



# Office of Commissioner of Insurance

## NEWS RELEASE

**Ralph Hudgens**  
Commissioner of Insurance  
Safety Fire Commissioner  
Industrial Loan Commissioner  
**Twitter: @GA\_DOI**  
**Facebook: @georgiadoi**

For Immediate Release  
November 7, 2017

Contact: Glenn Allen  
Office: 404-463-0729

### VERIFY WHETHER A NAVIGATOR IS LICENSED BEFORE BEING ASSISTED

**Atlanta, GA** – Insurance Commissioner Ralph Hudgens is advising Georgians who will seek assistance in purchasing health insurance through Healthcare.Gov to verify that they are dealing with an appropriately-licensed individual before sharing any personal information.

The Affordable Care Act created “Navigators” and “Certified Application Counselors” who are authorized to help enroll Georgians in health insurance coverage through the Exchange. In 2013, the Georgia General Assembly passed House Bill 198, which requires those individuals to obtain a license through the Georgia Department of Insurance.

“My office requires individuals applying to become a Navigator or Certified Application Counselor to pass a test and undergo a criminal background check before getting licensed,” Commissioner Hudgens said. “These requirements help protect consumers from unqualified or dishonest people who would otherwise be operating in our state.”

Currently, the Insurance Department has licensed approximately 127 Navigators and Certified Application Counselors. Hudgens also reminds consumers that they can work with their local health insurance agent to obtain coverage from the Exchange.

To confirm whether a Navigator or Certified Application Counselor is currently licensed, consumers can call the Georgia Department of Insurance toll-free at **800-656-2298** or visit us online at [www.oci.ga.gov/Navigators/](http://www.oci.ga.gov/Navigators/)

The U.S. Department of Health and Human Services has designated November 1, through December 15, 2017, for the open enrollment period for the Healthcare Marketplace. The Healthcare Marketplace is where Georgians can shop for health insurance coverage on the Federally Facilitated Exchange.