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| 1. Navigator Activities | | |
| 1a. | Please further explain what a "coordinated ground campaign" means. | Covered California intends to implement a regional ground campaign across the state, that would include convening Certified Insurance Agents, Outreach and Education Grantees, Certified Enrollment Counselors, Navigator Grantees and other community partners to develop strategies and plan events to reach the Covered California eligible population during the next open enrollment. Navigator Grantees would be required to participate in regional meetings, provide suggestions for reaching target populations and participate in events and activities that result from the regional meetings. |
| 1b. | Can a storefront be a temporary pop-up booth in the same location with regular hours that are outside normal work hours? | Yes, Covered California encourages the use of innovative proposals that include the use of store fronts and other on-going permanent locations where Covered California subsidy eligible consumers can receive enrollment assistance outside of normal work hours. These can include temporary locations, such as a pop-up booth. |
| 1c. | 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. |
| 1d. | During the open enrollment stage we had to send many people to other providers as our certification was sent very late in the process. | Only those applications that have been delegated to the Navigator Entity will count towards the Navigator goals. Significant improvements have been made in the background clearance and certification process, which should reduce any delays in the certification of new Certified Enrollment Counselors. |
| 1e. | 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. |
| 1f. | 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. |
| 1g. | As a part of retention efforts, will Navigator contractors be | Certified Enrollment Counselors are prohibited from accepting premium |

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| | able to assist clients with making their first payment and establishing automatic payment arrangements? | payments from the consumer or inputting premium payment information on behalf of the consumer. |
| 1h. | Can a staff person who is not a Certified Enrollment Counselors conduct retention activities? | Staff providing enrollment assistance will need to complete the Certified Enrollment Counselor training and certification process. Staff providing outreach and education only will need to complete the Certified Educator training. |
| 1i. | Can Covered California provide a list of expiring cases for retention activities? | No. Covered California is not planning to provide Navigator Grantees with a list of consumers eligible for renewal. |
| 1j. | 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. |

2. Navigator Agreement

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| 2a. | In the 7/1/14 webinar, it was stated that with regard to subcontractors, there is no provision for “re-granting,” – could you please clarify what this means, i.e., does this mean that the subcontractor cannot “re-grant” since the lead agency must “re-grant” to the subcontractor? | Covered California will contract only with the lead organization not with its subcontractors. The agreement cannot be re-granted to other organizations, such as a subcontractor. |
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3. Application

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| 3.a | As an existing Certified Enrollment Entity, the application appears to duplicate the application to become a Certified Enrollment Entity. Are we applying to become an entity again or is it just the same information for this application process? | The information required for the application is similar to the Certified Enrollment Entity application. Since Navigator Grantees must also be Certified Enrollment Entities in order to access the on-line application systems, this information will be used to create an account and provide access to the application system as a Navigator Grantee. We realize this may seem duplicative, but it is a necessary step in the process. |
| 3b. | When completing the application, there is a section where we are asked for 3 references for prior experience related to Grants or Contracts related to the Navigator program. In my case this would be the first time I’m applying for a grant | If you do not have references related to prior experience on a similar grant program, please provide references from individuals or organizations that you have previously collaborated with even if it was not related to outreach or enrollment activities. |

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| | <p>and do not have prior references. I supported the roll out process during the initial phase. I used all of my equipment, office supplies and funds. How would I go about completing this section since the system does not allow me to proceed?</p> | |
| 3c. | <p>During the July 1 Webinar several of us heard that we no longer had to submit a Work Plan. However, there is a Work Plan document on the Navigator webpage. Is that simply to be ignored and not submitted with the grant or is it just a different type of work plan?</p> | <p>Applicants are not required to submit a workplan as part of the application process. If selected for a Navigator Grant, Grantees will work with Covered California on a strategic workplan and campaign strategy document that will be considered the first deliverable for the Navigator Grant Program. The workplan and campaign strategy provided on the Navigator webpage are a sample only and were intended to inform potential applicants of the expectations for the first deliverable.</p> |
| 3d. | <p>Is it acceptable to have the letters of recommendation come from some of our Partnerships? Many of our partners were Outreach and Education Grant recipients this last year and we did a considerable amount of work together—being an O&E recipient will this disqualify them from being able to submit a letter of recommendation on our behalf?</p> | <p>Letters of recommendation should be from organizations that have you have successfully collaborated with in the past. This can include Outreach and Education Grantees as long as they are not a Subcontractor on the application. Letters of recommendation 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.</p> |
| 3e. | <p>On page 3 of Attachment I, there is a list of required “documentation of eligibility”. Please distinguish between the first requested item “IRS Determination Letter” – which will already have our tax ID number on it and the second requested item our “federal tax ID number and any corresponding status determination on official letterhead”. For this second item, please clarify if you mean for us to just use our own letterhead and put our tax ID number OR are you asking for something in addition to the IRS letter from the federal government on their letterhead?</p> | <p>Documentation of Eligibility can include any of the three items listed. For example, organizations that are for-profit will not have the IRS determination letter. Covered California must receive proof that the organization is the type of entity indicated in the application. A tax form, a letter on the organization’s letterhead (not the IRS) will suffice as such documentation.</p> |

