

## Release Date

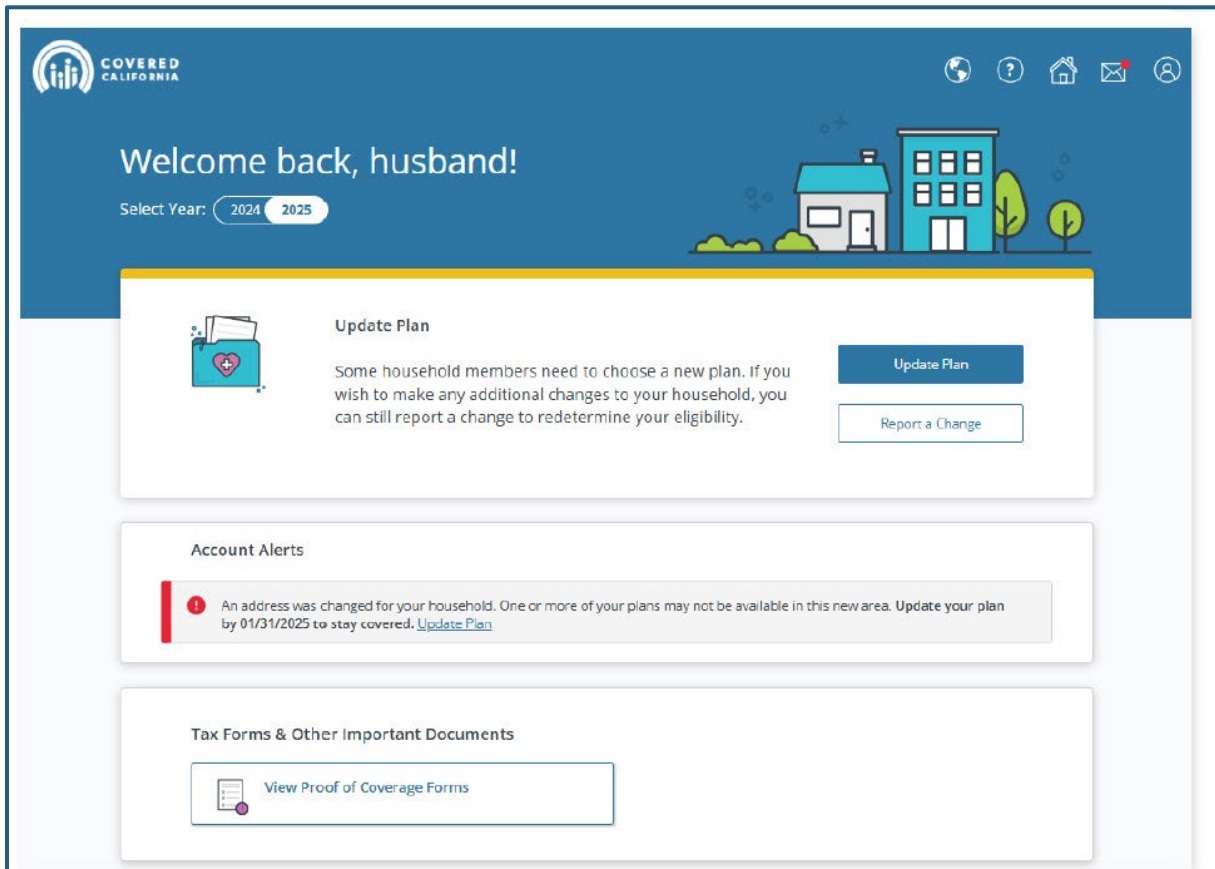
2/7/2025

## Consumers Moving Out of Region

CalHEERS adds messaging and **Update Plan** button to the following pages to notify consumers that their health and/or dental plan is available in their new region:

- Consumer Home page
- *Welcome to Your Household Eligibility Results Summary*
- *See Full Details*
- *Enrollment Dashboard*

CalHEERS adds an **Update Plan** button on the *Enrollment History* page

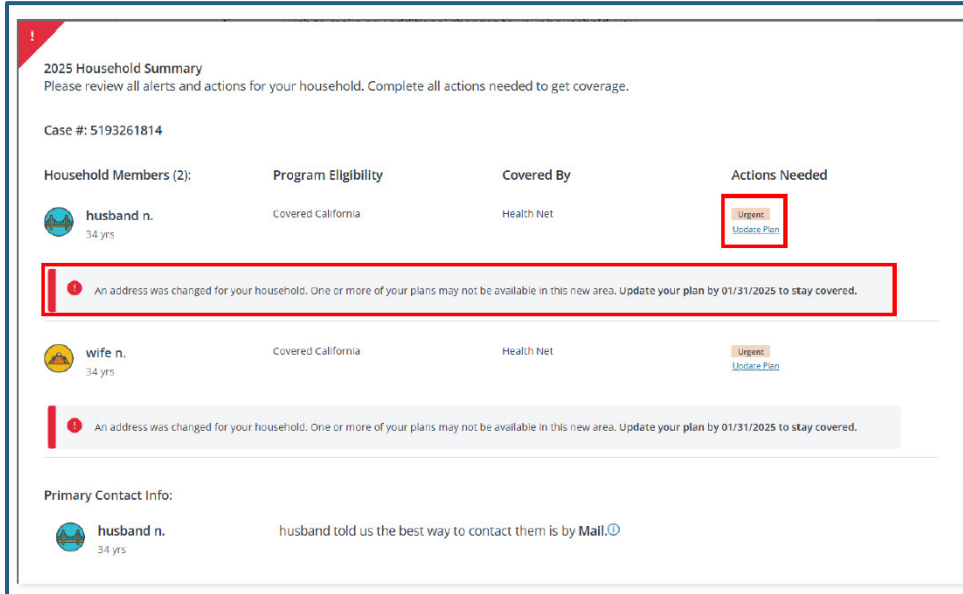


A new message and **Update Plan** button displays in the *Next Steps* section on the Consumer Home page when a consumer updates their residential address to a region where their health or dental plan is not available.

- Clicking the **Update Plan** button navigates consumers to the *Enrollment Dashboard*

A new red alert banner displays in the *Account Alerts* section of the Consumer Home page with an **Update Plan** link.

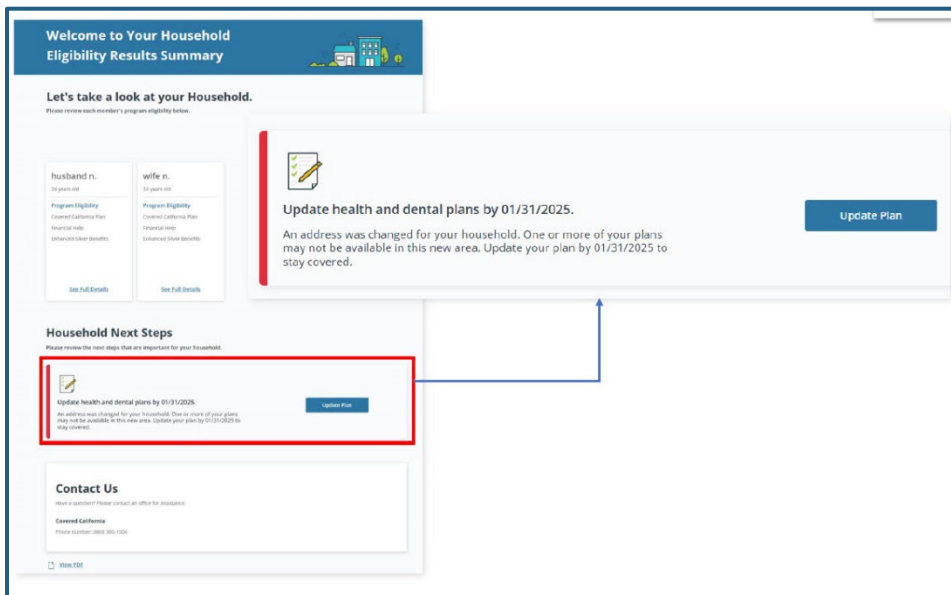
- Clicking the **Update Plan** link navigates the consumer to the *Enrollment Dashboard*



An **Update Plan** link displays in the *Actions Needed* column.

