



Partner Alert

BREAKING NEWS FROM
COVERED CALIFORNIA FOR SMALL BUSINESS

CCSB Responds to Concerns Regarding Delinquency Policy Change

Employees to no longer receive CCSB delinquency notice

Covered California for Small Business, in a response to agent and customer feedback, has revised the initial delinquency notification policy decision to send notices to both employers *and* employees.

We recognize that the change we made to our policy caused disruption and confusion with our employers, their employees and our selling agents. CCSB has determined it will send a notice only to the employer with the initial delinquency.

Beginning with delinquent accounts for March, CCSB will send employers an initial notice of delinquency. The Notice of Delinquency, Intent to Cancel and 30-Day Grace Period, sent to employers on the 5th day of the coverage month, will not be sent to employees by CCSB. Instead, it will be the employer's responsibility to notify their employees of a potential cancellation of coverage due to non-payment in fulfillment of state law and CCSB group agreement requirements. In the event payment is not received by the end of the 30-day grace period, CCSB will send both the employer *and its employees* a final notice of termination.

CCSB appreciates the feedback it continues to receive from its selling agents and customers and strives to always improve upon the program experience.