



Renewal Toolkit

Overview

Covered California’s Renewal Period (annual redetermination process) is intended to help individuals and families retain health coverage for the upcoming enrollment year. Use the information and resources below to support Covered California members through the renewal process.

Check back frequently for updates.

Renewals

Resource	Type	Description
Renewal Quick Guide	Quick Guide	Tips and reminders for the renewal process including links and information on Renewal Notices.
Job Aid: Renewal	Job Aid	Instructions on the Covered California renewal process.
Single Streamlined Application	Job Aid	Provides an overview of the Single Streamlined Application, with a focus on highlighting features and pages for Certified Insurance Agents (Agents), Certified Enrollment Counselors (CECs), and Plan Based Enrollers (PBEs).
Covered California Renewal Notices (CalNOD12) a- English d- English	Notice	Notice to consumers explaining the renewal process and the importance of retaining health insurance. NOD12A – Consumers enrolled in a plan, and eligible for Advanced Premium Tax Credit (APTC). NOD12D – Consumers that are enrolled in a dental plan only.
Financial Help Notice (CalNOD11a)	Notice	Notice to consumers informing them that Covered California needs their consent (permission) to see if they qualify for financial help.
Eligibility Determination	Notices	Notices to consumers informing them that Covered California automatically renewed their enrollment into an applicable Silver plan.



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Resource	Type	Description
Open Enrollment 2024 Statewide Kickoff Meeting Open Enrollment 2024 Statewide Kickoff Meeting Recording	Slide Deck and Video	Covered California Sales Enroller kickoff meeting containing policy updates, plan rates, system updates, tools, resources, and more.

Health, Dental, & Vision Plans

Resource	Type	Description
Standard Benefit Design Chart	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.
Covered California Health Plans	Reference Site	Link to website outlining health insurance companies and plan rates.
Family Dental Plans	Reference Documents	Link to website outlining dental insurance companies and plan rates.
Prescription Drug Overview - Bronze	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Prescription Drug Overview - Silver	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Prescription Drug Overview - Gold	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Prescription Drug Overview - Platinum	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.



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Resource	Type	Description
Health, Dental, and Vision Plan Provider Directories	Index	Use these links to contact the Health, Dental, and Vision Plans directly for more information on the provider directories.
Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers.
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary.

Helpful Tips, Tools, & Resources

Resource	Type	Description
Shop and Compare	Quick Guide	Instructions on how to navigate the updated Shop and Compare tool.
Income Guidelines	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines.
Income Guidelines (Spanish Version)	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines.
Countable Sources of Income	Guide	Reference guide on what to count for income for APTC/CSR.
Income Section	Job Aid	A step-by-step guide to assist enrollers with the income section of the online application.
Understanding ROP and Auto-Discontinuance Guide	Quick Guide	Information on conditional eligibility status and how you can assist consumers in providing documentation to Covered California.
Certified Enroller Portal Search	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.



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Resource	Type	Description
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.
Consent for Verification Quick Guide	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions.
Consent for Verification and Tax Attestation	Quick Guide	Guide on how to help consumers who receive a notice regarding their previous year tax information.
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.
Add an Event	Portal	Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community.

Agent Resources

Resource	Type	Description
Agency Manager Toolkit	Toolkit	Resources for Agency Managers to assist with viewing and exploring a Book of Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more.
Approved Admin Staff Role Toolkit	Toolkit	Resources for Approved Admin Staff to with the online application support, managing Agency delegations (Level 2 only) crating new profiles and Agents (Level 2 only), and much more.



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Consumer-Facing Resources

Resource	Type	Description
CalHEERS Reset and Retrieve Username	Quick Guide	Guide to help consumers reset and/or retrieve their username or password in CalHEERS.
Consumer Delegation	Quick Guide	Form for consumers to use to delegate a Certified Enroller.

Contact Covered California

Resource	Type	Description
Covered California Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and certified enrollers.
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.