

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

### Renewal

Resource	Type	Description	Date Updated
<a href="#">Renewal Quick Guide</a>	Quick Guide	Tips and reminders for the renewal process including links and information on Renewal Notices.	9/20/2017
<a href="#">Job Aid: Renewal</a>	Job Aid	Instructions on the 2017 Covered California renewal process.	9/20/2017
Consumer Renewal Journey Webinar: <a href="#">Video Recording</a> and <a href="#">Slide Deck</a>	Webinar Training and Deck	2018 Consumer Renewal journey presentation including important CalHEERS updates, CalHEERS Renewal Mode guidance and renewal notice information.	10/13/2017
<a href="#">Consumer Renewal Journey Walkthrough</a>	Video	Video walkthrough of the consumer renewal journey for 2018 in CalHEERS	10/16/2017

### Renewal Notices

Resource	Type	Description	Date Updated
<a href="#">Covered California Consent for Verification Notice (CalNOD11)</a>	Notice	Notice to consumers explaining they are at risk of losing their APTC if they do not update consent.	09/14/2017
Covered California Renewal Notice (CalNOD12)  <a href="#">a- English</a> <a href="#">a-Spanish</a> <a href="#">b- English</a> <a href="#">b-Spanish</a> <a href="#">c- English</a> <a href="#">c-Spanish</a> <a href="#">d- English</a> <a href="#">d-Spanish</a>	Notice	<p>Notice to consumers explaining the renewal process and the importance of retaining health insurance.</p> <p>NOD12A – Consumers enrolled in a plan, and eligible for Advanced Premium Tax Credit (APTC)</p> <p>NOD12B – Consumers pending enrollment, and pending APTC</p> <p>NOD12C – Consumers who are pending enrollment, but are unsubsidized</p> <p>NOD12D – Consumers that are enrolled in a dental plan only</p>	09/20/2017
<a href="#">Covered California Renewal Notice Insert</a>	Mailing Insert	Buckslip inserted into the Renewal Notices (CalNOD12)	9/20/2017

## 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="#">Prescription Drug Formularies</a>	Guide	Prescription drug costs, according to metal tier, for all 2017 Covered California Individual health insurance plans.	10/25/2016
<a href="#">Anthem and HealthNet 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 2017.	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

### 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
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<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