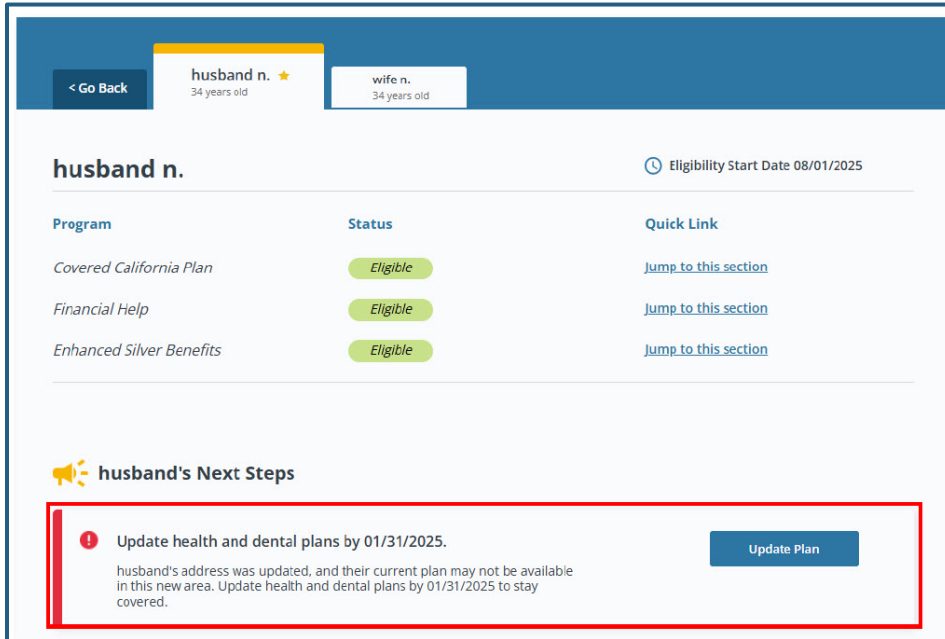
- Clicking the **Update Plan** link navigates consumers to the *Enrollment Dashboard*

A new red alert banner displays in the *[YYYY] Household Summary* popup.



A new red banner message displays on the *Household Next Steps* section on the *Welcome to Your Household Eligibility Results Summary* page.

- Clicking the **Update Plan** button navigates consumers to the *Enrollment Dashboard*



**husband n.** 34 years old

Eligibility Start Date 08/01/2025

Program	Status	Quick Link
Covered California Plan	Eligible	<a href="#">Jump to this section</a>
Financial Help	Eligible	<a href="#">Jump to this section</a>
Enhanced Silver Benefits	Eligible	<a href="#">Jump to this section</a>

**husband's Next Steps**

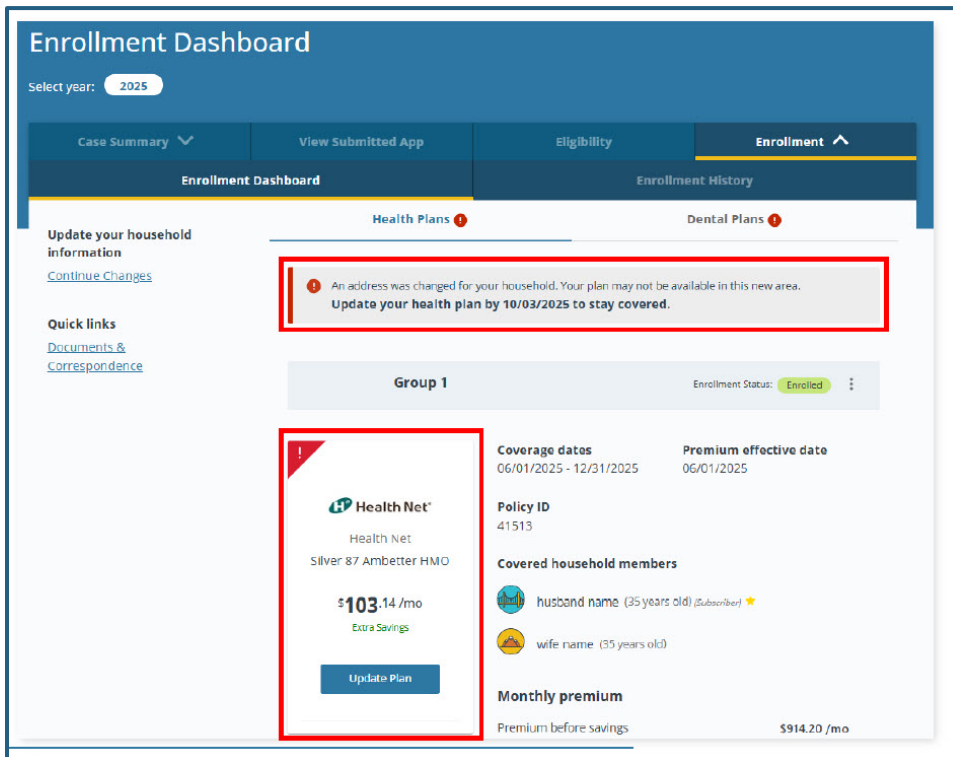
**Update health and dental plans by 01/31/2025.**

husband's address was updated, and their current plan may not be available in this new area. Update health and dental plans by 01/31/2025 to stay covered.

[Update Plan](#)

A new red alert banner displays in the [HMM]'s Next Steps section of the *See Full Details* page.

- Clicking the **Update Plan** button navigates consumers to the *Enrollment Dashboard*



**Enrollment Dashboard**

Select year: 2025

Case Summary | View Submitted App | Eligibility | **Enrollment**

Enrollment Dashboard | Enrollment History

Health Plans | Dental Plans

Update your household information  
[Continue Changes](#)

Quick links  
[Documents & Correspondence](#)

**An address was changed for your household. Your plan may not be available in this new area. Update your health plan by 10/03/2025 to stay covered.**

**Group 1** Enrollment Status: Enrolled

**Health Net**  
Health Net  
Silver 87 Ambetter HMO

**\$103.14 /mo**  
Extra Savings

[Update Plan](#)

**Coverage dates** 06/01/2025 - 12/31/2025    **Premium effective date** 06/01/2025

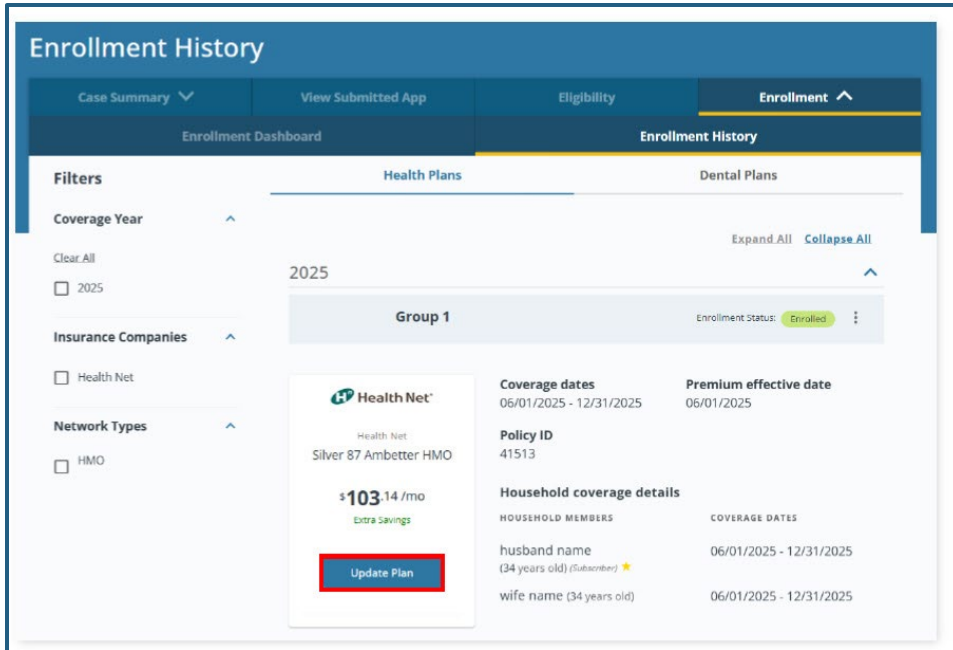
**Policy ID** 41513

**Covered household members**

- husband name (35 years old) (Subscriber)
- wife name (35 years old)

**Monthly premium**  
Premium before savings \$914.20 /mo

A new red alert banner displays on the *[Health/Dental] Plans* tab of the *Enrollment Dashboard*. An **Update Plan** button displays on the *[Health/Dental] Plans* tiles that navigates the consumer to the *Choose a [Health/Dental] Plan* page.



A new **Update Plan** button displays on the *[Health/Dental] Plan* tiles of the *Enrollment History* page.

