Question	Answer
A. Navigator Grant Application Submission	
1. What is the format for the Application submission? Can all the application and attached documents be on one PDF document?	The application and supporting documents can be submitted on one scanned PDF document; however, ensure the doubled sided documents are scanned on both sides of the page. Applicants can also submit scanned documents by each document type, i.e. Application, Attachment I, Attachment II, IRS Determination, etc. so that they have separate name files assigned.
2. Is the application and attachments I & II fillable?	The Application, Attachments I & II are available as word documents and are fillable. The text boxes will expand to the next page as the information is typed. Click here for the website: https://hbex.coveredca.com/solicitations/RFA-2018-16/ and then click on the "Navigator Grant Program Applications" link to access the applications and attachments.
B. Application Instructions and Requirements	
3. Do the character limitations include spaces?	No. Only the characters are counted.
4. The Letter of Intent (LOI) to Respond requires an estimated number of consumers the applicants will enroll and effectuate during the first year of the grant award period. Does this number include new effectuations and renewals; and can this number differ from the final number in our application which is due April 23, 2019?	Yes, the estimated number of consumers the applicants plan to enroll includes effectuations for renewals and new enrollments. This number proposed in the LOI to Respond can differ from the final number proposed in the application.
5. What is the difference between the Letter of Intent (LOI) to Respond and the Letter of Intent (LOI) to Participate as a subcontractor?	We have two different Letter of Intent (LOI) requests mentioned in the Request for Application (RFA) and the attachment application.
	The LOI to Respond is solely a written notice to Covered California expressing the lead organization's interest and intent to apply for the RFA. The LOI to Respond is optional and is due by April 16, 2019 to communitypartners@covered.ca.gov.
	The LOI to Participate as a subcontractor (Attachment II. Application Section A.2 Letter of Intent to Participate) is required if the Applicant is applying as a

Question	Answer
	collaborative (lead organization with subcontractors). If the applicant has more than one subcontractor, a completed form for EACH subcontractor must be submitted with the application. The LOI to Participate as a subcontractor is required for the applicant who is applying as a collaborative application and must be submitted with the application which is due no later than 5:00 p.m. on April 23, 2019.
6. **Is the LOI to Respond optional for applicants to submit?**	Yes.
7. **Is the LOI to Participate required for applicants to submit if they are applying as a collaborative application?**	Yes.
8. **The LOI to Respond requires an applicant to predict the number of enrollments. Does this number include enrollments and effectuations? Can the goal amount change year to year?**	Yes, the projected number should be the estimated effectuated enrollments for the grant award period from July 1, 2019 through June 30, 2020 only. The number includes only the total effectuated enrollment number listed in the RFA on Table 2. Suggested Number of Effectuated Enrollment and Renewal Goals by Grant Amount. The projected number can be adjusted year to year based on Covered California policy changes and decisions.
9. What type of documentation proof can we submit with the application showing that our organization is a 501(c)3 or 501(d) status?	An IRS Determination or IRS Affirmation Letter of your organization's 501(c)3 or 501(d) status can be use as the evidence of eligibility documentation proof. For a collaborative application, the lead organization applicant AND each of its subcontractor(s) are required to submit their own organization's evidence of eligibility documentation.
10. **What types of documentation proof can we submit with the application to meet the entity evidence of eligibility requirement if our organization is not a 501(c)3 or 501(d) status?**	All other organizations without 501(c)3 or 501(d) status must provide a Federal Tax Identification Number and any corresponding status determination on the organization company's official letterhead.
11. **If we are submitting an IRS Determination Letter to show our 501(c)3 status, do we have to submit a**	No.

Question	Answer
correspondence with our Federal Tax ID number on our organization company's letterhead too?	
12. In the past we needed to provide a current IRS Form 990-N. Is it required for us to provide the IRS Form 990-N with the application?	No.
13. Can you point to the section in the RFA or Attachment I that requires the Form 990? Does the lead and the subcontractor need to submit the form?	The Form 990 is not required at the time of the application submission.
14. Do we need to provide need bios for the program manager and key leadership staff with the application? If yes, is this a requirement only for the lead organization if we have subcontractors?	Yes, the brief biographical statements are required for the lead organization/applicant's project manager and senior staff who will be responsible for oversight of the grant. This requirement applies to the lead organization only.
15. Do we need to submit resumes for the program manager and key leadership staff with the application?	No. Resumes are optional.
16. The RFA states a copy of the agreement between the lead organization and the subcontractors may be required. However, the presenter stated they were going to be required. Can you confirm we will have to submit agreements between the lead and subcontractor agencies, and if so, when does that have to be shared with Covered California?	For the initial application, we are not requiring collaborative applicants to submit their agreements between the lead and the subcontractors. However, if Covered California selects the collaborative applicant to receive the grant funding, we will require the agreements between a lead agency and their subcontractor(s) to be submitted as part of the contract execution process.
17. Can you define "assisted individuals"? Is the number of assisted individuals the same as the number of effectuated enrollments?	"Assisted Individuals" are consumers who were assisted by your organization in the form of outreach, education, enrollment, and retention of enrollment in Covered California. The number of "Assisted Individuals" is different from the number of effectuated enrollments. The projected numbers of "Assisted Individuals" are who you've assisted but may not apply, enroll, or effectuate coverage for any reasons.

