



Joe Lombardo
Governor

NEVADA HEALTH AUTHORITY
DIVISION OF CONSUMER HEALTH SERVICES

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Stacie Weeks, Director

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COMMUNITY-BASED ORGANIZATION ENROLLMENT AND EDUCATION FACILITATOR GRANT
REQUEST FOR APPLICATIONS – QUESTIONS AND ANSWERS
MAY 2026

Q: Are tribes eligible to use these grant funds to support Tribal Enrollment Representatives (TERs)?

A: Yes, tribal organizations with TERs on staff who become certified through the Division of Insurance as an Exchange Enrollment Facilitator are eligible for grant reimbursement. Grant funding is available for the percent of time spent on education and enrollment activities related to Nevada Medicaid or Nevada Health Link plans.

Q: In the list of eligible uses of funding, I do not see operating expenses listed. Is this a category in the eligible funding?

A: Yes, operating costs usually include rent, utilities, maintenance, or insurance, so that would be under the 10% indirect costs budget category.

Q: Are community-based provider organizations that receive Medicaid reimbursement for clinical or supportive services eligible, provided EEF activities are operationally separated from reimbursable services?

A: Yes, correct. Community-based organizations who already receive Medicaid reimbursement for clinical or supportive services are eligible to receive funding through this new grant opportunity to cover costs associated with enrollment and education activities.

Q: For the budget items, would IT and software programs that help track navigation and the service population be covered under the budget “Other” category?

A: Generally, IT equipment and software programs can be listed in the “Supplies” category. If a monthly software license subscription is required, this can be listed in the “Other” category.

Q: Under salaries, can we include program managers (oversight) and grant administration (RFR and reporting) be included?

A: Yes, please include detailed justification and description of each role and the scope of responsibility for each position.

Q: How does the NVHA want the following RFA documents emailed?

A: Please submit all RFA documents electronically via email to navigatorsupport@nvha.nv.gov.

Q: Should we submit applications as a single PDF or listed by each item and saved as PDF documents?

A: Separate PDFs are preferred and will make it easier to review the application, budget narrative and other required documents, instead of having to scroll through one document.



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Q: Is the Letter of Support a part of the Attachment B 15-page limitation?

A: The letter(s) of support will not count towards the project narrative 15-page limitation.

Q: We have two existing staff who are licensed as EEFs and provide education and enrollment assistance. We are interested in growing our program. Are existing EEF positions eligible for grant funding?

A: Yes, funding may be used to support entities whose employees are existing EEFs and who are not currently receiving funds awarded through other grant funds provided by the Exchange. Please indicate the percentage of time each employee will allocate to Medicaid and Nevada Health Link education and enrollment assistance activities in both your application budget narrative and budget plan.

Q: Are community-based provider organizations that receive Medicaid reimbursement for clinical or supportive services eligible, provided EEF activities are operationally separated from reimbursable services?

A: Yes, correct. Community-based organizations who already receive Medicaid reimbursement for clinical or supportive services are eligible to receive funding through this new grant opportunity to cover costs associated with enrollment and education activities.

Q: Do you have a link for information about signing up for the NVHL certification training?

A: Once an employee has completed the certification process with the Division of Insurance, please submit receipt of DOI license and request access to the Nevada Health Link certification training by emailing navigatorsupport@nvha.nv.gov.

Q: Can you please clarify whether these certifications are required for participation in this grant, and if so, whether they are required for all staff or only designated team members?

A: Certifications are required for any staff providing in-person enrollment and education grant activities. All enrollment facilitators must be certified by the Division of Insurance as an Exchange Enrollment Facilitator to be eligible for grant reimbursement.

Q: Is overtime an allowable expense to include in the budget?

A: Overtime is an allowable cost within the personnel budget category if the time spent relates to grant scope and does not exceed budget authority. Grantees will be required to communicate regularly with the state and provide advanced notice of overtime requests.

Q: Is supervision an allowable expense to include in the budget?

A: All personnel costs should directly relate to grant objectives. Supervision or grant administration costs are allowable expenses.



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Q: Are overnight hotel stays and meals considered reasonable travel expenses when traveling to rural communities within Nevada?

