



2018 Special Enrollment Toolkit Certified Enrollers

A “one-stop shop” for Covered California’s Special Enrollment Period where enrollers can find information on Qualifying Life Events, Special Enrollment Verification, Health, Dental and Vision Plan information, as well as resources in order to support Covered California consumers.

Check back frequently for updates.

Special Enrollment Resources

Resource	Type	Description	Date Updated
Special Enrollment	Quick Guide	Special Enrollment at a glance.	01/26/2018
Special Enrollment Verification	Quick Guide	Information on Covered California’s Special Enrollment Verification process and how to assist consumers with Special Enrollment verification needs.	01/26/2018
Special Enrollment Job Aid	Job Aid	Walkthrough of the online application for Special Enrollment.	01/26/2018
Special Enrollment FAQ	Facts Sheet	Commonly asked questions and answers regarding Special Enrollment.	09/27/2017

Health, Dental, and Vision Plans

Resource	Type	Description	Date Updated
Health Plans Booklet - 2018	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	08/1/2017
Standard Benefit Design Chart - 2018	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	09/14/2017
Family Dental Booklet - 2018	Reference Document	Dental insurance companies and plan rates.	10/7/2017
Family Dental Exclusions and Limitations	Handout	Summary of exclusions and limitations found in the adult dental plans.	10/13/2017
Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2017 Covered California Individual health insurance plans.	10/3/2016



2018 Special Enrollment Toolkit Certified Enrollers

Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	09/4/2017
Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers.	10/6/2017
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary.	10/6/2017

Helpful Tips & Tools

Resource	Type	Description	Date Updated
Shop & Compare	Job Aid	Instructions on how to navigate the updated Shop & Compare tool.	10/12/2017
Shop & Compare Walk Thru	Video Walk Thru	Video Walk-Thru on how to navigate the Shop & Compare tool.	09/21/2016
Conditional Eligibility	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
Agent & CEC Portal Search	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.	11/18/2016
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	10/10/2016
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 in 2018.	09/13/2017
2017 Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.	09/13/2016
CalHEERS Password Reset	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	09/14/2017
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.	11/2/2017

Income Guidance

Resource	Type	Description	Date Updated
Income Guidelines - 2018	Handout	Handout providing to consumers showing Federal Poverty Level Guidelines for 2016.	11/1/2017
Countable Sources of Income	Guide	Reference guide on what to count for income for APTC/CSR.	09/13/2016

Documentation

Resource	Type	Description	Date Updated
Acceptable Administrative Documentation	Guide	Acceptable documentation that can be submitted to Covered California.	05/1/2016
Attestation of Non Incarcerations Status	Form	Form for consumers to use to attest to their Non Incarcerations Status, if applicable.	05/1/2016

Contact Covered California

Resource	Type	Description	Date Updated
Covered California Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and certified enrollers.	1/26/2018
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.	1/26/2018
Covered California's SEP Verification Team	Contact Info	Extensions & Appeals: SpecialEnrollment@covered.ca.gov 888.217.9311 Questions regarding the notices & reporting fraud: ConsumerProtection@covered.ca.gov 888.217.9309	03/08/2017



Agent Extranet

Resource	Type	Description	Date Updated
Agent Extranet Tool Kit	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	04/11/2017
Book of Business	Quick Guide	Report of all your Covered California consumers.	04/1/2016
Conditional Eligibility Extract	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	05/3/2017
Medi-Cal to Covered California Transition Extract	Quick Guide	Help your consumers transition back to Covered California from Medi-Cal.	04/11/2017