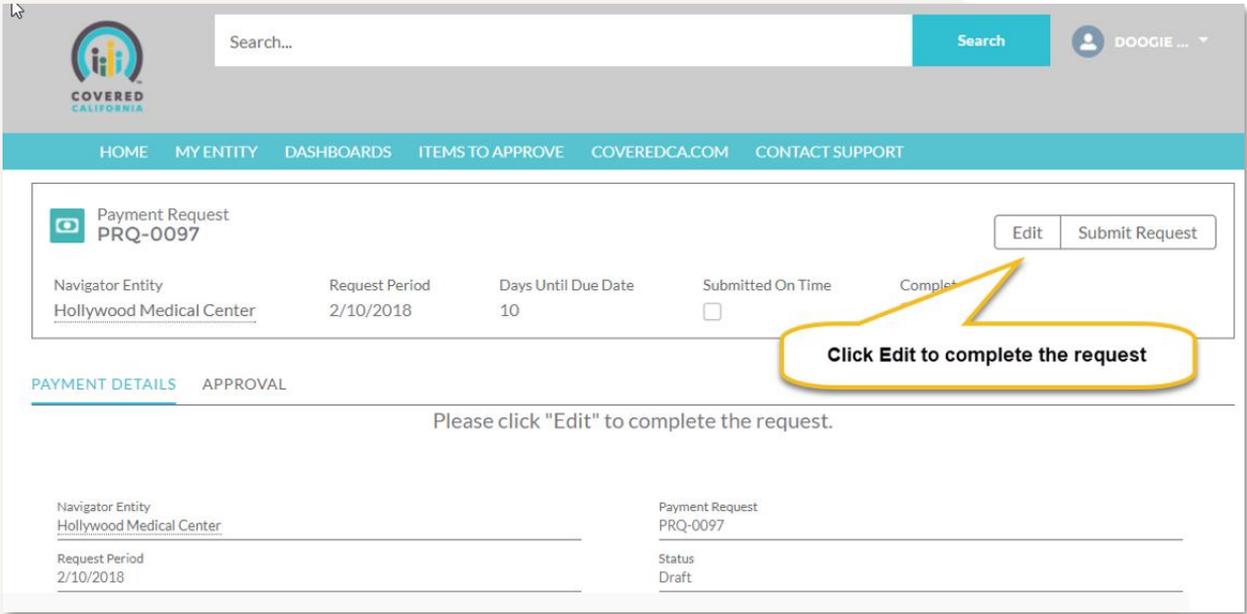
The screenshot shows the user interface for the Covered California Certification Portal. At the top, there is a search bar and a user profile for 'DOOGIE ...'. Below the navigation bar, the account information for 'Hollywood Medical Center' is displayed, including program type, phone number, website address, and location. A yellow arrow points to the 'Payment Requests (1)' section, which contains a table with one entry: PRQ-0097, dated 2/10/2018, with a status of 'Approved' and '10' days until completion.

PAYMENT ...	REQUEST PE...	STATUS	DAYS UNTIL ...
PRQ-0097	2/10/2018	Approved	10

# NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

## COMPLETE THE PAYMENT REQUEST

- 1. Click "Edit" at the top of the request page to complete



- 2. Complete all required fields and then click "Save" once completed.

NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

1234561234

### Send Warrant To

Grantee Name DBA ⓘ  
Hollywood Medical Center

Street Address  
Test Street

State  
CA

Type  
Reimbursement

Contact Name  
Doogie Howser

City  
Sacramento

Zip  
66677-9988

\* Amount Requested

### Agreement

Agreement  
I certify, under penalty of perjury under the laws of the State of California, that the above information is true and correct and that all costs for which reimbursement is requested herein were incurred in accordance with the above referenced California Health Benefit Exchange and Navigator Grant Program Agreement.

