NEW PRODUCTIVITY REPORT

Q: **Do Navigator Grantees receive credit for passive renewals?**

A: Navigator Grantees will not receive credit for passive renewals during the 10-month extension but will likely begin to receive credit for the 2019-20 RFA enrollment year.

Q: **Are effectuations counted per application or per person?**

A: Effectuations count at the consumer level, meaning per individual not per application.

Q: **How will Covered California be using the new Productivity Report numbers to guide the new RFA?**

A: The new productivity report methodology will likely guide the productivity element of the new RFA.

Q: **Application submission and plan selection are good ways to give credit for outreach and enrollment efforts. How will Covered California give credit for Outreach efforts?**

A: Covered California is aligning program goals on productivity to focus on effectuations to maximize the number of consumers covered under QHPs.

THIS PIPELINE SCORING PROJECT

Q: **Is participation in the Pipeline Scoring Project Mandatory and or required via the Navigator contract?**

A: Participation in the Pipeline Scoring project is voluntary. We are open to Partner feedback regarding the amount of calls you can conduct, specific to your Entity.

Q: **How should Entities track their outreach attempts?**

A: A tracking log and directions will be provided to each Entity's Primary and or Authorized contact.

Q: **How will Entities access their list of consumers to call?**

A: Covered California will upload a consumer list per Entity to "My Files" on the Certification Portal. We will inform Primary and Authorized contacts once this list has been uploaded.

Q: Will the consumer call list be sent to CECs, Authorized Contact or the Primary Contact?

A: The Consumer call list will be uploaded onto the "My Files" section on the Certification Portal. Authorized and Primary contacts will have access to this list.

Q: Is there a one pager with instructions and/or more detail about the "random sampling"?

A: Yes, we will provide instructions on how to conduct the calls, but no to random sampling. The idea is that we need to be able to test the validity of the model and the campaign by holding back some consumers from the data file so that we can compare the results of the intervention group to a control group.

Q: When will Entities know how many calls are assigned?

A: Covered California is requesting feedback from Entities by COB 12/12 on how many calls they're able to conduct. We will take this feedback into consideration and use this same number as the maximum number of calls per entity. However, the maximum number of consumers that we can put in the data file may be lower depending on how many consumers each entity has in that stage of the funnel as of now.

OVERCOMING OBJECTIVES

Q: How effective is the "Overcoming Objections" document?

A: The document is an amalgamation of best practices from various sources and was based on common questions submitted by Navigator entities. This is an attempt to provide our Partners with a new resource to increase enrollment success.

OPEN FORUM

Q: Is there a cutoff date for your productivity count each month?

A: The Productivity Reports that are uploaded onto "My Files", report through the month prior and includes the last day of that month.

Q: **What is the plan for Covered CA on sending the 1095-A to consumers? Due to open enrollment ending on the 15th, CECs need to focus on enrollments to reach our goals.**

A: Per the 12/18 Community Partner briefing:
- If a consumer had coverage for **ANY** part of 2018, even if they canceled the coverage, they will receive a Form 1095-A
- Form 1095-A will not be sent to forwarding addresses
- If a consumer's communication preference is EMAIL, they will **not be mailed** a Form 1095-A, but instead notified via email when it is ready to download from their account

Form 1095-A is available in a consumer's CalHEERS account under "Documents & Correspondence"

Q: **What is the stakeholder engagement process for drafting the RFA? How would CC gather input from the current Navigator? What is the timeline for the draft RFA? Would we be able to see a working draft and provide input?**

A: We are welcoming feedback on the comparison of the current productivity report and the version that we expect to use in 2019 following the RFA. Please e-mail us at CommunityPartners@covered.ca.gov to share your feedback.
We expect to have further information following the end of the Open Enrollment period.

Q: **What is the extension for Open Enrollment?**

A: We don't have specific dates, nor do we know if it will be extended at all. The December 15th deadline was extended to 12/21 to effectuate coverage for the new year and currently, we have until Jan 15th to effectuate coverage for February. The January 15th deadline marks the end of the open enrollment signup period.