A: Yes, all travel costs are subject to the rates set by the General Services Administration (GSA).

Q: Based on your experience and funding priorities, are there any considerations or potential concerns we should be aware of when establishing a new program modeled in this way?

A: Applicants should prepare to address potential delays in hiring/certifying EEFs and filling any vacancies promptly. If awarded, you will have access to the Nevada Health Link enrollment portal so there is no need to establish a new model.

Q: If we have an individual who would like to be licensed as an EEF, do they have to be licensed beforehand, or can they be licensed after an award has been confirmed/received?

A: Applicants should indicate the number of employees who will become EEF certified and plan for completion of licensure requirements within 30-days of employment or grant period start date.

Q: Is there a limit to the number of EEFs we can license and participate in the program?

A: There are no limits, but agencies should indicate the anticipated number of EEFs who will be funded through this grant program.

Q: Is there an ownership limitation for multiple companies applying for the grant? We have two entities that qualify for the grant which have common ownership. I wanted to confirm if that would affect the application for either entity.

A: No, however, common ownership must be disclosed.

Q: Do all associated costs have to be incurred by the EEF? Or if we use our Business Development team to reach the targeted audience in the community, will their travel cost be covered by the grant, if it is intended to be part of the education program?

A: All associated personnel costs must relate to grant objectives, with focus on salary for in-person enrollment and education activities performed by a certified EEF. Please note this grant opportunity is focused on in person assistance, rather than outreach at community events.

Q: What is the cost for training for someone to go through and become certified to be an EEF or is there training?

A: The average total cost to become licensed and certified as an EEF is approximately \$500.00. Please contact the Nevada Division of Insurance for additional information.



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Q: Can training costs be included in our budget?

A: Yes, costs associated with EEF certification and Nevada Health Authority mandatory training expenses are reimbursable.

Q: Are we required to enroll a certain number of individuals per this position?

A: No, but agencies will be required to track and report performance metrics monthly.

Q: Are we required to propose a number that we will enroll and hit that number?

A: Not required.

Q: Is the Budget Narrative to be submitted as a separate PDF?

A: The budget narrative can be included as a separate PDF or within the excel Budget Plan template noting the justification for each expense.

Q: In the final Navigator RFA submission, do we include Attachment D Scoring Matrix? Or, is the information only for us to review to assist with the application draft?

A: No, attachment D is meant for members of the evaluation committee that will be reviewing all applications. Yes, it is meant to assist applicants so you'll know what the evaluation committee will be looking for when reviewing applications.

Q: Can you please clarify if available grant funding of \$2M is total across all providers/clinics in NV (not per provider group)?

A: Correct. \$2 million is the total amount of state funding available for this grant. This amount may be divided among several community organizations depending on the applications received and approved.

Q: Our agency already has reps from DSS that visit our campus for this purpose. Will this continue?

A: Yes, this grant opportunity was not meant to change any services that are currently in existence.

Q: Are these funds for agencies who already assist program participants with enrollment activities?

A: This funding opportunity is open to any community-based organization that would qualify. You do not have to already be providing enrollment and education services to be eligible for this funding opportunity.

Q: Is there somewhere within the application package addressing min/max funding requests per applicant?

A. No.



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Q: Can you have a subrecipient?

A: No, grantees are not eligible to receive funding for subrecipients.

Q: Could we apply for a portion of the salary for someone who is already doing this work?

A: Yes, if an existing staff member becomes licensed as an EEF they will be eligible for reimbursement for time spent towards grant activities.

Q: How long can we fund a position?

A: Grant funding is currently available for state fiscal year 2027. Future funding is subject to legislative action and approval.

Q: The certification process for an EEF requires 20 hours of pre-licensing education and a state exam. Does the grant budget allow for the reimbursement of staff time spent in training before they are officially certified?

A: Yes, grant funding is available for staff time spent completing EEF pre-licensure requirements.

Q: Currently, our organization has EEFs, but some of them are part-time. Can we apply for this grant for these part-time EEFs?

A: Yes.

