



## 2019 SIGN-UP TOOLKIT

A “one-stop shop” for 2019 Sign-up information and resources to support Covered California members through the enrollment process. Check back frequently for updates.

NOTE: For renewal resources, view the 2019 Renewal Toolkit [here](#).

### 2019 SIGN-UP

| Resource                                    | Type        | Description   | Date Updated |
|---|-------------|---|--------------|
| <a href="#">Online Application</a>          | Walkthrough | Video walkthrough of the consumer renewal journey for 2019 in CalHEERS  | 09/19/2018   |
| <a href="#">CalHEERS Online Application</a> | Job Aid     | A step by step guide to assist enrollers with the CalHEERS Online Application   | 09/17/2018   |
| <a href="#">Add an Event</a>                | Portal      | Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community. | 09/10/2018   |
| <a href="#">2019 Sign-up Collateral</a>     | Portal      | Link to downloadable PDF’s of Covered California’s collateral materials.  | 09/10/2018   |

### 2019 Health, Dental and Vision Plans

| Resource  | Type               | Description   | Date Updated |
|---|--------------------|---|--------------|
| <a href="#">Health Plans Booklet - 2019</a>           | Reference Document | Health insurance companies and preliminary plan rates (preliminary rates).  | 08/16/2018   |
| <a href="#">Standard Benefit Design Chart - 2019</a>  | Handout            | Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.  | 08/16/2018   |
| <a href="#">2019 County Rate and Plan Information</a> | Slide Deck         | 2019 County Rate and Plan Information Booklet including statewide rate sheets and a hospital directory from all 19 California Rating Regions. | 10/05/2018   |
| <a href="#">Affordability Delivered in California</a> | Fact Sheet         | Data on difference between the cost-sharing reduction surcharge rates and actual impact on consumers that receive financial assistance.       | 10/30/2017   |
| <a href="#">Prescription Drug Formularies</a>         | Guide              | Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.                          | 08/28/2018   |
| <a href="#">Family Dental Booklet - 2019</a>          | Reference Document | Dental insurance companies and plan rates.  | 10/01/2018   |

|   |       |   |            |
|---|-------|---|------------|
| <a href="#">Adult Dental Benefits, Limitations and Exclusions</a> | Chart | Chart showing dental plans offered by Covered California and the benefits included                                | 09/10/2018 |
| <a href="#">Health &amp; Dental Plan Provider Directories</a>     | Index | Use these links to contact the Health and Dental Plans directly for more information on the provider directories. | 08/28/2018 |
| <a href="#">Vision Coverage Quick Guide</a>                       | Guide | VSP and EyeMed vision coverage quick guide for Certified Enrollers  | 09/06/2018 |
| <a href="#">EyeMed Summary of Benefits</a>                        | Chart | EyeMed vision coverage benefits and network summary   | 09/10/2018 |

### Helpful Tips & Tools

| Resource  | Type           | Description  | Date Updated |
|---|----------------|--|--------------|
| <a href="#">Shop and Compare</a>                      | Job Aid        | Instructions on how to navigate the updated Shop and Compare tool.   | 06/01/2018   |
| <a href="#">Income Section</a>                        | Job Aid        | A step by step guide to assist enrollers with the income section of the online application.  | 09/10/2018   |
| <a href="#">Income Guidelines</a>                     | Handout        | Handout provided to consumers showing Federal Poverty Level Guidelines current through March/April 2019. The next update will occur March/April.                       | 10/5/2018    |
| <a href="#">Conditional Eligibility</a>               | Quick Guide    | Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California. | 04/28/2018   |
| <a href="#">Agent &amp; CEC Portal Search</a>         | Training Guide | Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.  | 09/07/2018   |
| <a href="#">Assisting Medi-Cal Eligible Consumers</a> | FAQ            | Questions and answers regarding assisting consumers in Medi-Cal.   | 10/10/2016   |
| <a href="#">Consent for Verification Quick Guide</a>  | Quick Guide    | Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2018.                               | 08/17/2018   |
| <a href="#">Delegation and Delegation Change</a>      | Policy         | Guidance on consumer delegation for Certified Enrollers.   | 12/14/2017   |

|   |         |  |            |
|---|---------|--|------------|
| <a href="#">CalHEERS Password Reset</a> | Job Aid | Instructions for how to assist consumers on resetting their password in the online application (CalHEERS). | 09/07/2018 |
|---|---------|--|------------|

## Contact Covered California

| Resource  | Type     | Description  | Date Updated |
|---|----------|--|--------------|
| <a href="#">Covered California Service Center Operating Hours</a> | Schedule | Service Center hours of operation for consumers and certified enrollers.                       | 09/10/2018   |
| <a href="#">Regional Field &amp; Account Representatives</a>      | Handout  | Contact information for our field and account team representative by region within California. | 09/10/2018   |

## Agent Resources

| Resource   | Type        | Description  | Date Updated |
|--|-------------|--|--------------|
| <a href="#">Agency Manager Tool Kit</a>            | Tool Kit    | Resources for Agency Managers to assist with viewing and exploring a Book of Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more. | 08/15/2018   |
| <a href="#">Approved Admin Staff Role Tool Kit</a> | Tool Kit    | Resources for Approved Admin Staff to with the online application support, managing Agency delegations (Level 2 only) crating new profiles and Agents (Level 2 only), and much more.                     | 08/15/2018   |
| <a href="#">Agent Extranet Tool Kit</a>            | Tool Kit    | Step-by-step instructions for accessing your Agent Extranet/ Book of Business.   | 07/12/2018   |
| <a href="#">Book of Business for Agents</a>        | Quick Guide | Report of all your Covered California consumers.   | 05/03/2018   |

|  |             |   |            |
|--|-------------|---|------------|
| <a href="#">Book of Business (Agency Manager Export)</a> | Job Aid     | Access an aggregate Agency Book of Business from the CalHEERS Agency portal.                          | 05/04/2018 |
| <a href="#">Conditional Eligibility Extract</a>          | Quick Guide | Instructions on how to help consumers with a conditional eligibility status in your Book of Business. | 09/05/2018 |

### Documentation

| Resource   | Type  | Description  | Date Updated |
|--|-------|--|--------------|
| <a href="#">Acceptable Administrative Documentation</a>  | Guide | Acceptable documentation that can be submitted to Covered California.                  | 09/10/2018   |
| <a href="#">Attestation of Non-Incarcerations Status</a> | Form  | Form for consumers to use to attest to their Non-Incarcerations Status, if applicable. | 09/10/2018   |