- Clicking the **Update Plan** button navigates consumers to the *Choose a [Health/Dental] Plan* page

## Update to Medi-Cal Eligibility Confirmation Letter

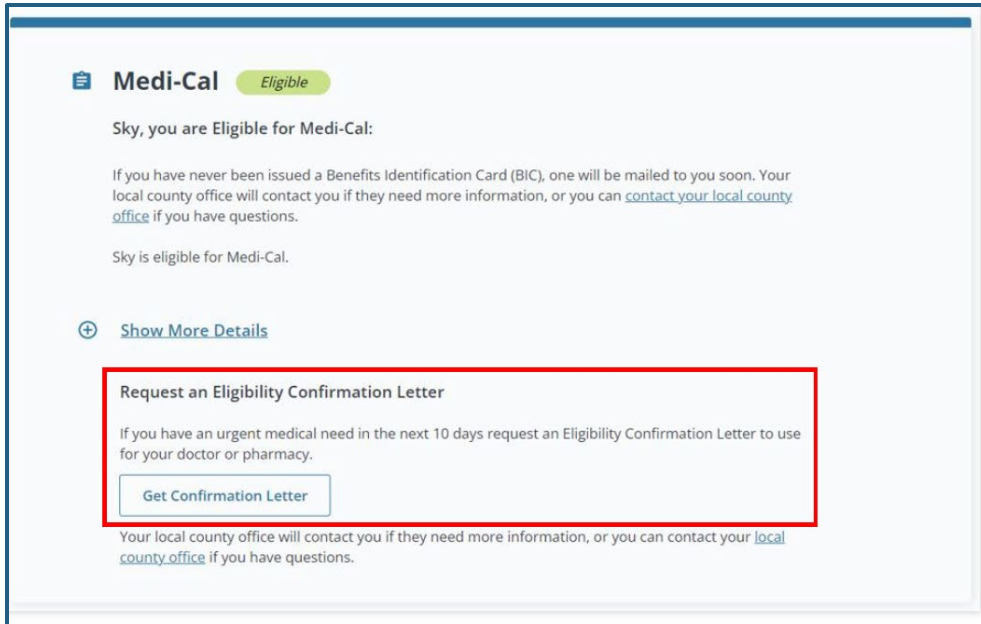
The following updates have been made to the Medi-Cal Eligibility Confirmation Letter:

- Adds a new section to the Medi-Cal Eligibility results on the *See Full Details* page
- Makes an immediate call to MEDS to confirm Medi-Cal Eligibility
- Updates to the Medi-Cal Eligibility Confirmation Letter to include specific dates
- New popups to support the trigger conditions and print functionality

The Medi-Cal section of the *See Full Details* page includes the following updates:

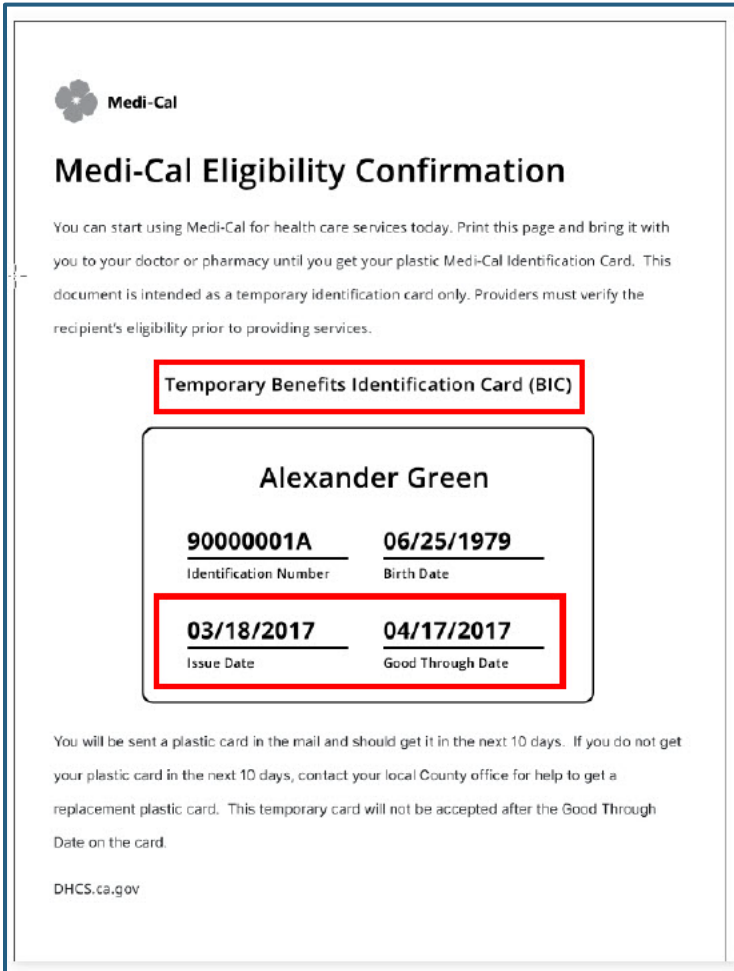
- Messaging is reorganized
- New Request an Eligibility Confirmation Letter section
  - **Get Confirmation Letter** button – makes an immediate call to MEDS and dynamically displays one of the following:

- Medi-Cal Eligibility Confirmation letter when MEDS confirms eligibility and is within 30 days of the Confirmation Letter begin generated
- One of the four different popups



The Medi-Cal Eligibility Confirmation letter displays with the following information:

- Updated messaging
- New Temporary Benefits Identification Card (BIC) heading
- Updated Issue date – Displays the initial date of the confirmation letter is requested, MEDS confirms Medi-Cal eligibility, and the letter is generated
- New Good Through Date – Displays a date 30 days from the Issue Date
- Updated Birth Date – Displays the full birth date



The *Next Steps* popup dynamically displays when a consumer clicks the **Get Confirmation Letter** button and the following applies:

- The *Good Through date* on the Medi-Cal Confirmation Letter has passed
- More than 30 days has passed since the last BRE run

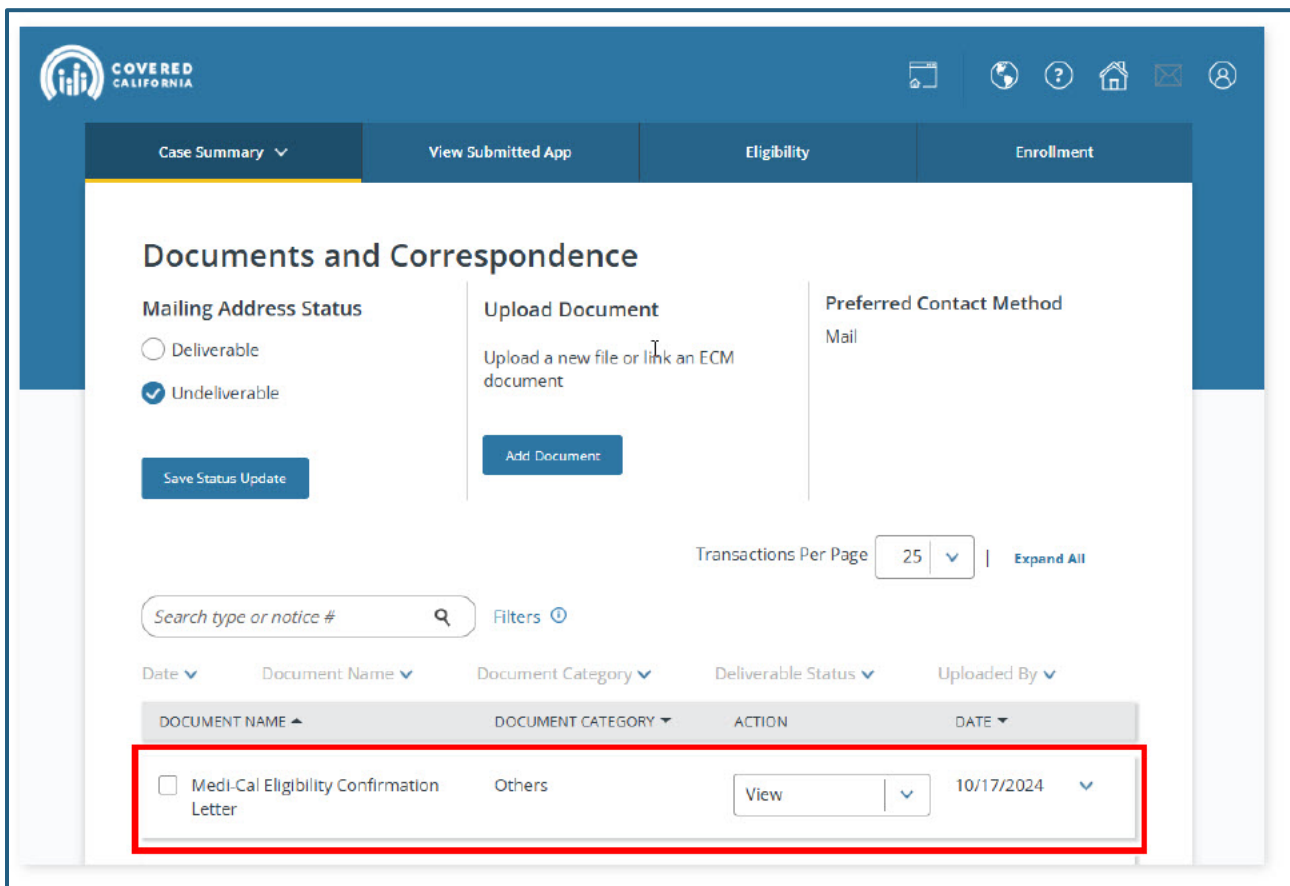
## Next Steps

You should have already received a plastic Benefits Identification Card (BIC) in the mail which you can use to see a doctor or get medication.

