



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>.

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| 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