Q: For the Cover Sheet, there is a question regarding our program location. Should we answer this based on the location of our team, or all the locations where our services are provided?

A: We would like to know where services are being provided so we can understand which consumers you are assisting across the state, as well as the specific counties or cities you are currently serving.

Q: How much should we budget for Nevada Insurance Certification Testing?

A: The cost to complete the EEF training and licensure requirements is approximately \$500 per EEF.

Q: Do we have to use 15% for the fringe rate or can we use our actual organization's fringe rate?

A: Please refer to Attachment C: Budget Guidance. Applicants are required to provide your organization's fringe rate and explain the benefits used and basis for fringe rate calculation.

Q: Our fringe rate is 30% for a FTE, can that be written into the budget?

A: Yes, please refer to Attachment C: Budget Guidance. Applicants are required to provide your organization's fringe rate and explain the benefits used and basis for fringe rate calculation.



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Q. For this Medicaid grant, who are we supposed to report it to?

A: This grant is administered through the Division of Consumer Health Services, under Nevada Health Authority. Grantees will be required to provide monthly program reports along with monthly requests for reimbursement to the Division of Consumer Health Services. Awardees will be provided with further guidance upon award.

Q: Do you also expect the full time Navigator to do outreach and education as well as your current grant?

A: No, this grant will not focus on regular Nevada Health Link community outreach activities, such as attending and tabling community events.

Q: Your description stated this was a one-year grant, is there any possibility this will be renewed?

A: Future funding is subject to legislative action and approval.

Q: Are the existing grantees more in an advantageous position due to experience?

A: No, all applications will be scored equally by an evaluation committee.

Q: Can we use the 271 eligibility file as monthly reporting to show an increase in enrollment eligibility?

A: Awardees will be provided with a monthly reporting template to document enrollment metrics.

Q: I have an employee whom I would like to write into this grant at 75% of her time. Is that allowable for me to do so? Or do I have to have at least one FT EEF worker on the budget? Also, can an EEF supervisor be written into this as well at 25% of their work hours? Or is the minimum .5 FTE for every employee on the budget?

A: There is no minimum or a maximum percentage for personnel time spent within the RFA. Yes, please include detailed justification and description of each role and the scope of responsibility for each position that will be dedicated to supervise staff dedicated to enrollment and education activities.

Q: Is the state exam and training in person?

A: Please contact nevada.licensing@doi.nv.gov for more information on EEF licensure exam locations and requirements.

Q: For the monthly reporting, will you all give us some sort of a matrix that you want filled out or will we be able to create our own monthly reporting based upon the metrics that have been identified in the RFA?

A: Yes, awardees will be provided with a monthly reporting template to document grant metrics.



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Q: The RFA mentions reimbursement. What is the average timeframe for receiving payment after a monthly report and invoice are submitted?

A: Monthly requests for reimbursement must be submitted no later than the 15th of each month. Fiscal will process all requests within 30 days or less.

Q: Do you have a link for the NVHL certification training so we can address it in our application? The NVHL site does not currently have that listed that I can find.

A: The Nevada Health Link training is an online training available by invitation only. The training invitation will be sent via email after you have completed the Division of Insurance licensing process.

Q: Are you seeking one FTE or half time person per organization or would you welcome multiple EEFs within the same organization?

A: Organizations are welcome to hire multiple EEFs within the same organization.

Q: Is it up to each organization to set the salary for the EEF or is there a standardized range? Also is there any distinction between independent contractors and full-time salaried employees in terms of eligibility?

A: Salary Range will be decided by the hiring organization. Organizations are welcome to hire contract EEF staff but must indicate whether or not they receive fringe benefits or not.

Q: Is there a minimum or max funding request?

A: No. Please submit your proposed budget request. Budget proposals will be reviewed, and awardees will be informed of any necessary revisions.

Q: Are there mandatory minimum numbers of clients served annually?

A: There is no minimum requirement of clients you are required to serve annually; however, organizations will be expected to report the number of encounters with consumers and other enrollment metrics.

Q: Since we must house the EEFs, would rent at the EEFs FTE be an eligible expense since they are taking up space to provide enrollments?