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| 3f. | Under the section for Previous Applicant Experience can we include our efforts and outcomes as a Certified Enrollment Entity with Covered California even though there was no specific grant dollar amount? This is our most relevant experience as it relates to the Navigator Grant. | Yes. Experience as a Certified Enrollment Entity is considered relevant experience. An estimate of the compensation received for providing enrollment assistance can be used as the dollar amount. |
| 3g. | On page 3 it states that organizations selected will work with CC to develop a strategic workplan. We are interpreting this to mean that we will not be required to submit a workplan with this proposal. Is this a correct interpretation? | Correct. If selected for a Navigator Grant, Grantees will work with Covered California on a strategic workplan and campaign strategy document that will be considered the first deliverable for the Navigator Grant Program. The workplan and campaign strategy provided on the Navigator webpage are a sample only and were intended to inform potential applicants of the expectations for the first deliverable. |
| 3h. | With respect to Section B.5, Applicant Worksheet Uploads, please clarify that the only application worksheet to be uploaded is the Project Cost Allocation Worksheet. | Correct. The Project Cost Allocation Worksheet is the only worksheet required to be uploaded. |
| 3i. | With respect to Section A.1.4, Previous Applicant Experience, must all three examples be from the lead agency or could we use a significant sub-contractor's example of experience? | The Previous Applicant Experience is for the lead organization. Applicants can describe any relevant experience of the subcontractors in Section B.1.2.1, Qualifications. |
| 3j.. | I'm using Internet Explorer 11 on Windows 8.1. I open the On-line Application and tried to upload documents, but could not upload. Is there a problem with my browser? | We recommend using Firefox or Google Chrome web browsers if you are experiencing upload issues. If you need assistance, please contact the Grants Help Desk at (866) 622-5252. |
| 3lk. | Do we need to send another Letter of Intent if we already submitted to the grant? | A list of organizations that submitted a Letter of Intent to Respond received by the due date has been posted on the Navigator webpage. The Letter of Intent was optional and is not required to submit an application. |
| 3l. | For the character count is that character only or character with space? | Spaces are counted as characters in the online application. |
| 3m. | Should the Letter of Intent be only from lead agencies or subcontractors as well? | A Letter of Intent to Respond is encouraged for Lead Applicants, but it not required. Subcontractors who join a collaborative will sign a Subcontractor Letter of Intent to Participate during the application |

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| | | process. |
| 3n. | Can we use the same references that we used for the O&E grant application? | Yes. There is no prohibition against using the same Letters of Recommendations for the Navigator Grant Program. |
| 3o. | Is there a preferred point type or style to be used in the narrative? | No. Any standard point style and type is acceptable. |
| 3p. | With respect to Section A.1.5, Additional Funding Section, if a lead agency is not an Outreach and Education grantee but a sub-contractor is, how do we fill out this section of the application? What if the proposal from the lead agency is not intending to roll a sub-contractor's O&E residual funding into the navigator proposal? Please explain how we would fill out this part of the application. | Subcontractors of the O&E Grant Program should answer "No" to this question. |
| 3q. | What are the specific applicable documents or information that can be resubmitted if an agency submitted a proposal to Covered CA for the Navigator Grant RFP in February? (i.e. Subcontractor letter of intent or letters of reference) | Any documents that were submitted as part of the prior RFA can be utilized as long as the information is still current and that it conforms to the existing RFA requirements. It is important that all applicants review the requirements closely and ensure that all components are complete and current prior to submission. |

4. Eligible Entities

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| 4a. | Our agency is an FQHC and did <u>not</u> receive funding from Covered California for outreach and enrollment efforts. However we are a Certified Enrollment Entity with 17 Certified Enrollment Counselors. Is our agency eligible to apply for this grant? | Yes. FQHCs are eligible for the Navigator Grant Program as stated in the Enrollment Assistance Regulations approved on June 19, 2014 and posted online on the Navigator Program page. |
| 4b. | 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. |

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| 4c. | 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. Your online information indicates that we are not eligible. I am asking for confirmation. I have emailed your grant assistance email, but I did not receive a Yes or No response. Instead I receive an email directing me to the website, which I already reviewed. | Non-profit hospitals are not eligible to participate in the Navigator Program. |
| 4d. | We would like to be considered to be a Navigator who will help those that have difficulties within the Covered CA Program. Such as: Sent their payment not been found in Covered CA or by Insurance Plan; Plan marketing problem; Not finding physicians working with the client and the plan or Covered CA; Help finish their enrollment application; Helping them resolve problems with Covered CA issues. Would that be allowed in the navigator grants? Under our Health Insurance Counseling & Advocacy Program under Center of Medicare and Medicaid Services that is what we do as well as compare and help enroll in Medicare Part D Plans and Medicare Advantage Plans. We would like to be the Center for Resolving issues in Covered CA. | The purpose of this grant is to provide outreach, education, enrollment and post enrollment support to Covered California eligible consumers. We would encourage you to apply if you believe you can provide all of those services to consumers. |

5. Enrollment Goals

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| 5a. | If a consumer makes over 400% FPL and is not eligible for a subsidy, will that enrollment count towards the goals for the Navigator Grant? | Yes. Any consumer eligible for and who effectuates coverage into a Covered California insurance plan would count toward enrollment goals. |
| 5b. | Are renewals counted toward the navigator grant goals? | No. Only enrollment and effectuation of coverage of new consumers will count towards the enrollment goals. However, a primary purpose of the Navigator Grant Program is to provide post enrollment support to ensure successful enrollment and retention, which includes assisting with renewals. The cost for assisting with renewals should be factored |



