

Release Date

2/23/2026

Enroller Portal Enhancements

CalHEERS restricts delegated Enrollers to read-only access on the *Manage Delegates* and *Authorized Representative Information* pages and implements the following enhancements:

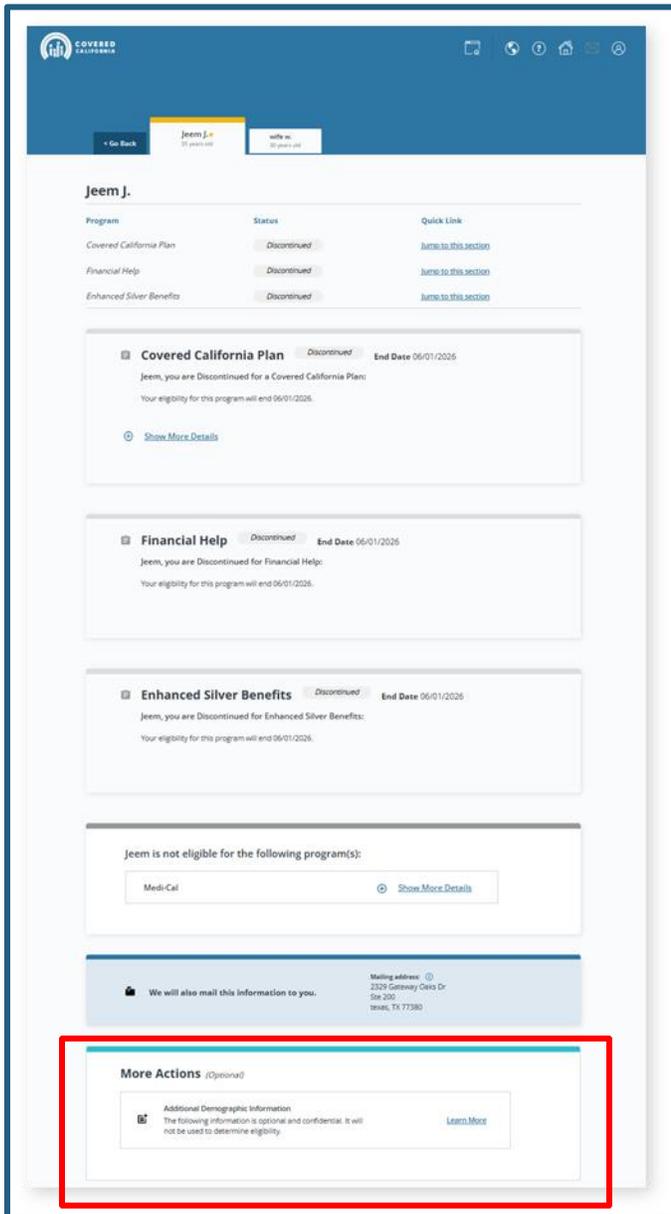
- Updates the attestations on the *Consumer Delegation*, *Delegate a Certified Insurance Agent*, and the *Delegate a Certified Enrollment Counselor* pages.
- Displays an Enroller's working hours in the *Agent Details* popup and the *Certified Enrollment Counselor Details* popup based on the hours listed on the Enroller's Location page when searching Find Local Help in CalHEERS.
- CalHEERS will decline active delegations identified as greater than 30 days old that do not have any associated active application or case ID.

These updates are reflected in the [Delegating and Removing Delegation Task Guide](#), and [Search and Filter Active Delegations Task Guide](#).

Sexual Orientation and Gender Identity (SOGI) Questions in Single Streamlined Application

CalHEERS displays a new *Additional Demographic Information* section to the *See Full Details* page with the following:

- A **Learn More** link navigating to a new *Optional Sex and Gender Details* page.



Jeem J.

Program	Status	Quick Link
Covered California Plan	Discontinued	Jump to this section
Financial Help	Discontinued	Jump to this section
Enhanced Silver Benefits	Discontinued	Jump to this section

Covered California Plan Discontinued **End Date 06/01/2026**

Jeem, you are Discontinued for a Covered California Plan.
Your eligibility for this program will end 06/01/2026.

[Show More Details](#)

Financial Help Discontinued **End Date 06/01/2026**

Jeem, you are Discontinued for Financial Help.
Your eligibility for this program will end 06/01/2026.