- If you had an Eligibility Confirmation Letter created you can view it by going to [Documents and Correspondence](#).
- If you still have not received your card or need a replacement card, [contact your local County office](#) for help.

Ok, Close

The consumer is able to view, download, or reprint the Medi-Cal Eligibility Confirmation Letter on the *Documents and Correspondence* page.



**Documents and Correspondence**

Mailing Address Status

Deliverable

Undeliverable

Save Status Update

Upload Document

Upload a new file or link an ECM document

Add Document

Preferred Contact Method

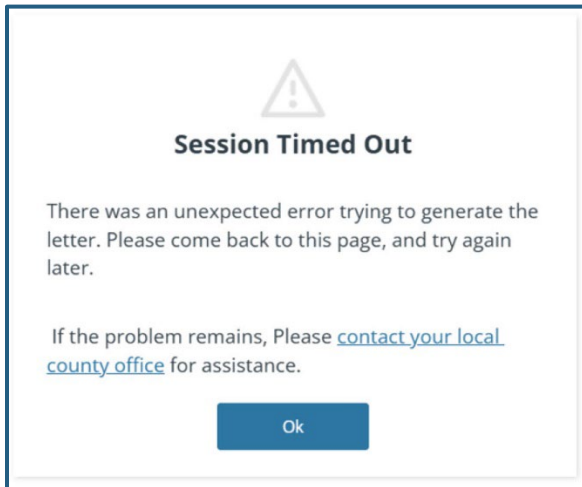
Mail

Transactions Per Page: 25 | Expand All

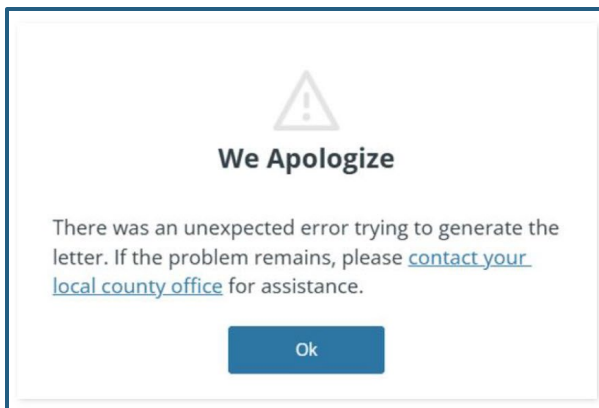
Search type or notice #  Filters

DOCUMENT NAME	DOCUMENT CATEGORY	ACTION	DATE
<input type="checkbox"/> Medi-Cal Eligibility Confirmation Letter	Others	View	10/17/2024

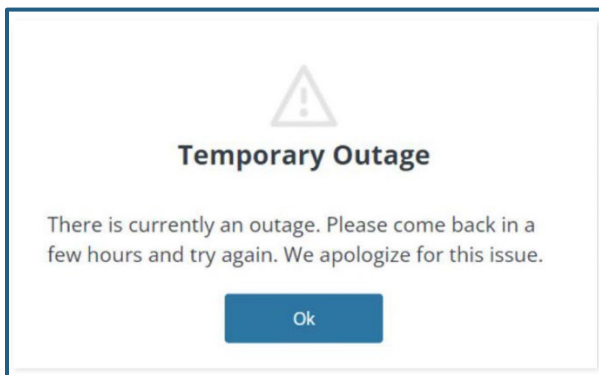
The new *Session Timed Out* popup displays when a consumer clicks the **Get Confirmation Letter** button on the *See Full Details* page and the call to MEDS times out.



The new *We Apologize* popup displays when a consumer clicks the **Get Confirmation Letter** button on the *See Full Details* page and there is an error communicating between MEDS and CalHEERS.



The new *Temporary Outage* popup displays when a consumer clicks the **Get Confirmation Letter** button on the *See Full Details* page and there is a regularly planned MEDS outage.





## Alternate Formats for Receiving Notifications

CalHEERS adds the option for consumers to receive notices in Large print, Audio electronic, Data electronic, and Braille. Alternative format options display on the following pages with a new **What are Alternative Formats?** link:

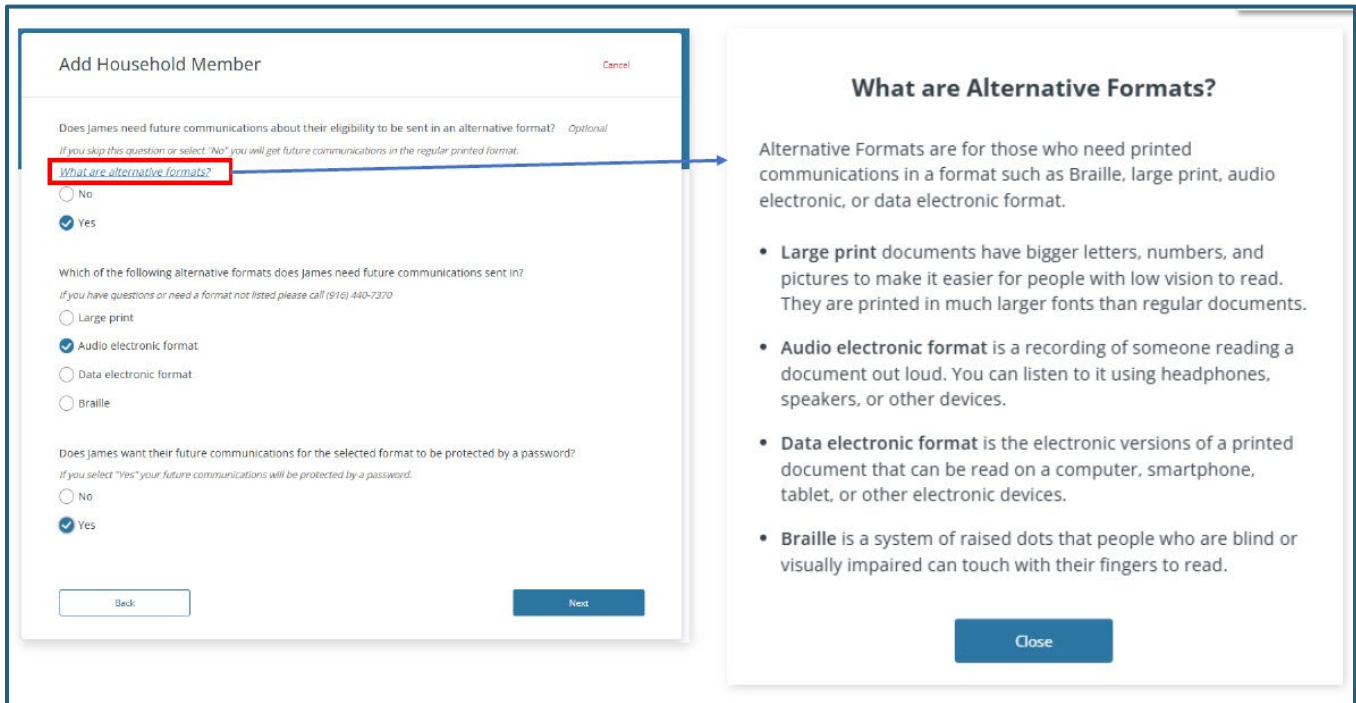
- *Add Household Member*
- *Receive [HHM]'s Information*
- *Authorized Representative Information*
- *Optional Data section of the Flexible Application*
- *[HHM] Review*
- *Final Household Review*

CalHEERS displays the consumer's selected alternative format on the *Documents and Correspondence* page

CalHEERS enables password encryption option for audio and data electronic formats

The *Add Household Member* page displays new questions:

- *Does [HHM] need future communications about their eligibility to be sent in an alternative format?*
  - Clicking the **Yes** radio button displays additional questions
- The **What are alternative formats?** link displays an informational popup
- Password encryption is available for Audio and Data electronic formats



**Add Household Member** Cancel

Does James need future communications about their eligibility to be sent in an alternative format? *Optional*  
*If you skip this question or select "No" you will get future communications in the regular printed format.*

**What are alternative formats?**

No

Yes

Which of the following alternative formats does James need future communications sent in?  
*If you have questions or need a format not listed please call (916) 440-7370*

Large print

Audio electronic format

Data electronic format

Braille

Does James want their future communications for the selected format to be protected by a password?  
*If you select "Yes" your future communications will be protected by a password.*