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| | | into the cost estimates for post enrollment and retention activities. |
| 5c. | If a client goes through the screening process and they turn out to be eligible for Medi-Cal, will those applications count toward our performance? | No. Medi-Cal enrollments will not count toward enrollment goals. To be compensated for Medi-Cal enrollment, the entity must be registered with the In-Person Assistance program, and use the delegation code for the Certified Enrollment Entity. |
| 5d. | If a family of 4 submits an application and they enroll and pay their first payment in a Covered California plan, will that measurement include one (for one app) or four (for four people effectuated)? | Four. Each effectuated individual will count toward enrollment goals. |
| 5e. | Public Health Departments were not able to receive \$58 for in-person assistance. For individuals that were enrolled and are assisted with Covered CA renewals in November 2014, can that count towards Navigator effectuation? | No. Only enrollment and effectuation of coverage of new consumers will count towards the enrollment goals. However, a primary purpose of the Navigator Grant Program is to provide post enrollment support to ensure successful enrollment and retention, which includes assisting with renewals. The cost for assisting with renewals should be factored into the cost estimates for post enrollment and retention activities. |
| 5f. | How are goals for grantees determined? | The goals will be different for each Grantee and will be based on the goals submitted in the application. Applicants are encouraged, but not required, to utilize the suggested funding allocation and number of applications and enrollments provided in Section 4 of the RFA in defining their grant proposals. However, applicants should describe in their proposal any barriers in reaching the target population and why the cost to reach that population requires a cost that is different from the benchmarks provided in Section 4. |
| 5g. | The effectuation of coverage is not our responsibility. First payment is the responsibility of the person requesting health insurance. Why would that be part of the grant requirement? | One of the activities of the Navigator Grant Program is post enrollment support to ensure successful enrollment and retention. This includes educating consumers about the importance of making their first premium payment and avoiding disenrollment for non-payment of their premiums. |
| 5h. | Is the number of effectuated applications based on the Navigator program time period or monthly? Do you have a time period to reach 200 approved applicants? | Payments will be made when Grantees reach the defined percentage of their enrollment goals not in a particular month. We have provided an estimate of the month of payment in Section 4 of the RFA to give an |

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| | | idea of when payment will be made. |
| 5i. | If your enrollment minimum is 400 apps for 100k grant and we can do 800 applications, do we have to meet 25% of 400 or 800 to get the 2nd payment? | Applicants will provide their goals in Section B.2 and B.3 of the application. These goals should include the estimated number of individuals that will be enrolled into a Covered California Health Insurance Plan, not applications. In this scenario, a goal of 800 applications would mean 1,600 people enrolled. Therefore, the second payment (25% of award) would be made when 400 people effectuate coverage and the outreach and education summary report is submitted. |
| 5j. | If current Covered CA grantees request \$200,000 and roll over \$200,000 in cost savings, will we be held to the effectuated enrollment numbers at the \$200K or \$400K level? | Outreach and Education Grantees can continue outreach and education activities at the same funding level using the remaining Outreach and Education Grant funds, if they choose, and use Navigator Grant funds for enrollment and post enrollment activities. O&E Grantees are not required to use the remaining funds exclusively for outreach and education, but should describe in their proposal how these funds will be used. |
| 5k. | I have heard in the Webinar and seen in the printed materials that “The target population for the Navigator Program is Covered California subsidy-eligible consumers. This includes consumers with incomes above 138% of the Federal Poverty Level who qualify for enrollment in Covered California’s subsidized health coverage options in the individual marketplace.” Quote taken from Covered California Navigator Program – Questions & Answers. 6a, but I have seen the phrasing in other places as well. My question is regarding those who are over 400% of the FPL or for some other reason are not qualified for “subsidized” coverage. Will signing up individuals who do not qualify for a subsidy count to the enrollment goals? It seems that “subsidy-eligible” is stressed, so I am concerned for the population that does not qualify for Medi-Cal and do not qualify for a subsidy. | Yes. All effectuated enrollments into a Covered California Health Insurance Plan will count towards the Navigator Grantee's enrollment goals. The emphasis has been placed on the subsidy eligible population because we estimate that the majority of enrollments will be of the subsidy eligible population. However, Navigator Grantees are encouraged to conduct outreach, education and enrollment activities that reach all consumers eligible for coverage through Covered California, including those who are over 400% FPL or otherwise not eligible for a subsidy. |
| 5l. | If a client enrolls into a health plan under Covered | Yes. Enrollment goals and benchmarks are based upon effectuated |