Question	Answer
18. Are the two letters of recommendation required even if there are no subcontractors?	Yes. Two (2) letters of recommendation from organizations that have successfully collaborated in the past with the Lead Applicant. These letters must be presented on the referring organization's letterhead and contain the name and contact information of the person signing the letter. Letters of recommendation from any Subcontractor performing services as part of the Applicant's proposal, or from any entity that might have a financial interest in the Award, will not be accepted. Please refer to the application for further instructions.
19. **Do the letters of recommendation need to be current?**	Yes, we request that applicants obtain current letters of recommendation for submission with the application.
20. Is having a Storefront location where consumers can receive enrollment assistance outside of normal business hours a requirement of funding?	No. It is not subject to a funding requirement. However, we are looking for competitive applications that have the capacity and plans to have a storefront or other public location where consumer assistance will be provided outside of normal business hours.
21. **If we project to reach additional counties, is there a penalty if we remove or change the outreach for that county?**	No, we do not penalize an applicant for changing their targeted counties for outreach and enrollment from their cover letter and application. However, we do evaluate each application based on their cost-effective proposals in the application to ensure we have organizations selected to have a strategic workplan for their target market, including the targeted counties, that will leverage existing relationships within their communities to reach eligible consumers to enroll them in Covered California Health Plans. If changes occur after the selection process, Covered California can work with the applicant to finalize their target market which may change other funding areas that may or may not lead to contract execution.
22. If we are applying as a sole applicant, do we skip entirely over section A and start with Section B?	No. Each entity must complete and submit Sections A, B & C of Attachment I in order to be considered. If you are not utilizing subcontractors, you do not need to submit A.2 or A.2.1 of Attachment 1.
C. Targeted Area Pilot Funding (Optional)	

Question	Answer
23. What are the required effectuation targets and outreach and education points for the $25,000 additional Targeted Area Pilot funding?	We do not have assigned effectuated enrollment number and outreach activity goals for the optional Target Area Pilot Funding. Applicants will need to detail the outreach strategy specific to the applicable meta-region, discussing both Open Enrollment and Special Enrollment Period strategies; and project how many consumers the organization would enroll in this meta-region through the Targeted Outreach Pilot. Detail the assumptions and expectations that support this projection. The optional Target Area Pilot Funding is a pilot project for those specific regions and considered separate from the core funding model which includes suggested effectuated enrollment and outreach activities goals.
24. Will an applicant receive a higher score if the applicant proposed to reach out to all the meta-regions rather than just some?	No, the applicant will not score better on the core funding if they apply for the optional Target Area Pilot Funding. The core funding score will be evaluated separately from the optional Target Area Pilot Funding. In addition, each meta region will be scored and evaluated independently within the optional Target Area Pilot Funding responses too. Applicants do not have to apply for each of the meta regions in the optional Target Area Pilot Funding.
D. RFA Timeline	
25. Will the Intent to Award decision be shared at the May 16th or June 16th Board meeting?	The Intent to Award announcement will be shared at the June 16, 2019 Board meeting. We will update our calendar on the solicitation calendar and will notify the applicants of any revisions to this date.
E. Outreach, Events, and Points	
26. Do events held during office hours count as events?	Yes, events held during office hours will count as events that qualify for outreach points. But standard business hours where enrollments can take place on a walk-in basis would not constitute an event.
27. How are events counted? If we participate at a PTA meeting, does this count as an event?	Events that are outreach and education or enrollment events are all counted or considered events. There are two different reporting mechanisms, public and

Question	Answer
	private. A public event should be listed through the Event Portal which is where we make events available searchable to the public and in the Bi-Monthly Progress Reporting from our grantees. We can accept private events being reported that are not publicly available.
28. **Application section B.5.2 Navigator Strategic Workplan - Is the application asking for an annual breakout related to enrollment work in the areas of media strategies that includes paid, earned and social media strategies? Also, is the application asking the applicant to summarize total annual earned media impressions related to enrollment work that includes print, digital, television and radio distribution?**	Yes, please indicate the detail total annual paid media expenditures promoting enrollment assistance. Then, summarize the total annual earned media impressions with specific breakouts of print, digital, television, and radio distribution. Also, provide current social media activity including platforms used (e.g., Twitter, Facebook, Instagram, LinkedIn), accounts used (e.g., entity account names and/or counselor account names), and the number of followers on each account.
29. If a grant entity's promotional tweets about Covered California are retweeted by a follower with more than 1,000 followers, is this considered earned media?	No, retweets by followers are not considered earned media, but it is considered a form of social media if the retweet is a Covered California related tweet.
30. Aside from the four social media platforms identified in the RFA, will other social media platforms utilized be counted toward the social media outreach points?	The platforms we are evaluating are Facebook, LinkedIn, Instagram and Twitter. Each have a limit of one point per month per entity. 12 points per platform with a total of 48 points for the year. Other platforms may be considered on a year to year basis.
31. What qualifies as a documented instance of an earned media and how would the grantee report the media?	We are still in the process of identifying the process for documenting earned and social media and specifics will be communicated to the awardees after the grant selection process.

