



2017 Special Enrollment Tool Kit

Overview

Consumers who experience a Qualifying Life Event can enroll in a Covered California health insurance plan up to 60 days from the date of the event. This is called a [Special Enrollment](#).

Certified Enrollers (Agents and Counselors) may assist all consumers eligible for a Special Enrollment. During this period, Certified Enrollers processing applications on behalf of a consumer will no longer have the ability to complete new or in progress applications without a [Qualifying Life Event](#). New fields are displayed on the Application Signature Page that will require entry of a consumer's Qualifying Life Event.

In addition, consumers and enrollers completing an online application will be notified via language in the application that Covered California may seek to verify the validity of their self-attested qualifying life event in order to be eligible for a Special Enrollment. This is called Special Enrollment Verification.

Click the following links to access additional information to help assist consumers enrolling with a Qualifying Life Event and providing Special Enrollment Verification.

Tool Kit

- [2017 Covered California Health, Dental, and Vision Plans](#) – A “one-stop shop” for information on Covered California Health, Dental, and Vision Plan information

Quick Guides

- [Special Enrollment](#) – Special Enrollment at a glance
- [Special Enrollment Verification](#) – Instructions on how to assist consumers with special enrollment verification needs

Resources

- Life Events and Special Enrollments Webinar: [Video Recording](#) and [Slide Deck](#)
- [Special Enrollment Job Aid](#) – Walk through of the online application for special enrollment
- [Agent Extranet](#) – Step-by-step instructions to login to the Agent Extranet to gain access to your book of business and other key reports
- [Special Enrollment FAQ](#) – Commonly asked questions and answers regarding Special Enrollment

Covered California Contact Information

- [Field Operations & Account Services Teams](#)
- Covered California's SEP Verification Team
 - Extensions & Appeals:
 - SpecialEnrollment@covered.ca.gov
 - 888.217.9311
 - Questions regarding the notices & reporting fraud:
 - ConsumerProtection@covered.ca.gov
 - 888.217.9309