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| | California, makes their first payment, but does not make any other payments after that does the entity that assisted the client still get credit for that enrollment? | enrollment, which means the consumer has paid their first premium payment. However, one of the primary activities of the Navigator Program is post enrollment and retention support, which includes educating consumers about avoiding disenrollment for non-payment of premiums. |
| 5m. | 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: http://hbex.coveredca.com/data-research/ |
| 5n. | 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: http://hbex.coveredca.com/data-research/ |
| 5o. | The application provides a “Suggested Number of Applications and Enrollments by Grant Size. In the chart, under “effectuated enrollments,” the number of applications are given, i.e., for \$50,000, the range is 150-200 applications, but the potential number of consumers enrolled are 350 (2 people/application). In the FAQ, it was stated that the “[E]nrollment goals are based on the number of individuals who effectuated coverage.” In the scenario given, the husband and wife counted as two enrollments. What will the grantee be expected to meet – the 150-200 effectuated applications or the 350 consumers enrolled? Is it assumed that each application will have an average of 2 people/application so the grantee only has to meet the number of applications? If it is the actual number of consumers, how will the grantee know how many actual consumers it has enrolled? And does this also mean that if the grantee can get credit for more than 2 people/application? Is there any way for the current CEEs to get the number of actual consumers enrolled so we may have a better estimate of the number of consumers we can enroll? | Applicants will provide their goals in Section B.2 and B.3 of the application. These goals should include the estimated number of individuals that will be enrolled into a Covered California Health Insurance Plan, not applications. While historical data indicates an average of 2 individuals per application, some applications may have one person and others will have several individuals. Grantees will get credit for the number of individuals enrolled and there is no limit on the number of individuals per application that can be counted toward the enrollment goals. Information on the number of individuals enrolled by Certified Enrollment Entity and Counselor is available on our Data & Research page at the following link: http://hbex.coveredca.com/data-research/ |

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| 5p. | In question #18b of the FAQ, you suggest that the grantee apply for \$300,000 to reach 2,000 consumers – how will we be able to show that we reached the 2,000 consumers rather than the 900-1,200 applications? | Covered California will use data extracted from the application system (CalHEERS) to monitor Navigator Grantees progress in meeting their enrollment goals. |
| 5q. | If we are navigators and we get a student to self-enroll because we performed outreach with them, would we get credit for that as a navigator? Would the student have a place to enter that we were responsible for their enrollment? Or do we only get credit as a navigator if our employee sits down with them and does the application? | Navigator Grantees will receive credit for any application that has been delegated to the Navigator Entity. If the student delegates the application to the Navigator Entity and the student effectuates coverage, this enrollment will count towards the enrollment goals. |
| 5r. | In a Targeted Funding project, is it permissible to “count” non-targeted individuals who enroll as part of the grant outreach and enrollment activities? For example, would there be a target rate to achieve (i.e. 75% of enrollments occur within the targeted population)? [not addressed in RFA or FAQs] | Grantee payments are made when the overall enrollment goal or benchmark is reached, regardless of whether the enrollment was for a person in the target population. |
| 5s. | If we aim high and cannot reach goal, would we still be able to get the “1-level-lower” grant size? For instance, if we aimed for 4,000 enrollments (\$1,000,000 grant size) and fell short. Instead, we got 2,200 enrollments; can we opt for the \$750,000 grant size then? | Enrollment goals will be based on the number of individuals who effectuate coverage as defined by the applicant in Section B.2 and B.3 of the application. In this scenario, if the organization applied for a \$1 million grant with an enrollment goal of 4,000 applications, their enrollment goal would be 8,000 individuals. Payments would be made as follows: 1) 25% (\$250,000) would be paid upon delivery of the strategic workplan and campaign strategy; 2) 25% (\$250,000) would be paid when 2,000 individuals effectuate coverage; 3) 25% (\$250,000) would be paid when 6,000 individuals effectuate coverage; 4) The final 25% payment (\$250,000) would be paid when 8,000 individuals effectuate coverage. If more than 8,000 individuals effectuate coverage, the organization would be eligible for the bonus payment. In the scenario where only 2,200 applications are completed, meaning 4,400 individuals effectuate coverage, the organization would receive the first and second payment only, which would be 50% of the award amount (\$500,000). |

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| 5t. | What happens to the organization if goal was not reached? | Navigator Grantees will receive 25% of their award amount upon receipt and approval of the strategic workplan and campaign strategy. To receive the remaining 75% of the grant award, the Grantee must reach the enrollment goals as identified on page 19 of the RFA. |
| 5u.. | What happens to the money that has been allocated if the goal was not reached? Will it be reallocated to others? | If all Navigator Grant funds are not allocated, Covered California may reallocate funds to successful Grantees or for future Navigator activities. |
| 5v. | Will our CC application numbers obtained by staff funded through other sources not count towards our goal numbers for the Navigator grant? | Yes. Effectuated enrollments completed with sources unrelated to the Navigator Grant Program will not count toward program goals. As stated in Sec. 4.1.2, Navigator Program Grant funds shall not supplant federal, state or private funds allocated to conduct the same or similar work contained within the Standard Agreement. |
| 5w. | When projecting enrollment estimates, can re-enrollments or renewals into Covered CA Qualified Health Plans for subsidy eligible individuals be included? Or can only new enrollments count toward a grantees estimate of effectuated enrollments? Please clarify what constitutes an enrollment. | Only enrollment and effectuation of coverage of new consumers will count towards the enrollment goals. However, a primary purpose of the Navigator Grant Program is to provide post enrollment support to ensure successful enrollment and retention, which includes assisting with renewals. The cost for assisting with renewals should be factored into the cost estimates for post enrollment and retention activities. |
| 5s. | Please clarify how Navigators will receive compensation for family applications that have mixed program eligible members (ex: children are Medi-Cal eligible, parents are CC QHP with subsidy)? How will CC determine who receives the payment, the Lead or the Sub Contractor? | For applications that contain individuals that are eligible for both Covered California and Medi-Cal, we will count the individuals who effectuate coverage into a Covered California Health Insurance Plan toward the Navigator enrollment goals. For example, if an application contains two adults who are eligible for Covered California and two children who are eligible for Medi-Cal and the two adults effectuate coverage into a Covered California Health Insurance Plan, this would count as two enrollments toward the Navigator enrollment goals. |
| 5y. | Referring to the table on top of page 18 (Enrollments by Grant Size), does "Effectuated Enrollments" include re-enrollment by our clients from the 2013 Open Enrollment process? | No. Only enrollment and effectuation of coverage of new_consumers will count towards the enrollment goals. Individuals who re-enroll or renew are not counted. However, a primary purpose of the Navigator Grant Program is to provide post enrollment support to ensure successful enrollment and retention, which includes assisting with renewals. The |