No

Yes

Back Next

### What are Alternative Formats?

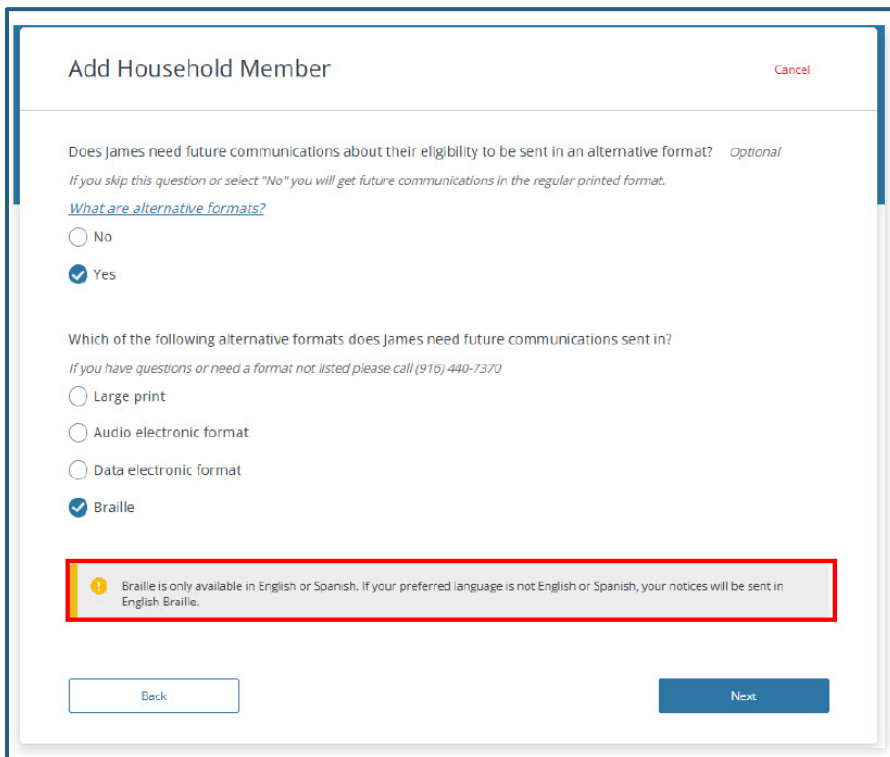
Alternative Formats are for those who need printed communications in a format such as Braille, large print, audio electronic, or data electronic format.

- **Large print** documents have bigger letters, numbers, and pictures to make it easier for people with low vision to read. They are printed in much larger fonts than regular documents.
- **Audio electronic format** is a recording of someone reading a document out loud. You can listen to it using headphones, speakers, or other devices.
- **Data electronic format** is the electronic versions of a printed document that can be read on a computer, smartphone, tablet, or other electronic devices.
- **Braille** is a system of raised dots that people who are blind or visually impaired can touch with their fingers to read.

Close

Clicking the **Braille** radio button displays a yellow alert banner:

- *Braille is only available in English or Spanish. If your preferred language is not English or Spanish, your notices will be sent in English Braille.*



**Add Household Member** Cancel

Does James need future communications about their eligibility to be sent in an alternative format? *Optional*  
*If you skip this question or select "No" you will get future communications in the regular printed format.*

[What are alternative formats?](#)

No

Yes

Which of the following alternative formats does James need future communications sent in?  
*If you have questions or need a format not listed please call (916) 440-7370*

Large print

Audio electronic format

Data electronic format

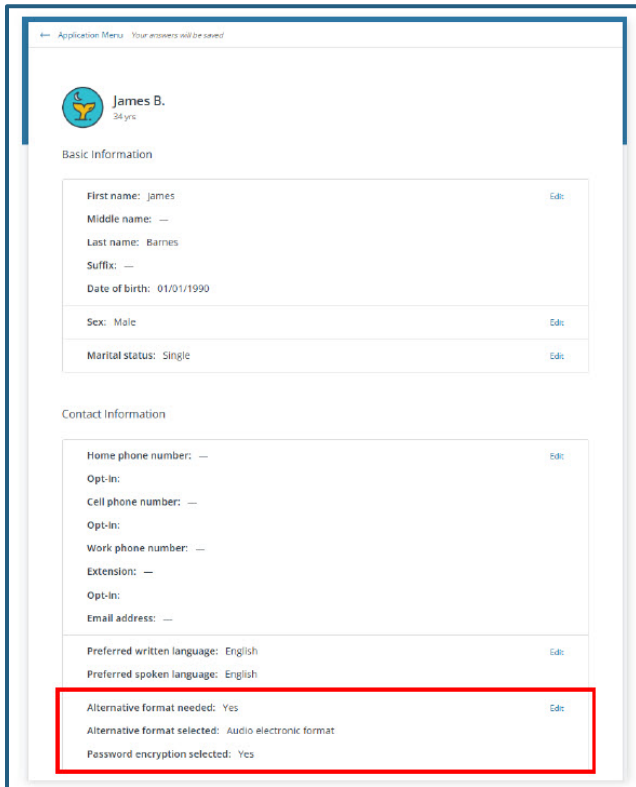
Braille

**!** Braille is only available in English or Spanish. If your preferred language is not English or Spanish, your notices will be sent in English Braille.

Back Next

The *Final Household Review* page and the [HHM] Review page displays the following labels:

- *Alternative format needed: [Yes/No]*
- *Alternative format selected: [Alternative Format]*
- *Password encryption selected: [Yes/No]*



Application Menu Your answers will be saved

James B.  
34 yrs

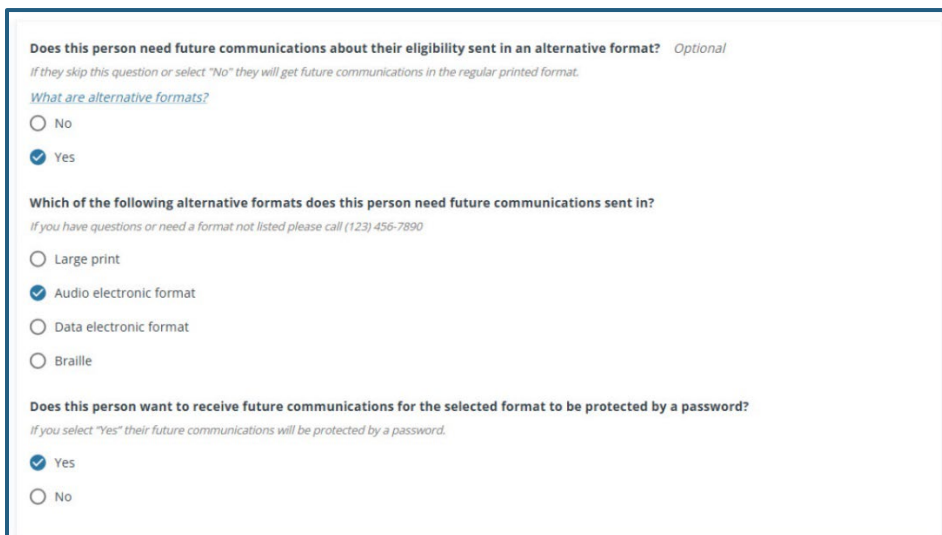
Basic Information

First name: James Edit  
Middle name: —  
Last name: Barnes  
Suffix: —  
Date of birth: 01/01/1990  
Sex: Male Edit  
Marital status: Single Edit

Contact Information

Home phone number: — Edit  
Opt-in:  
Cell phone number: —  
Opt-in:  
Work phone number: —  
Extension: —  
Opt-in:  
Email address: —  
Preferred written language: English Edit  
Preferred spoken language: English  
Alternative format needed: Yes Edit  
Alternative format selected: Audio electronic format  
Password encryption selected: Yes

Alternative format questions display in the *Optional Data* section of the Flexible Application.



Does this person need future communications about their eligibility sent in an alternative format? *Optional*  
*If they skip this question or select "No" they will get future communications in the regular printed format.*

*What are alternative formats?*

No  
 Yes

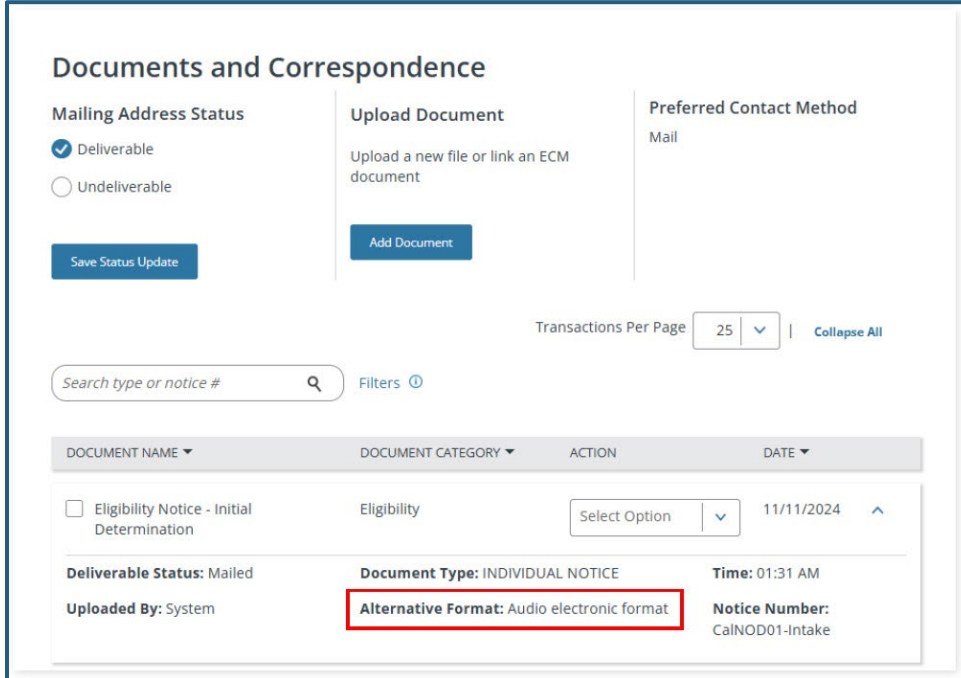
Which of the following alternative formats does this person need future communications sent in?  
*If you have questions or need a format not listed please call (123) 456-7890*

Large print  
 Audio electronic format  
 Data electronic format  
 Braille

Does this person want to receive future communications for the selected format to be protected by a password?  
*If you select "Yes" their future communications will be protected by a password.*

Yes  
 No

The *Documents and Correspondence* page search results displays a new *Alternative Format*: *[Format type]* field when an Alternative Format is selected.