\* Print Name

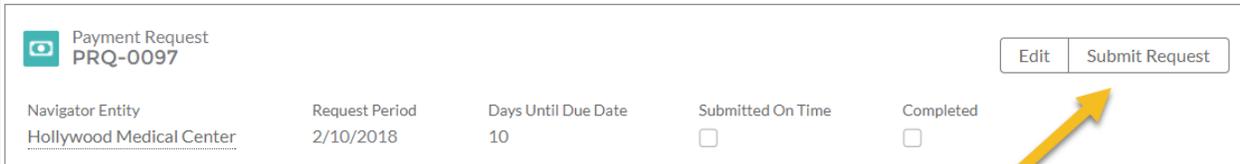
Acknowledgement

## NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

### SUBMIT REQUEST FOR APPROVAL

Once you have completed the request, click the “Submit Request” button to send the request to your Account Representative for review. You will have the option to add any additional comments.

1. Click Submit Request.



Payment Request  
PRQ-0097

Navigator Entity: Hollywood Medical Center

Request Period: 2/10/2018

Days Until Due Date: 10

Submitted On Time:

Completed:

Edit Submit Request

2. Add any additional comments and click Next.



### Submit Request

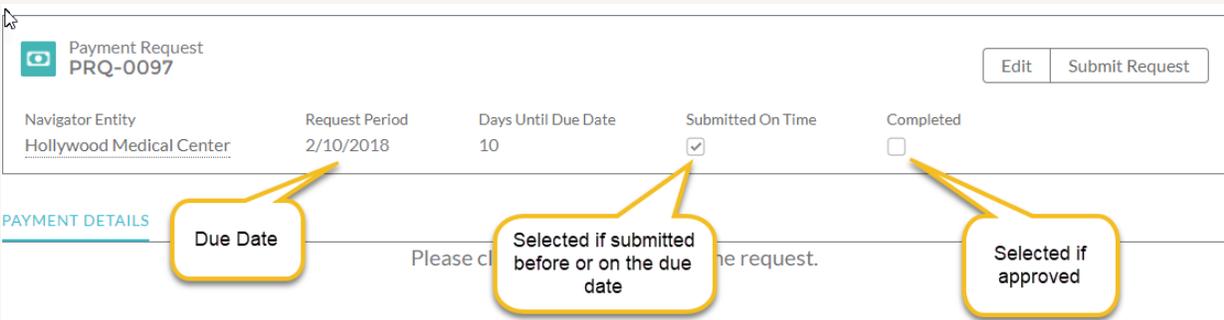
Comments

Optional Comments

Submit

Next

3. The Payment Request record will be updated with the submitter’s information and there will be an Approval History related list with the status and currently assigned approver.



Payment Request  
PRQ-0097

Navigator Entity: Hollywood Medical Center

Request Period: 2/10/2018

Days Until Due Date: 10

Submitted On Time:

Completed:

PAYMENT DETAILS

Due Date

Please click the **Submitted On Time** checkbox before submitting the request.

Selected if submitted before or on the due date

Selected if approved

NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

Record updated with status information:

HOME MY ENTITY DASHBOARDS ITEMS TO APPROVE COVEREDCA.COM CONTACT SUPPORT

 **Payment Request PRQ-0097** Edit Submit Request

Navigator Entity Hollywood Medical Center	Request Period 2/10/2018	Days Until Due Date 10	Submitted On Time <input checked="" type="checkbox"/>	Completed <input type="checkbox"/>
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[PAYMENT DETAILS](#) [APPROVAL](#)

Please click "Edit" to complete the request.