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| | | cost for assisting with renewals should be factored into the cost estimates for post enrollment and retention activities. |
| 5z. | If enrollment goals indicated in the proposal are reached but the clients do not effectuate is it possible to not be paid the full amount at the end of the award period? | Yes. Enrollment goals will be based on the number of individuals who successfully enroll and effectuate coverage in a Covered California Health Insurance Plan. Effectuation of coverage means that the first premium payment was made. Enrollments that do not result in effectuation of coverage will not be counted toward meeting the enrollment goals. |

6. Funding Pool and Number of Applications

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| 6a. | 2.4 Funding Pools (RFA, pg. 4) and 2.6 Collaborative Applications and Use of Subcontractors (RFA, pg. 11) Is there a stronger preference for an applicant that serves an underserved and marginalized community such as the Deaf/Deaf Blind/Hard of Hearing/Late-Deafened (D/DB/HH/LD) community versus a collaborative application of entities that do not serve said community? Would said applicant with over 50 years in service to D/DB/HH/LD community with few or no collaborative partners due to language and cultural barriers be given its fair review and consideration? | The Navigator Grant is a competitive process and all submitted applications will be evaluated on its own merit. |
| 6b. | Is each region is a separate funding pool? Not just one Regional pool? Total 7 funding pools? | The Regional Funding Pool consists of six regions (North, Bay Area, Central CA, Los Angeles/Orange County, Inland and San Diego). Applicants may submit up to 6 applications for the Regional Funding Pool, one for each region. |
| 6c. | Are you accepting multiple grants per region for special populations? | Applicants interested in reaching a specific population, even if it is in one region, should apply for the Targeted Funding Pool. The Regional Funding Pool is intended to reach all consumers in a demographic region. |
| 6d. | Please explain again the difference between the two funding pools | The Targeted Funding Pool is based on non-geographical factors to reach market segments and populations that have high rates of |

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| | | uninsured individuals. The Regional Funding Pool is based on geographical regions (6) and is intended to reach all eligible consumers within the region. |
| 6e. | Do we describe the geography in a targeted grant application? | It is not required, but it is recommended that organizations describe the region or counties they will cover to reach the market segment or population. |
| 6f. | Please explain this sentence further from 2.4.1 Targeted Funding Pool on page 5 of the RFA. Is the estimated distribution based on local targeted population or the statewide population? "Covered California anticipates funding allocations for each targeted population will be based on the estimated distribution of the uninsured individuals in the targeted population and the number of consumers that the applicant is proposing to reach." | The Targeted Funding Pool is based on non-geographical factors to reach market segments and populations that have high rates of uninsured individuals. The Regional Funding Pool is based on geographical regions (6) and is intended to reach all consumers in the region. Data and additional resources can be accessed at the following link: http://hbex.coveredca.com/data-research/ |
| 6g. | Will Covered CA fund multiple proposals in a single region and/or a single county? Does the contract require a collaboration? | Covered California may choose to fund more than one proposal in a region. Navigator Grantees will be required to participate in the Regional Ground Campaign, which may require them to collaborate with other Navigator Grantees and partners in the same region. |
| 6h. | With regard to the total allocation of the \$14,650,000, what is the total allocation for the "targeted funding pool" and the "regional funding pool"? | Covered California has not allocated a specific funding amount for each funding pool. |
| 6i. | How many awards does Covered CA anticipate funding for Regional grant programs and Targeted grant programs? | Covered California anticipates awarding approximately 135 grants, but has not set a specific number per funding pool. |
| 6j. | I am confused about the language in the RFA regarding the number of applications that an entity can appear on. Sec. 3.5 states: An entity may appear on only one Application per funding pool, either as the lead or as a subcontractor. Therefore, the maximum number of Applications that an entity may appear on is seven (7). If there are just two funding pools - regional and targeted - shouldn't the maximum be two applications? Please clarify. | The maximum number of applications that an entity can appear on is seven (7). The seven options include one application per region within the Regional funding pool and a single application to the Targeted funding pool. |