The screenshot shows the 'Documents and Correspondence' interface. It includes sections for 'Mailing Address Status' (Deliverable selected), 'Upload Document', and 'Preferred Contact Method' (Mail). Below these is a search bar and a table of results. The table has columns for Document Name, Document Category, Action, and Date. One result is shown: 'Eligibility Notice - Initial Determination' with category 'Eligibility' and date '11/11/2024'. Below the table, details for the document are shown: 'Deliverable Status: Mailed', 'Document Type: INDIVIDUAL NOTICE', 'Time: 01:31 AM', 'Uploaded By: System', and 'Alternative Format: Audio electronic format' (highlighted in red). Other details include 'Notice Number: CalNOD01-Intake'.

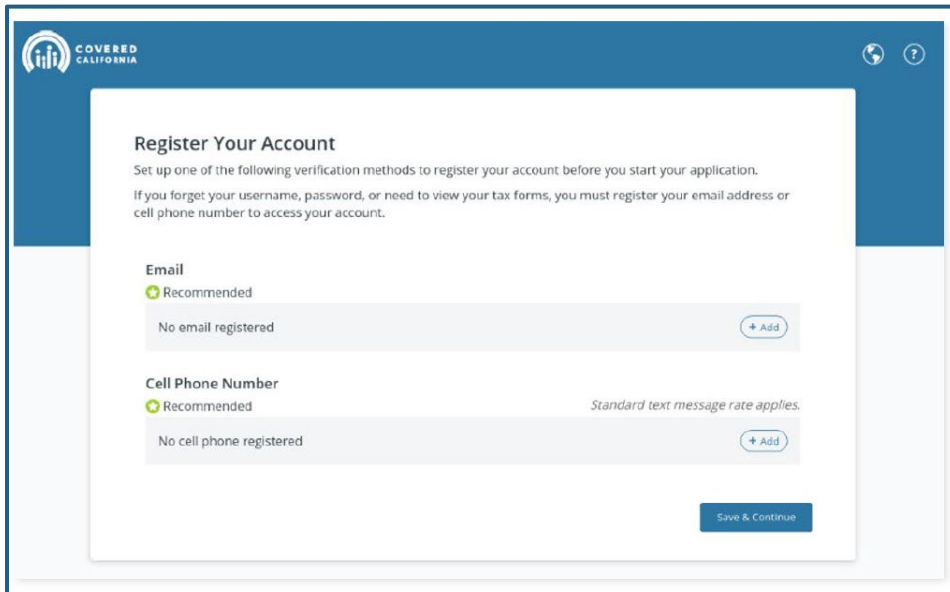
## Multifactor Authentication Requires Admin and Sales Users to Register with Phone or Email

CalHEERS updates the Multi-Factor Authentication functionality as follows:

- Removes the Security Questions from the *My Profile* page for Admin and Agent users
  - Admin users with only security questions are automatically directed to register an email or phone number
- Requires Admin and Agent users to register at least an email or a cell phone number as an account verification method
- Displays updates banner messaging on the Consumer Home page for consumers and Authorized Representatives when an email or cell phone number is not registered

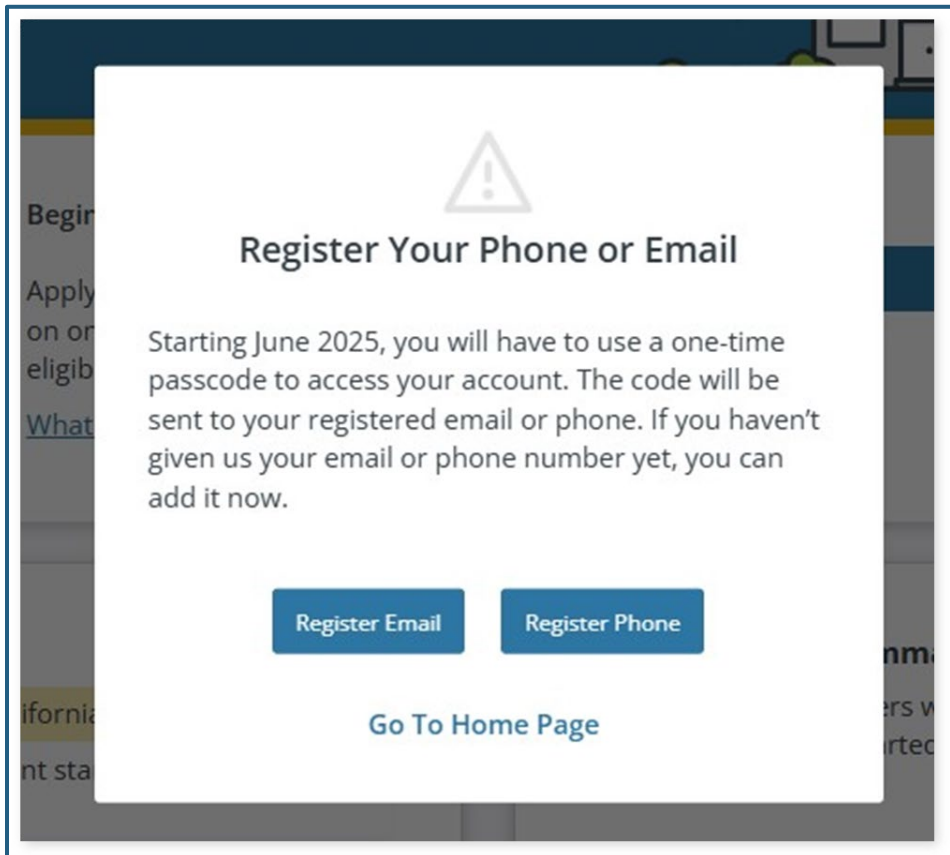
The *Register Your Account* page only displays **Email** and **Cell Phone Number** as account verification options for Admin and Agent users.

Admin and Agent users that have Security Questions as the only method are navigated to the *Register Your Account* page to register an Email or Cell Phone Number.



The *Register Your Phone or Email* popup displays for consumers and Authorized Representatives that have not registered for a One-Time Passcode (OTP) method.

Messaging informs the user that a phone or email address needs to be registered to login starting **June 2025**.

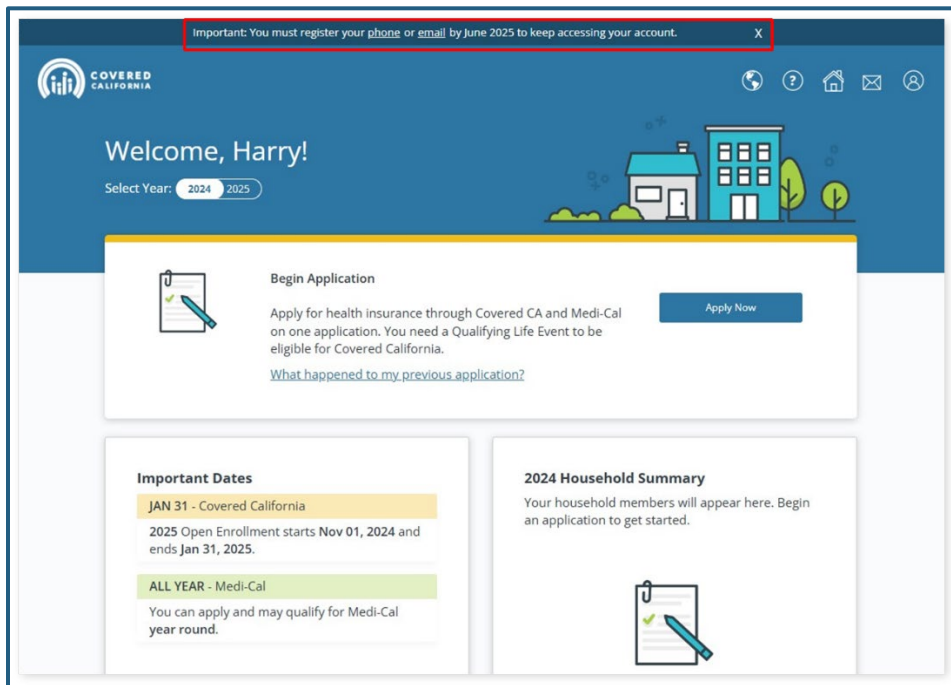


The updated banner message at the top of the Consumer Home page only displays for consumers and Authorized Representatives that have Security Questions as their only verification method:

- *Important: You must register your **phone** or **email** by June 2025 to keep accessing your account.*

Clicking the **phone** or **email** link navigates the user to the *Register Your Account* page.

