Agent Extranet Tool Kit
Certified Insurance Agents

The Agent Extranet, found outside of the Individual Marketplace online application (CalHEERS), is where Covered California uploads important reports, such as your weekly Book of Business and monthly Conditional Eligibility Extract. Review the resources below to gain access to these reports and assist consumers in your Book of Business.

Agent Extranet:

- Job Aid – Instructions on how to access your Agent Extranet Account
- Login – user name and password required
- Password Reset – reset password with user name - If you do not have your user name, please contact the Agent Service Center at 877-453-9198.
- Book of Business Quick Guide – report of all your Covered California consumers

Medi-Cal to Covered California Transition:

- Quick Guide – Help your consumers transition back to Covered California from Medi-Cal

Conditional Eligibility:

- Quick Guide – information on consumers with a conditional eligibility status
- Reminder Notice – notice received by consumers with a conditional eligibility status
- Extract Job Aid – instruction on how to help your consumers with a conditional eligibility status
- Covered California Acceptable Administrative Documentation – acceptable documentation that can be submitted to Covered California
- Attestation of Non Incarceration Status – form for consumer to use to attest to their Non Incarceration Status, if applicable

Personally Identifiable Information (PII)

PII is found within the Agent Extranet and must remain secure and confidential in accordance with Covered California's Security and Privacy policies as outlined in the agent agreement, including all applicable laws and regulations. It is the Agent's responsibility to ensure that they handle this information in the appropriate manner. Remember that emails with consumer PII must be encrypted or secured.