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| 6k. | Can one organization present a proposal as an independent organization while being a subcontractor under another proposal? | Yes, so long as it's on a different application and in a different region. |
| 6l. | Would a current O/E grantee that has a larger reach, i.e., more statewide but only wants a navigator grant for a "region" be able to apply for a separate navigator grant, so the funding is not combined because there might be different subcontractors? | No, existing Outreach and Education Grantees who apply for a Navigator grant will roll over all remaining funds to the Navigator program. Outreach and Education Grantees should apply to all funding pools where they intend to provide outreach, education, enrollment and post enrollment support and describe in their proposal how they will carry out these activities with remaining Outreach and Education Grant funds and any new funding requested. |
| 6m. | Can the same organization be lead in multiple regional applications with difference subs in each region? | Yes, an applicant may be a lead in as many as 6 regional applications with different subcontractors in each region. |
| 6n. | Can an organization apply for two regions? | Yes, an organization may apply for as many as 6 regions. Refer to pages 5 and 6 of the RFA for Regional Funding Pool details. |
| 6o. | Our organization serves young adults in multiple regions. May we submit multiple applications even though our program is inherently targeted? | You may submit 1 Targeted Funding Pool application to serve young adults in multiple regions, regardless of geography. You may also submit 6 additional applications for each of the regions in the Regional Funding Pool. However, if applying to the Regional Funding Pool, you will be required to provide outreach, education, enrollment and post enrollment services to all eligible consumers not just young adults. |
| 6p. | If an applicant applies for both Targeted Funding and Regional Funding, could both applications be funded? And if yes, how should the estimated number of enrollees be calculated since there would be overlap in these individuals? Would the applicant be held responsible for the total of numbers anticipated to be enrolled in the separate applications? [RFA, p.4] | Yes. The applications will be reviewed separately for their ability to reach the regional or target population. An applicant could be funded in both the Regional and Targeted Funding Pool and would be responsible for meeting the total enrollment goals provided in the applications. |
| 6q. | Are the bonus payments prorated? What if we enroll 199? | No. To receive the \$7,500 bonus payment, 100 applications must be effectuated. |
| 6r. | In a targeted funding pool application, may multiple types of | Yes. Applicants may submit an application to the targeted funding pool |

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| | uninsured be targeted (e.g., Latinos and LGBT)? Many in our target population fit into more than one of the examples of populations that could be considered. [RFA, p.5] | to reach multiple populations. |
| 6s. | For the targeted funding pool, are there any geographical boundaries? For example, may we propose to reach out to the Chinese communities in both the San Gabriel Valley region (Los Angeles) and San Francisco / Oakland region (Northern Calif.) through collaboration? | Yes. The Targeted Funding Pool is based on non-geographical factors to reach market segments and populations that have high rates of uninsured individuals, but applicants are encouraged to indicate in their proposal the regions or counties they plan to serve. |
| 6t. | If we submit an application for the Targeted Funding category, and also participate on a collaborative Regional Funding application, do we need to separate the number of effectuated applications for each pot of funding? For example, can 1 effectuated application be counted twice, once for the Targeted Funding and again for the Regional Funding? | Yes. The number of effectuated enrollments must be reported separately for each funding pool. An effectuated enrollment will only be counted once towards meeting the overall enrollment goal. |
| 7. Medi-Cal | | |
| 7a. | I still have a question about Medi-Cal enrollment. You said that there is a payment to the lead organization per enrollment but not to the subcontractor? Please let me know if I have this incorrect or confused. | Covered California will contract with the lead organization for the Navigator Program. Each Navigator Grantee will determine how their subcontractors will be paid. For Medi-Cal enrollments, subcontractors may delegate these applications using their own Certified Enrollment Entity ID. |
| 7b. | We will get paid \$58 for Medi-Cal, but it would not be counted in our numbers for this program? | Medi-Cal enrollments do not count toward Navigator Grant enrollment goals. Medi-Cal enrollments can be compensated only through the In-Person Assistance program as long as funds are available. |
| 8. Outreach & Education Grantees and Subcontractors | | |
| 8a. | Section 18 of the Q&A references the transition of O&E funds to the Navigator Grant. If an organization is awarded the Navigator Program Grant are they required to move all | Yes. All remaining O&E funds will transition to the Navigator Program. |

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| | of the O&E unspent funds into the Navigator Program? | |
| 8b. | Will a subcontractor that has decided not to participate in the Navigator Grant Proposal that the lead organization is submitting, be permitted to utilize their remaining O & E funds to continue their workplan activities from October through December? | No. All remaining O&E funds will transition with the lead O&E Grantee, including any money that had been allocated to subcontractors. |
| 8c. | Would it be possible for Covered California to assist with current Outreach and Education grantees, for both the lead agency and its subcontractors, with calculating their estimated remaining budget for October 1, 2014 in order to confirm the correct amounts with the grantees and to determine how much to request for the navigator grant? | Yes. If you need help estimating your remaining funds, please contact your Field Monitor. |
| 8d. | If an organization who is currently an O&E grantee receives the Navigator grant, it will be an amendment to the current grant or will it be totally separate? | If an O&E Grantee is selected for a Navigator Grant, Covered California will terminate the O&E Agreement and enter into a new agreement for the Navigator Program. |
| 8e. | We are currently grantees of the Outreach and Education Program. For this grant we have 13 subcontractors. We will apply for the Navigators grant but we want to work only with 7 of the 13 subcontractors. Since both grants will overlap that means that we will have to report to two different grants, two different systems for at least 3 months (October-December)? How we will report the activities of the 7 subcontractors that will be in both grants, knowing the navigators grant will leverage over the activities already proposed under the O&E grant? Please provide more information on how do you expect to integrate both grants, especially from the administrative and reporting perspective. | Existing Outreach and Education grantees who apply for a Navigator grant will roll over all remaining funds to the Navigator program and will no longer participate in the Outreach and Education Grant Program. |
| 8f. | Would a current O/E grantee that has a larger reach, i.e., more statewide but only wants a navigator grant for a "region" be able to apply for a separate navigator grant, so | No, existing Outreach and Education Grantees who apply for a Navigator grant will roll over all remaining funds to the Navigator program. Outreach and Education Grantees should apply to all funding |

