Help On Demand Toolkit for Certified Enrollers

Overview

Help On Demand is found on the Covered California "Contact Us" webpage. When a consumer requests enrollment assistance via Help On Demand, a Certified Enroller will immediately be alerted. The Certified Enroller will then have 8 minutes to accept the referral and 10 minutes to contact the consumer. If the Certified Enroller does not accept the referral, it will no longer be available to them and will transfer to the next eligible Certified Enroller. The consumer's contact information will be delivered directly to the Certified Enroller who accepted the referral via a custom App.

Review the information below to learn more about the tool and what you need to know to participate and begin receiving referrals.

Resources:

- Four Options to Manage Your Availability – list of step-by-step options to help you manage your availability and not miss accepting referrals

- Registration Instructions – step-by-step instructions to register for Help On Demand and begin accepting referrals.

- Quick Guide – information on the Help On Demand tool after you are registered to help you receive and manage referrals.

- Status Quick Guide – chart showcasing the statuses available in the Help On Demand tool and guidance on when to use them.

- Manually Update App – instructions on how to manually update the Help On Demand Android and iOS App.

- Terms of Use – the role and responsibilities which outlines the use and expectations for Certified Enrollers participating in the Help On Demand program.

- Frequently Asked Questions (FAQ) – list of questions and answers to help you navigate the Help On Demand tool.

NOTE: For additional training, you may request to be enrolled in the Help On Demand Review training course. Send an email to HelpOnDemand@covered.ca.gov or log in to the Learning Management System (LMS) to access the training course.

For more information on this tool, or if you have questions about the webinar training, please contact HelpOnDemand@covered.ca.gov.