



Board Members
Diana S. Dooley, Chair
Kimberly Belshé Paul Fearer
Susan Kennedy Robert Ross, MD

Executive Director
Peter V. Lee

AGENDA
Small Business Health Options Program Advisory Group
Meeting and Webinar
Wednesday, October 16: 1:00 – 4:00 p.m.

Covered California
Yosemite/Lassen Conference Room
560 J Street, Suite 290
Sacramento, CA 95814

To attend the webinar, go to:
<https://attendee.gotowebinar.com/register/6767836370219674114>.

I.	Welcome and Introductions	10 min.
	<ul style="list-style-type: none">• Introductions• Overview of Agenda	
II.	CalHEERS Availability & Functionality	15 min.
III.	SHOP Go Live Status Report	45 min.
	<ul style="list-style-type: none">• SHOP Update• Call Center Update• Agent Certification• Quoting Activity• General Agents• SHOP Health Plans	
IV.	Outreach & Education Update	20 min.
	<ul style="list-style-type: none">• Grantees• Agent Training	
	Break	15 min.
V.	Applications	30 min.
	<ul style="list-style-type: none">• Employer• Employee	
VI.	Website Improvements	15 min.
	<ul style="list-style-type: none">• Small Business Website• Agent Website	
VII.	Dispute & Appeals Process	30 min.

Send public comments to SHOP@covered.ca.gov