A: Please refer to Attachment C: Budget Guidance. Rent is covered by the 10% indirect costs included in the grant. Please include this in your proposed budget request.

Q: For supplies, are we allowed to purchase swag for outreach events?

A: No, swag is not an eligible supply expense under this grant. Grant activities should focus on providing in-person enrollment and education activities within the community-based organization, rather than supporting community outreach events. Nevada Health Link and Nevada Medicaid swag and printed resources are available to awardees free of charge if needed.



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Q: For finger printing and background check cost. If EEF licensure is required, will the fingerprinting/background check cost be eligible?

A. Yes, Division of Insurance background check costs are eligible for grant reimbursement.

Q: For meeting costs, are gifts to providers eligible?

A: No.

Q: Are we allowed marketing costs in regard to spreading the awareness of Nevada Health Link/Nevada Medicaid and how to enroll?

A: Yes, limited marketing costs are allowable if they directly support education and awareness efforts related to Nevada Medicaid and Nevada Health Link enrollment, coverage options, and upcoming policy changes. However, this grant opportunity is meant to focus on providing in-person assistance.

Please note that any proposed marketing, advertising, or promotional expenses must be submitted to and approved by the Division of Consumer Health Services prior to being purchased or submitted for reimbursement. All materials must also use approved messaging provided by Nevada Health Authority.

Q: Are HIPAA training costs eligible?

A: No, only training related to Nevada Medicaid or EEF certification is eligible for reimbursement.

Q: Are there any considerations or potential concerns we should be aware of when establishing a new program modeled in this way?

A: If awarded you will have access to our enrollment portal so there is no need to establish a new model.

Q: If an organization is not awarded this grant opportunity, would it still be possible for that organization to have staff complete the training and obtain licensure/certification as EEFs?

A: Yes, please refer to the Division of Insurance (DOI) requirements by clicking on this link: [Nevada Division of Insurance](#)

Q: How often is the EEF training and certification offered, and what is the frequency of this training or how often is it offered?

A: Please refer to the Division of Insurance.

Q: Can we submit two applications?

A: Please submit a single application for your organization. If the intention is to start serving Southern Nevada initially and then expand statewide, please note this in your project narrative.



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Q: Can funds be transferred between approved budget categories?

A: Requests for revisions to the subaward budget categories will be considered and approved on case-by-case basis.

Q: Can licensed insurance agents who sell plans on Nevada Health Link participate in this grant program, either as individual EEFs, through their employing agency as the applicant, or through a separately established affiliate entity with independent governance and no shared staff?

A: No, licensed insurance agents or brokers are ineligible to participate in this grant program.

Q: Can a licensed brokerage provide in-kind support to a grantee CBO, such as donated office space, event sponsorship, or marketing assistance, without that support being considered a prohibited partnership under NRS 695J.210?

A: No. Per NRS 695J.210, the exchange enrollment facilitator is prohibited to be employed by, or in partnership with a licensed broker.

Q: What happens after you receive an award?

A: If you are selected as a grantee, you will be formally notified via email. Following that notification, you will receive additional documents to review and sign. These documents will include monthly reporting templates, Requests for Funds (RFF), a Notice of Award (NOA), and any other required forms needing consent and signatures.

If you choose to proceed with this grant opportunity, you may begin the EEF process for the employees you intend to include once all completed documents have been submitted and approved. If, after reviewing the grantee documents, you decide not to participate in the program, you may withdraw at that time.

Q: Where is the line between permissible "community collaboration" and prohibited "partnership" for purposes of this grant? Can NVHA share examples of broker and CBO arrangements that have been approved or rejected?

A: This is a new grant opportunity. Brokerage entities are not encouraged to apply as they are not considered an eligible community-based organization.

Q: Are there certain requirements that are going to be needed to fulfill the partnership with the state?

A: Awardees will need to fulfill all grant deliverables as outlined in RFA.

Q: Are there any other requirements around reporting or participation in community events?

A: Please refer to page 10 of the RFA. All recipients are required to submit monthly fiscal and program reports, in addition to a final report once the budget period has ended. Please note this grant opportunity is focused on in person assistance, rather than outreach at community events.