



## 2018 OPEN ENROLLMENT TOOLKIT

A “one-stop shop” for Open Enrollment information and resources in order to support Covered California members through the open enrollment process. Check back frequently for updates.

For renewal resources, view the 2018 Renewal Toolkit [here](#).

### 2018 Open Enrollment

Resource	Type	Description	Date Updated
Open Enrollment Consumer Journey <a href="#">Video Recording</a> and <a href="#">Slide Deck</a>	Webinar Training and Deck	2018 Open Enrollment presentation including important CalHEERS updates, reminders and application walkthrough.	10/27/2017
<a href="#">Online Application</a>	Walkthrough	Video walkthrough of the consumer renewal journey for 2018 in CalHEERS	9/21/2017
<a href="#">CalHEERS Online Application</a>	Job Aid	A step by step guide to assist enrollers with the CalHEERS Online Application	10/25/2017

### 2018 Health, Dental and Vision Plans

Resource	Type	Description	Date Updated
<a href="#">Health Plans Booklet - 2018</a>	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	8/1/2017
<a href="#">Standard Benefit Design Chart - 2018</a>	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	9/14/2017
<a href="#">2018 Regional Rate and Plan Information</a>	Slide Deck	2018 Regional Rate and Plan Information Booklet including statewide rate sheets and a hospital directory from all 19 California Rating Regions.	9/21/2017
<a href="#">Affordability Delivered in California</a>	Fact Sheet	Data on difference between the cost-sharing reduction surcharge rates and actual impact on consumers that receive financial assistance.	10/30/2017
<a href="#">Prescription Drug Formularies</a>	Guide	Prescription drug costs, according to metal tier, for all 2018 Covered California Individual health insurance plans.	10/25/2016
<a href="#">Anthem and Health Net Transition of Coverage</a>	FAQs	FAQ to assist existing Covered California Anthem and Health Net members with transitioning to a new plan	9/13/2017

<a href="#">Family Dental Booklet - 2018</a>	Reference Document	Dental insurance companies and plan rates.	10/7/2017
<a href="#">Adult Dental Benefits, Limitations and Exclusions</a>	Chart	Chart showing dental plans offered by Covered California and the benefits included	10/13/2017
<a href="#">Health &amp; Dental Plan Provider Directories</a>	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	9/14/2017
<a href="#">Vision Coverage Quick Guide</a>	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers	10/6/2017
<a href="#">EyeMed Summary of Benefits</a>	Chart	EyeMed vision coverage benefits and network summary	10/6/2017

### Helpful Tips & Tools

Resource	Type	Description	Date Updated
<a href="#">Shop and Compare</a>	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	10/12/2017
<a href="#">Income Section</a>	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	09/15/2017
<a href="#">Income Guidelines</a>	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines current through April 2018 and updated March/April of every year.	3/1/2017
<a href="#">Conditional Eligibility</a>	Quick Guide	Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California.	12/2/2016
<a href="#">Agent &amp; CEC Portal Search</a>	Training Guide	Instructions on how to effectively use the "Search" functionality in the Agent or CEC Portal.	11/18/2016
<a href="#">Assisting Medi-Cal Eligible Consumers</a>	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	10/10/2016
<a href="#">Consent for Verification Quick Guide</a>	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2018.	09/13/2017

<a href="#">2017 Delegation and Delegation Change</a>	Policy	Guidance on consumer delegation for Certified Enrollers.	9/13/2016
<a href="#">CalHEERS Password Reset</a>	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	09/14/2017
<a href="#">Add an Event</a>	Portal	Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community.	11/2/2017

### Contact Covered California

Resource	Type	Description	Date Updated
<a href="#">Covered California Service Center Operating Hours</a>	Schedule	Service Center hours of operation for consumers and certified enrollers.	08/07/2017
<a href="#">Regional Field &amp; Account Representatives</a>	Handout	Contact information for our field and account team representative by region within California.	06/09/2017

### Agent Resources

Resource	Type	Description	Date Updated
<a href="#">Agency Portal Video</a>	Walkthrough	A walkthrough of the new Agency Portal look and feel for Agency Managers	7/28/2017
<a href="#">Agent Extranet Tool Kit</a>	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	04/11/2017
<a href="#">Book of Business</a>	Quick Guide	Report of all your Covered California consumers.	4/1/2016
<a href="#">Conditional Eligibility Extract</a>	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	5/3/2017
<a href="#">Medi-Cal to Covered California Transition Extract</a>	Quick Guide	Help your consumers transition back to Covered California from Medi-Cal	04/11/2017

## Documentation

Resource	Type	Description	Date Updated
<a href="#">Acceptable Administrative Documentation</a>	Guide	Acceptable documentation that can be submitted to Covered California.	5/1/2016
<a href="#">Attestation of Non Incarcerations Status</a>	Form	Form for consumers to use to attest to their Non Incarcerations Status, if applicable.	5/1/2016