Clicking the **X** closes the message.



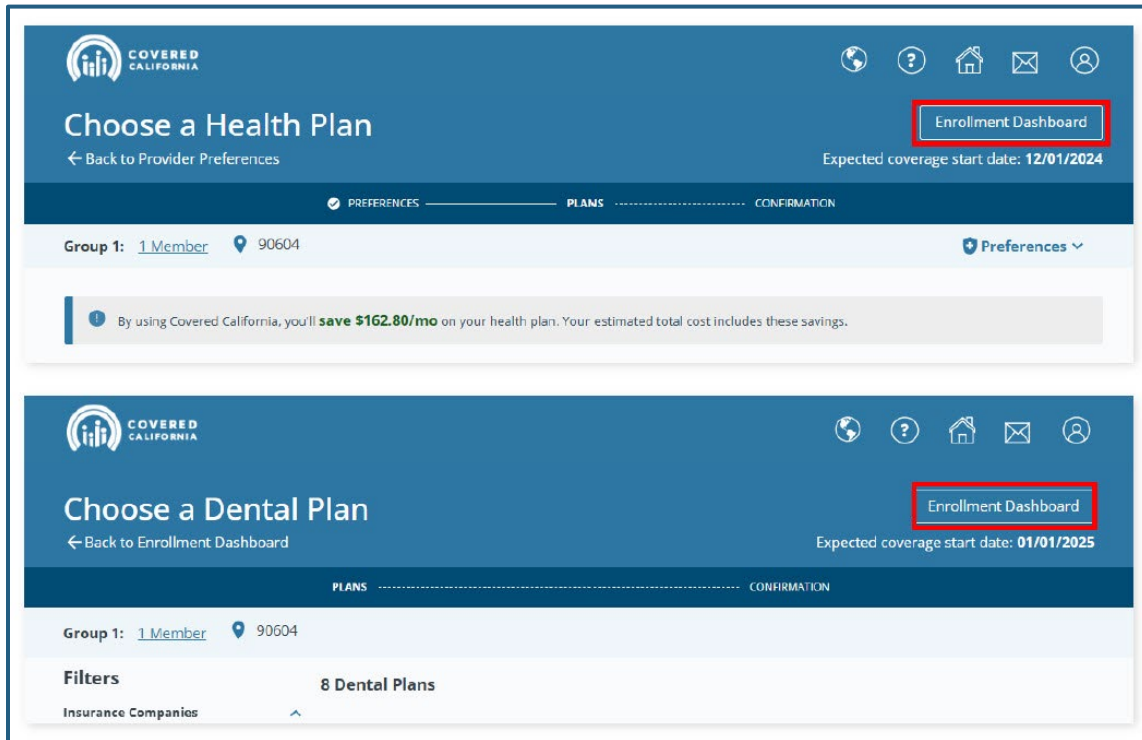
## Enrollment Pages Updates

CalHEERS updates several pages for clarity and ease of navigation:

- New **Enrollment Dashboard** button the *Choose a Health Plan* and *Choose a Dental Plan* pages
- Corrects references to health pan and health services on the *Dental Plan Details* and *Plan Confirmation and Payment* pages
- Updates labels from *Premium start date* to *Premium effective date* on the *Enrollment Dashboard*, *Enrollment History*, and *Enrollments* pages

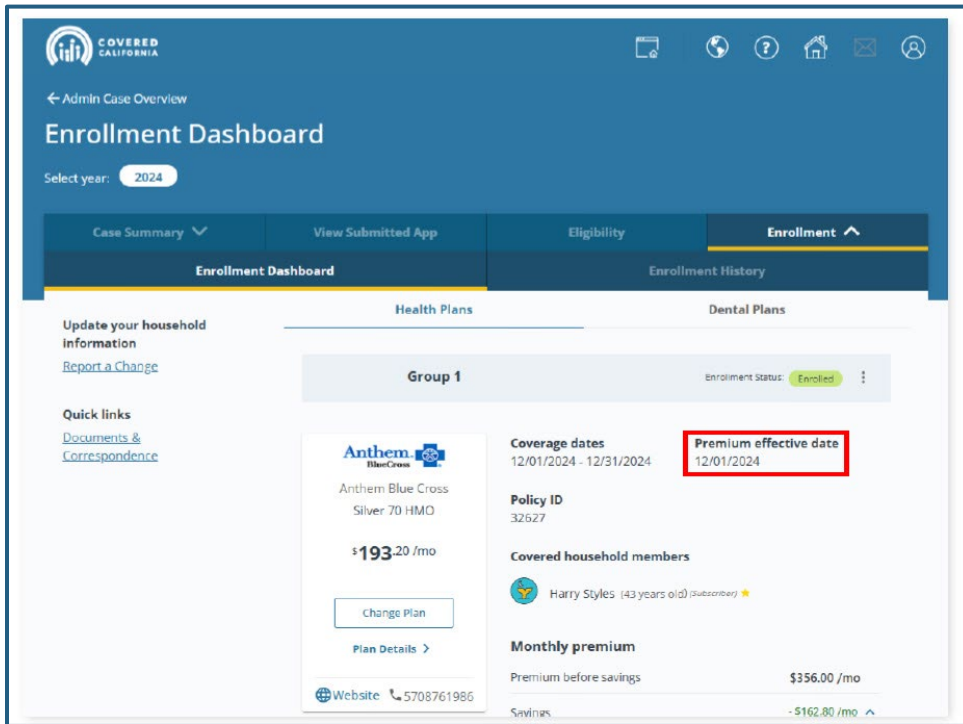
A new **Enrollment Dashboard** button displays at the top of the *Choose a Health Plan* and *Choose a Dental Plan* pages

Clicking the **Enrollment Dashboard** button navigates the user to the *Enrollment Dashboard*.



The *Premium start date* label is updated to *Premium effective date* on the *Health Plans* and *Dental Plans* tabs of the following pages:

- *Enrollment Dashboard*
- *Enrollment History*
- *Enrollments*



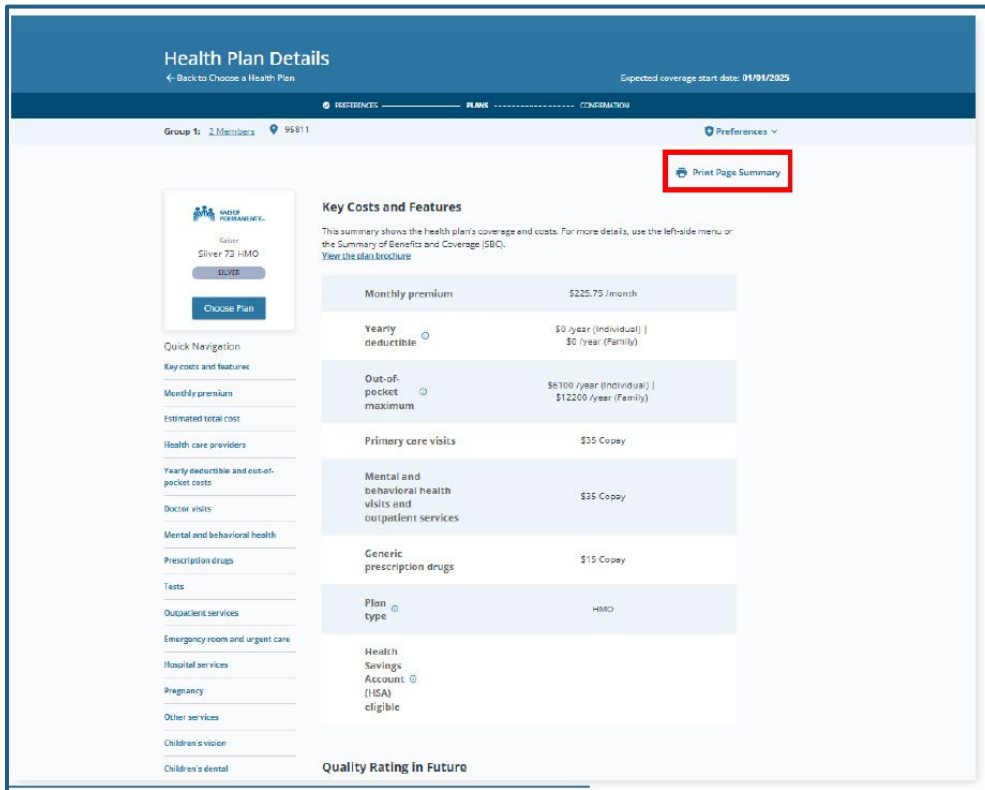
## Consumer Take Away Pages

CalHEERS [adds the ability to generate and print plan summaries](#) for Certified Enrollers and consumers who are not signed into a Covered California account.

