

A “one-stop shop” for information and resources in order to support Covered California members through the renewal process. Check back frequently for updates.

Renewal

Resource	Type	Description	Date Updated
Renewal Quick Guide	Quick Guide	Tips and reminders for the renewal process including links and information on Renewal Notices.	09/20/2018
Job Aid: Renewal	Job Aid	Instructions on the 2019 Covered California renewal process.	09/18/2018
Consumer Renewal Journey Webinar: Video Recording and Slide Deck	Webinar Training and Deck	2019 Consumer Renewal journey presentation including important CalHEERS updates, CalHEERS Renewal Mode guidance and renewal notice information.	09/20/2018
Consumer Renewal Journey Walkthrough	Video	Video walkthrough of the consumer renewal journey for 2019 in CalHEERS	09/18/2018

Renewal Notices

Resource	Type	Description	Date Updated
Covered California Consent for Verification Notice (CalNOD11)	Notice	Notice to consumers explaining they are at risk of losing their APTC if they do not update consent.	08/30/2018
Covered California Renewal Notice (CalNOD12) a- English a- Spanish b- English b- Spanish c- English c- Spanish d- English d- Spanish	Notice	Notice to consumers explaining the renewal process and the importance of retaining health insurance. NOD12A – Consumers enrolled in a plan, and eligible for Advanced Premium Tax Credit (APTC) NOD12B – Consumers pending enrollment, and pending APTC NOD12C – Consumers who are pending enrollment, but are unsubsidized NOD12D – Consumers that are enrolled in a dental plan only	08/30/2018
Covered California Renewal Notice Insert	Mailing Insert	Buckslip inserted into the Renewal Notices (CalNOD12)	8/30/2018

2018 Health, Dental and Vision Plans

Resource	Type	Description	Date Updated
Health Plans Booklet - 2019	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	08/16/2018
Standard Benefit Design Chart - 2019	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	08/16/2018
2019 County Rate and Plan Information	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
Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.	08/28/2018
Family Dental Booklet - 2019	Reference Document	Dental insurance companies and plan rates.	10/01/2018
Adult Dental Benefits, Limitations and Exclusions	Chart	Chart showing dental plans offered by Covered California and the benefits included	09/10/2018
Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	08/28/2018
Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers	09/06/2018
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary	09/10/2018

Helpful Tips & Tools

Resource	Type	Description	Date Updated
Shop and Compare	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	06/01/2018

Income Section	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	09/10/2018
Income Guidelines	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
Conditional Eligibility	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
Consent for Verification Quick Guide	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2019.	08/17/2018
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.	12/14/2017
Agent & CEC Portal Search	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.	09/07/2018
CalHEERS Password Reset	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	09/07/2018
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	10/10/2016

Contact Covered California

Resource	Type	Description	Date Updated
Covered California Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and certified enrollers.	08/28/2018
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.	08/28/2018

Agent Resources

Resource	Type	Description	Date Updated
Agency Manager Tool Kit	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
Approved Admin Staff Role Tool Kit	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
Agent Extranet Tool Kit	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	07/12/2018
Book of Business for Agents	Quick Guide	Report of all your Covered California consumers.	05/03/2018
Book of Business (Agency Manager Export)	Job Aid	Access an aggregate Agency Book of Business from the CalHEERS Agency portal.	05/04/2018
Conditional Eligibility Extract	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	09/05/2018