F. Effectuated Enrollment and Renewal Goals

Question	Answer
32. **Does an applicant need to propose the exact projected numbers and goals in the chart in the RFA? Can an applicant propose 250 enrollments for the $50,000 instead of the 286 enrollments listed on the chart?**	No, the effectuated enrollment and renewal goal is a suggested number based on our analysis of what we believe is a cost-effective basis at a cost per effectuation target of $175. The goal not a requirement but a suggestion. Applicants are welcome to enter their preferred amount they choose for any grant level amount, however, the grant table generally aligns with what Covered California considers to be cost-effective effectuated enrollment goals and funding levels when evaluating the application.
33. If a family of four is enrolling, does that count as four effectuations?	It depends on how they are enrolled. If that family of four enrolls and effectuated the 2 adults in a Covered California Qualified Health Plan and the 2 children are enrolled in Medi-Cal, the effectuation number is 2. If the family of four enrolls and effectuated coverage in a Covered California Qualified Health Plan, the effectuation number is 4.
34. If a **grantee** goes over the targeted goal by 10 enrollments, will the $30 payment still apply or does exceeding the target have to be in blocks of 100?	The final analysis of the pay to goal is based on a per effectuated enrollment basis. If an entity exceeds its goal by 1 effectuated enrollment, it will be a $30 adjustment or increase for the entity; if it is 10 consumers it will be a $300 adjustment or increase; 11 effectuated enrollments is equal to $330 adjustment. The increase is $30 per effectuated enrollment of an individual.
35. Will the final count for the performance-based enrollment for the 2019-20 award occur **on** June 30, 2020?	The final count will take place from the June 2020 productivity report that contains data through the end of May 2020.
G. Miscellaneous	
36. **If the lead and the subcontractor have the same CEO, is this allowed?**	This is not likely a conflict of interest if both entities are legally separate with distinct FEINs. The lead should disclose this information on the Conflict of Interest form so Covered California can review and confirm it is not a disqualifying conflict. If necessary, Covered California may have follow-up conversations with the lead entity regarding this issue.

Question	Answer
37. If a **grantee** subcontracts with a collaborative partner, are we allowed to determine how much we want to reimburse the subcontractor for their enrollment and outreach activities?	Covered California is not involved into reimbursement or payment issues between the two parties or how you pay your subcontractors. It is solely upon the lead entity and the subcontractor.
38. Does Covered California have any data on individuals that have been served in each county as those identified in the application?	Yes. The Covered California 2019 Open Enrollment plan selection profile is available on this website link: https://hbex.coveredca.com/data-research/ under the section title: 2019 Covered California Data.
39. What are the licensing and certification requirements for **applicants/organizations**? Do applicants have to meet these prior to applying? Or can they meet these licensing and certification requirements shortly after being awarded**?**	Applicants selected for grant funding must meet all regulatory requirements of Title 10 of the California Code of Regulations, § 6650-6670. Any applicant that is not currently an active Certified Enrollment Entity (Navigator Grantee) or Certified Application Entity (uncompensated enrollment entity) with Covered California must—if selected as grant awardee—complete all regulatory requirements of entity and counselor certification in order to participate in the Navigator Grant Program. Please see § 6656-57 for more information regarding certification requirements.
40. For Section B.5.1 Target Population: Question 1, is the expectation for applicants who do not plan to enter into a subcontract with another organization(s) to work with their constituents or patient population to design and implement Covered California enrollment campaigns?	No. We are asking for the applicant/organization to identify other organizations or individuals within the communities served who can be influenced to assist with implementing and/or designing campaign strategies. For example, Local Churches – does the applicant have a relationship with churches within the community who could be influenced in assisting with or coordinating an enrollment campaign for or with the applicant.
41. Can **current Covered California contracted entities in the Certified Application Counselor or Navigator Program** request historical enrollment data **to** reference these numbers when deciding upon funding for this RFA?	Yes! Please submit your request to the single point of contact: CommunityPartners@covered.ca.gov Here are the parameters of the data we will provide: Date range: 2 FYs, including 7/1/2017 – 6/30/2018, and 7/1/2018 – 3/31/2019; Report will include all effectuated renewal (includes passive) and enrollment numbers for the above date range; and Data will be numbers only.