A new Print Page Summary button displays for Enrollers and consumers not signed into a Covered California account on the following pages:

- *Compare Health Plans*
- *Compare Dental Plans*
- *Dental Plan Details*
- *Health Plan Details*
- *Create your Covered California Account*





Clicking the **Print Page Summary** button displays the new *Choose Your Categories* popup. The *Choose Your Categories* popup displays two main sections:

- *Included Information*
- *Optional Content*

All sections are selected by default. Users may select sections they would like included in the results.

- **Deselect All link** – Displays when at least one section is selected
- **Select All link** – Displays when no section is selected

Selecting a checkbox for a selection adds the section to the print preview.

- **Cancel** button – Closes the popup
- **Print Preview** button – Generates a PDF in a new tab for review and printing



### Choose Your Categories

This estimate summary can help you choose the best plan. Check the categories that are important to you. These will be included on the document you can print or save.

#### Included Information

**Key Costs & Features**

- Monthly premium
- Yearly deductible
- Out-of-pocket maximum
- Primary care visit
- Mental and behavioral health visits and outpatient services
- Generic prescription drugs
- Estimated total cost
- Your preferred providers
- Doctors in your area
- Plan type
- Health Savings Account (HSA) eligible

**Optional Content** Deselect All

**Household Information**

- ZIP code, county, and annual income
- Estimated financial help
- Members applying for coverage
- Members not applying for coverage

**Preferences & Filters**

- Healthcare preferences
- Filters added

**Overall Quality Rating**

- Getting the right care
- Member's care experience
- Member's plan service experience

**Yearly Deductible and Out-of-Pocket Costs**

- Yearly deductible
- Prescription drug deductible
- Out-of-pocket maximum
- Max cost per prescription

**Doctor Visits**

- Primary care visit
- Specialist visit
- Other practitioner office visit
- Preventative care, screenings, and immunizations (shots)

**Mental and Behavioral Health**

- Mental and behavioral health outpatient services
- Mental and behavioral health inpatient services
- Mental and behavioral health inpatient professional fee
- Substance abuse outpatient services
- Substance abuse inpatient facility fee
- Substance abuse inpatient professional fee

**Prescription Drugs**

- Tier 1 (most generic drugs)
- Tier 2 (preferred brand drugs)
- Tier 3 (non-preferred brand drugs)
- Tier 4 (specialist drugs)

**Tests**

- Laboratory tests
- X-rays and diagnostic imaging
- Imaging (CT scans, PET scans, and MRIs)

**Outpatient Services**

- Outpatient facility fee
- Outpatient surgery services
- Outpatient services office visit

**Emergency Room and Urgent Care**

- Emergency room facility fee
- Emergency transportation
- Emergency room professional fee
- Urgent care

**Hospital Services**

- Inpatient hospital services
- Inpatient physician and surgical services

**Pregnancy**

- Prenatal care
- Delivery and maternity care inpatient facility fee
- Delivery and maternity care inpatient professional fee

**Other Services**

- Home health care services
- Outpatient rehabilitation services
- Habilitation services
- Skilled nursing facility
- Durable medical equipment
- Hospice services
- Acupuncture
- Rehabilitative speech therapy
- Rehabilitative occupational or physical therapy
- Well baby visits and care
- Allergy testing
- Diabetes education
- Gender-affirming care

**Children's Vision**

- Child eye exam
- Child eyeglasses

**Children's Dental**

- Child dental checkup
- Child filling (one surface)
- Child root canal (molar)
- Child medical orthodontia

The *Compare Health Plans* PDF dynamically displays with selections from the *Choose Your Categories* for users to review, download or print.

8715ba1e-ddad-4b8d-b5b0-fa82b2d2f4c6
1 / 9 | 90% +

1

2

3

4

## Compare Health Plans

NOTE: This is only an estimate using the information you gave us about your household size, ZIP code and income and will change if the information you gave us changes. Covered California offers financial help to lower the cost of health plan premiums if you qualify. You will need to submit an application to see your actual eligibility and savings.

**Household Information**

**ZIP Code:** 95811

**Annual Income:** \$50,000

**Estimated Financial Help**

**\$1046.76/month**

Choose a plan by 03/10/2025 to start your coverage on 03/11/2025.

**Household Members Applying for Coverage:** 2

Person	Age	Pregnant?	Blind or disabled?	Potential Eligibility:
Person 1	Age: 45	Pregnant?: No	Blind or disabled?: No	Lower Monthly Premium and Lower Out of Pocket Costs
Person 2	Age: 29	Pregnant?: No	Blind or disabled?: No	Lower Monthly Premium and Lower Out of Pocket Costs

**Healthcare Preferences**

Medical Service Use: **Medium**

Prescription Drug Use: **Medium**

**Filters Added**

**Metal Tiers**

Silver

Silver CSR

**Kaiser**

Silver 73 HMO

**Blue Shield**

Silver 73 PPO

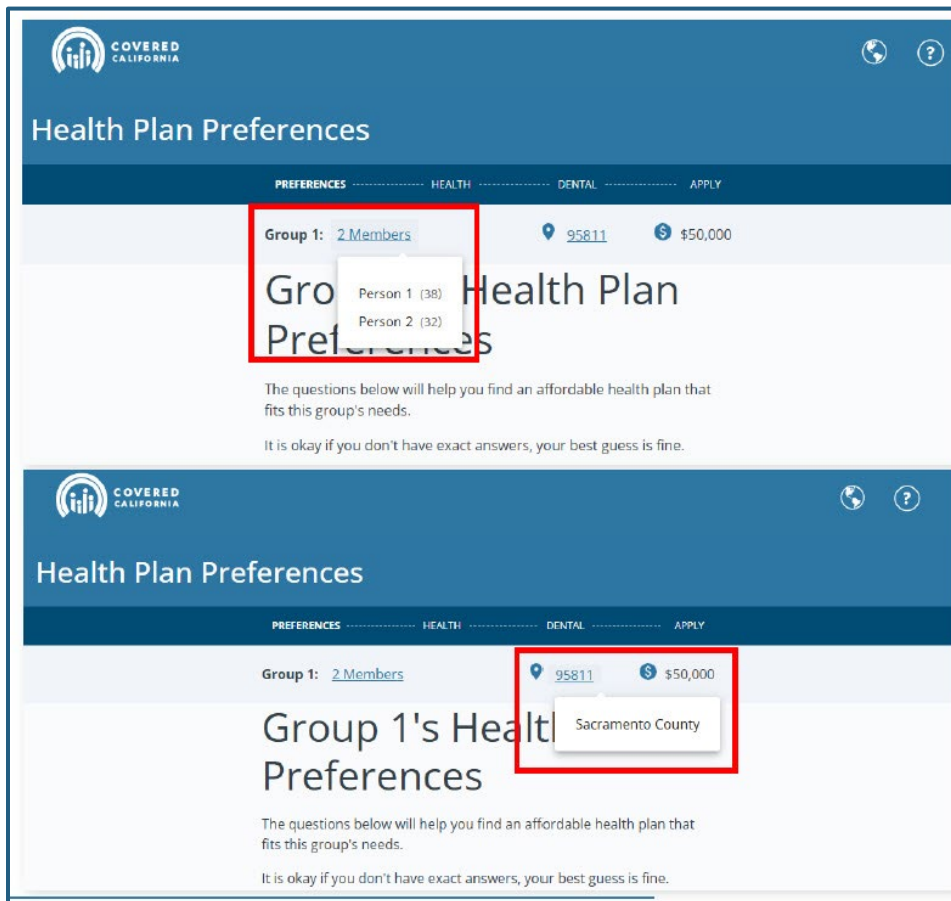
**Key Costs**

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New **[#] Members** and **[Zip Code]** links display in the *Group [#]* bar for consumers not signed into a Covered California account. This is applicable on all *Enrollment Dashboard* pages.

Clicking the **[#] Members** link displays the household members in the group: *Person [#], ([Age])*.

Clicking the **[Zip Code]** link displays the *[County Name]*.



## User Interface Enhancements

CalHEERS updates the following enrollment pages with minor messaging changes and new enrollment year updates to enhance the user experience:

- *Choose a Health Plan*
- *Compare Health Plans*
- *Confirm this Income Information is Correct*
- *Consent and Verification*
- *Health Plan Details*
- *Income Information*