

California Code of Regulations

Title 10. Investment

Chapter 12. California Health Benefit Exchange (§ 6650 et seq.)

Article 8. Enrollment Assistance.

California Code of Regulations

§ 6656. Navigator Program Request for Application and Selection Criteria.

[(a)(1)-(7): No change]

(b) The Navigator Grant Program Application shall contain the following information.

(1) Individual or Organization Information

[(b)(1)(A)-(F): No change]

~~(G) Fax number;~~

~~(G)(H) E-mail address; and~~

~~(H)(I) Website address.~~

(2) Primary contact information:

(A) Primary contact name ~~person;~~

(B) Physical address;

(C) Phone number; and

~~(D) Fax number; and~~

~~(D)(E) E-mail address.~~

[(b)(3): No change]

(4) Previous experience ~~involving~~ performing the Navigator Program activities.

[(b)(5)-(6): No change]

(7) Subcontractor(s) information:

...

~~(G) Fax number;~~

~~(G)(H) E-mail address; and~~

~~(H)(I) Website address.~~

(8) Subcontractor(s) primary contact information:

[(b)(8)(A)-(B): No change]

(C) Phone number; and

~~(D) Fax number; and~~

~~(D)(E) E-mail address.~~

[(b)(9)-(13): No change]

(14) Letter(s) of reference from organizations that have previously collaborated with the applicant with.

§ 6657. Navigator Program Request for Application and Selection Criteria.

[(a)(1)-(4): No change]

(b) An individual's application to become a Certified Enrollment Counselor shall contain the following information:

(1) Name, e-mail address, primary and secondary phone number, ~~and preferred method of communication;~~

[(a)(2): No change]

~~(3) Identification of the Certified Enrollment Entity that the individual will affiliate with;~~

~~(4) Affiliated Certified Enrollment Entity's primary site location address;~~

~~(5) Site(s) served by the individual;~~

~~(6) Mailing address of the primary site for the Certified Enrollment Entity;~~

~~(3) (7) Languages that the applicant can speak An indication of the languages that the Certified Enrollment Counselor can speak;~~

~~(4) (8) Languages that the applicant can write An indication of the languages that the Certified Enrollment Counselor can write;~~

~~(5)(9)~~ Disclosure of all criminal convictions and administrative actions taken against the individual;

~~(6)(10)~~ A certification by the individual that:

(A) The individual complies with the Certified Enrollment Counselor Agreement as well as all requirements as set forth in this Article, including but not limited to Section 6666;

(B) The individual is a natural person of not less than 18 years of age; ~~and~~

(C) The statements made in the application are true, correct, and complete to the best of his or her knowledge and belief;

(D) The individual will abide by all applicable privacy and security standards, including but not limited to those set forth in the agreement between the Certified Enrollment Entity and the Exchange; and

(E) The individual will adhere to all applicable State and Federal laws and regulations.

(c) A Certified Enrollment Entity shall notify the Exchange of every individual to be added or removed as an affiliated Certified Enrollment Counselor. Such notification shall include:

[(c)(1)-(4): No change]

~~(5) An indication of whether the individual is certified as an Certified Enrollment Counselor, and if so, the following information:~~

~~(A) Certification number; and~~

~~(5) (B) When adding an individual, s Site(s) that the individual will serve to be served by the individual.~~

§ 6660. Training Standards.

[(a): No change]

(b) To ensure that all Certified Enrollment Counselors are prepared to serve both the individual Exchange ~~and the Small Business Health Options Program~~, all individuals or entities who carry out Consumer Assistance functions shall complete training in the following subjects prior to carrying out any Consumer Assistance functions:

§ 6664. Roles & Responsibilities.

(a) Certified Enrollment Entities and Certified Enrollment Counselors shall perform the following functions:

[(a)(1)-(5): No change]

(6) Prior to receiving access to any consumer's personally identifiable information, as defined in section 6650 of Article 8, the Certified Enrollment Counselor shall:

[(a)(6)(A)-(J): No change]

(K) Maintain a record of such authorizations for a minimum of ~~six (6)~~ ten (10) years.

Note: Authority cited: Sections 100503 and 100504, Government Code. Reference: Section 100502 and 100503, Government Code; and 45 C.F.R. §§ 155.205, 155.210, 155.215 and 155.260.