Navigator Entity Hollywood Medical Center <hr/> Request Period 2/10/2018 <hr/> Grantee Name Hollywood Medical	Payment Request PRQ-0097 <hr/> Status Submitted
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Approval History is displayed on the Approval tab:

 **Payment Request PRQ-0097** Edit Submit Request

Navigator Entity Hollywood Medical Center	Request Period 2/10/2018	Days Until Due Date 10	Submitted On Time <input checked="" type="checkbox"/>	Completed <input type="checkbox"/>
--	-----------------------------	---------------------------	--	---------------------------------------

[PAYMENT DETAILS](#) [APPROVAL](#)

 **Approval History (2)**

STEP NAME	DATE	STATUS	ASSIGNED TO
Account Manager Approval	1/31/2018 11:32 AM	Pending	
Approval Request Submitted	1/31/2018 11:32 AM	Submitted	Doogie Howser

[View All](#)

 **Notes (0)**

 **Files (0)** Add Files

## NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

### FOLLOW-UP

You will receive a confirmation email upon submission of the request and for any status change moving forward. The Account Manager and Program Management Team will Approve or Reject your submission.

Email Subject: Navigator Grantee Payment Request – Submitted



COVERED  
CALIFORNIA

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Hello,

Your Bi-Monthly Payment Request has been updated to a status of **Submitted**.

The request can be accessed [HERE](#).

Thank you,  
Covered CA

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## NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

If the Payment Request is Approved by the Account Manager, you will receive a notification that the approval process is moving forward to the final step where the Program Management Team reviews the request for Approval / Rejection.

Email Subject: The Account Manager for [ENTITY NAME] has sent payment request [PAY REQ NUM] to Program Management for final evaluation prior to approval.



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Hello,

Your payment request PRQ-0097 has been approved by the Account Manager. It will be reviewed by Program Management before making a final decision on the request submitted. No action is needed from you at this time.

Thank you,  
Covered CA

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## NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

If the Payment Request is Rejected by the Account Manager or the Program Management Team, you will receive a notification that the status changed to Rejected.

Email Subject: Navigator Grantee Payment Request – Rejected

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Hello,

Your Bi-Monthly Payment Request has been updated to a status of **Rejected**.

The request can be accessed [HERE](#).

Thank you,  
Covered CA

### NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

Once the Payment Request is Approved by the Program Management Team you will receive a final notification along with any comments that can be supplied.



Hello,

Your Bi-Monthly Payment Request has been updated to a status of **Approved**.

The request can be accessed [HERE](#).

Thank you,  
Covered CA

The Payment Request will be marked as Completed when Approved. If the request was rejected, you will have the ability to make updates to the request and Re-Submit for Approval.



Payment Request  
PRQ-0097

Navigator Entity	Request Period	Days Until Due Date	Submitted On Time	Completed
<a href="#">Hollywood Medical Center</a>	2/10/2018	10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



NAVIGATOR BI-MONTHLY PAYMENT REQUESTS OVERVIEW

The Approval History related list will display the history of assigned approvers and statuses.

PAYMENT DETAILS [APPROVAL](#)

Approval History (3)			
STEP NAME	DATE	STATUS	ASSIGNED TO
<a href="#">Program Management Appro...</a>	1/31/2018 11:53 AM	Approved	Program Management <input type="checkbox"/>
<a href="#">Account Manager Approval</a>	1/31/2018 11:48 AM	Approved	<input type="checkbox"/>
<a href="#">Approval Request Submitted</a>	1/31/2018 11:32 AM	Submitted	Doogie Howser <input type="checkbox"/>
<a href="#">Click to view full list</a>			<a href="#">View All</a>

Full approval history can be viewed with comments:

Payment Requests > PRQ-0097  
Approval History

3 Items • Sorted by Is Pending, Date • Updated a few seconds ago

	STEP NAME	DATE ↓	STATUS	ASSIGNED TO	ACTUAL APP...	COMMENTS	
1	Program Management Approval	1/31/2018 11:53 AM	Approved	Program Management	<input type="checkbox"/>	Final!	<input type="checkbox"/>
2	Account Manager Approval	1/31/2018 11:48 AM	Approved	<input type="checkbox"/>	<input type="checkbox"/>	Nice!	<input type="checkbox"/>
3	Approval Request Submitted	1/31/2018 11:32 AM	Submitted	Doogie Howser	Doogie Howser	Test submission	<input type="checkbox"/>