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| | the funding is not combined because there might be different subcontractors? | pools where they intend to provide outreach, education, enrollment and post enrollment support and describe in their proposal how they will carry out these activities with remaining Outreach and Education Grant funds and any new funding requested. |
| 9. Payments and Project Cost Allocation | | |
| 9a. | If you are going to make bonus payments in May or June, will the bonus funding have to be sent by June 30th? | The months provided on page 19 of the RFA are the estimated month of payment only. A Navigator Grantee could reach their enrollment goals earlier and would then be eligible for the bonus payment. |
| 9b. | Will the grant be paid to only the lead organization? If there are collaborating partners/subcontractors, how will they be compensated? | Payments will be made to the lead organization (Navigator Grantee) and each lead organization will determine how the subcontractors will be compensated. |
| 9c. | 2.3 Grant Award Period (Request for Application, pg. 4) If a CEE receives a grant award and at the end of the grant award period the CEE has met their service goals but did so below the projected operating cost, will the CEE be allowed to keep the awarded funds to use at its discretion? | See Page 19 of the RFA for information on how payments will be made. |
| 9d. | Marketing funding up to 10% of funding, means if \$100,000.00 the total grant will be 110,000.00? | No. If the total grant award is \$100,000, 10% of the grant award, or \$10,000, may be spent on marketing. |
| 9e. | What does administrative cost include? | Administrative Allowance includes overhead expenses incurred by the applicant organization as a result of the project, but that are not easily identifiable with a specific project. These are administrative expenses that are related to overall operations and are shared among projects and/or functions. Examples include broad oversight, human resources department costs, accounting, grants management, legal expenses, utilities, and facility maintenance. |
| 9f. | Can we include the translation of materials in our budget? | Yes, this would be considered Marketing or Media activities. |
| 9g. | Does money on media/marketing include the ability to buy stickers/magnets/etc. to give away with Covered CA | No. Covered California is prohibited from spending any funds on promotional materials such as stickers, magnets or other give away |

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| | information on them? | items. This also applies to Navigator Grantees receiving funds from Covered California. |
| 9h. | The equipment max is \$50,000; the table on the webinar slide is wrong for highest two levels of grants. | Yes, the slide and the chart in the RFA are incorrect. The maximum allowable is \$50,000 and therefore for grant award amounts higher than \$500,000, the maximum amount should be \$50,000. |
| 9i. | 14a. Collaborative Applications and Use of Subcontractors In response to the question about whether all subcontractors would be required to submit financial documents," the response was "no." It further stated that the project cost allocation worksheet must be uploaded with the application and would include the Covered California Navigator Program allocation for subcontractors. Does this mean that the lead agency would only need to specify the allocation to the subcontractor (without any breakdown in the different categories of activities) and not have to gather and submit specific budgets from its subcontractors (unlike the later added requirement under the Outreach and Education grant application)? | Correct. We are not collecting detailed budgets for either the lead organization or its subcontractors for this grant application. |
| 9j. | 16c. Project Cost Allocation Although Covered California has a print shop, most of the materials have not been translated (except for Spanish and a handful of other languages). Can a lead agency put in additional funding for translation and printing of materials for its subcontractors (which has been done for the Outreach and Education grant)? | Yes, this would be considered Marketing or Media activities. |
| 9k. | Is the 15% limit (grant funds received) to be used for administrative costs including all salaries for FTE and consultants as we plan then to use? | Yes. The administrative allowance includes all indirect costs related to the Navigator grant. |
| 9l. | The media limit is 10% of the total grant –is that correct to be spent? | Grantees may allocate a portion of their grant toward media and marketing expenses not to exceed 10% of the total grant award. Grant funds must be used for the sole purpose of marketing Covered |

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| | | California enrollment opportunities to target Covered California subsidy eligible populations. Expenses must align with the Grantee's enrollment strategies, as described in their strategic workplan and must be approved in advance by Covered California. |
| 9m. | We understand that in prior grants (like the outreach and enrollment grant), we were not allowed to do our own outreach advertising since Covered CA already has this covered. In this Navigator Program, for, let's say, \$300k grant size, it is recommended that \$75k is allocated towards outreach, education and media activities. If we're trying to reach targeted population, can we use the \$75 k for in-language advertisement (like a Cantonese radio ad)? | Grantees may allocate a portion of their grant toward media and marketing expenses not to exceed 10% of the total grant award. Grant funds must be used for the sole purpose of marketing Covered California enrollment opportunities to target Covered California subsidy eligible populations. Expenses must align with the Grantee's enrollment strategies, as described in their strategic workplan and must be approved in advance by Covered California. |
| 9n. | Can we ask for lower amount for equipment and higher amount in outreach and education or enrollment than is listed on page 17 of the RFA? | Yes. The funding allocation amounts provided on page 17 are suggested amounts only. While there are caps and minimum requirements in some categories, Applicants have flexibility in allocated funding to reach their target population. |
| 9o. | With respect to Section B.1.5, Project Cost Allocation Worksheet and Project Cost Narrative, is the percentage allowance applicable to the Grant Total Expenses for each potential sub-contractor, or individually? For example, if there is a Lead Agency and two sub-contractors, are the Media and Marketing Activities 10% of the Grant Total or can each sub-contractor have up to 10% allowable for Media and Marketing activities? | Grantees may allocate a portion of their grant toward media and marketing expenses not to exceed 10% of the total grant award . Grant funds must be used for the sole purpose of marketing Covered California enrollment opportunities to target Covered California subsidy eligible populations. Expenses must align with the Grantee's enrollment strategies, as described in their strategic workplan and must be approved in advance by Covered California. Marketing expenses may not supplant other efforts. |
| 9p. | The project cost allocation worksheet (B.5, part of Attachment 1) does not include any column to reflect in-kind costs. If an applicant is using other resources to support the functions listed on this worksheet – e.g., enrollment activities or post-enrollment and retention activities – how should we reflect this in the depiction of project costs so that the total investment in the activities Covered California desires through this solicitation are reflected? | The project cost allocation worksheet should only reflect the total amount requested for the Navigator Grant Program and should not include any in-kind costs. |

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| 9q. | How will Covered California differentiate between Navigator staff and CEC staff funded through other means (e.g., HRSA) with regard to figuring out who will receive the \$58 reimbursement per application and who will not? | Navigator Program Grant funds shall not supplant federal, state or private funds allocated to conduct the same or similar work. Applications delegated to the Navigator Entity will count toward their enrollment goals. |
| 10.Reporting | | |
| 10a. | What is included in the outreach and enrollment submission report? | A sample of the Outreach and Education Summary Form is available for review at: http://www.healthexchange.ca.gov/navigator-program/ |
| 10b. | FAQ 11. Reporting Requirements – it was stated that the reporting requirements for the navigator program would be similar to the Outreach and Education reporting requirement. However, we have been told that it would be much simpler, without the need for close tracking of activities given the main performance metric being the number of “effectuated enrollments.” Will there also be the need to track and report the race, ethnicity and language data of consumers for the navigator activities? | The Outreach and Education Grant Program reporting requirements have been significantly reduced in recent months. Once the Navigator Grantees reach an enrollment goal that makes them eligible for payment, they will submit a high level summary report that indicates the total number of consumers reached through outreach and education and estimates of the demographics of those consumers. A sample report is available for review at: http://www.healthexchange.ca.gov/navigator-program/ |
| 10c. | What is the reporting structure to Covered California of our expenses and how do we submit this to CC? Do you have a recommended format for the budget or do we use our own line item budgeting system as well for reporting? | Since this is a performance based grant, Navigator Grantees will not be required to report actual expenses. As part of the application process, applicants are required to submit their project cost allocation to demonstrate the cost per application and how the grant award will be allocated by activity. |
| 10d. | For these grant programs, should reporting data only include efforts by staff covered by the budget? As a HRSA Outreach and Enrollment grantee, HRSA requests agency wide outreach and enrollment data regardless of FTE coverage. If funded, will a HRSA funded agency needs to separate data based on funding sources? For example, can we report our agency wide outreach and enrollment efforts to Covered CA and HRSA? Please advise. | Reporting for the Navigator Grant program should only include staff working on the Navigator Program and not staff working under a HRSA grant or funded from other sources. Navigator Program Grant funds shall not supplant federal, state or private funds allocated to conduct the same or similar work. |
| 10e. | How will outreach workplans and activity be | No. There will not be an administrative system for the Navigator |

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| | updated/reported? In other words, will online systems like GPAS be available as they were until recently for Outreach contractors? | Program. Once the Navigator Grantees reach an enrollment goal that makes them eligible for payment, they will submit a high level summary report that indicates the total number of consumers reached through outreach and education and estimates of the demographics of those consumers. A sample report is available for review at: http://www.healthexchange.ca.gov/navigator-program/ |
| 10f. | Will there be new requirements for submission of authorization by a consumer (delegation) based on new federal regulations which would impact enrollment processes and efficiencies. | Yes. We are working on an authorization form which will likely be implemented in the coming months. |
| 10g. | 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 rate among LEP Latinos in CA? | Enrollment data can be found online at http://www.healthexchange.ca.gov/data-research/ |
| 10h. | Where may I find how many have/have not been enrolled in Ventura County | Enrollment data can be found online at http://www.healthexchange.ca.gov/data-research/ |
| 10i. | If a lead has multiple subcontractors, does every subcontractor have to provide the full array of services? Or could some subs perform only outreach and education? | No., Subcontractors can be assigned different duties and roles as long as all Navigator Program Activities are completed by the collaborative. |
| 11.Staffing Plan | | |
| 11a. | Will the criminal background check that our organization does for all new hires be sufficient? | No. All staff providing enrollment assistance must submit fingerprint images for processing through the criminal databases maintained by the Department of Justice (DOJ) and Federal Bureau of Audits and Investigations (FBI) for the purpose of obtaining criminal history information even if they have completed this process for their employer or other organization. |