Enhanced Silver Benefits Discontinued **End Date 06/01/2026**

Jeem, you are Discontinued for Enhanced Silver Benefits.
Your eligibility for this program will end 06/01/2026.

Jeem is not eligible for the following program(s):

- Medi-Cal [Show More Details](#)

We will also mail this information to you.

Mailing address: 2029 Gateway Oaks Dr, Ste 200, Texas, TX 77380

More Actions (Optional)

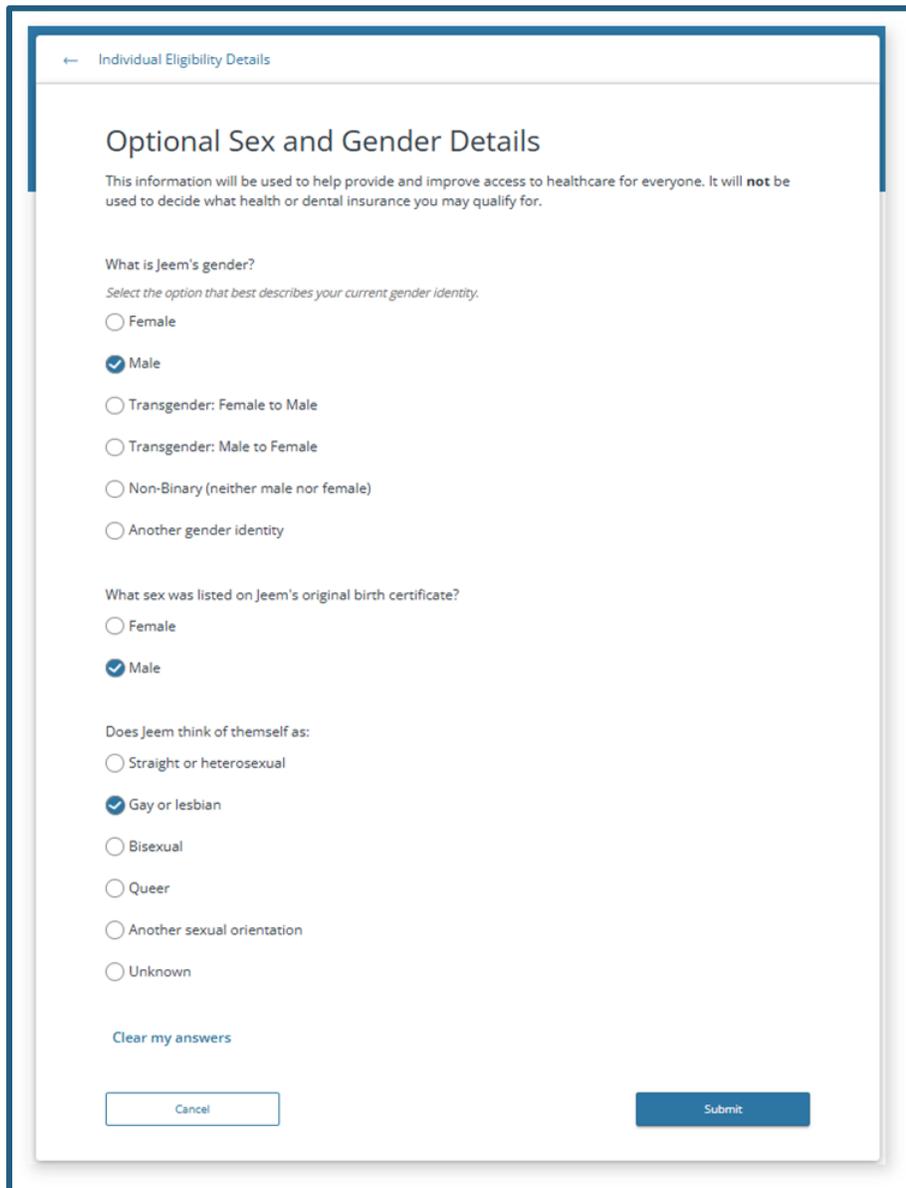
Additional Demographic Information
The following information is optional and confidential. It will not be used to determine eligibility. [Learn More](#)

More Actions *(Optional)*

Additional Demographic Information
The following information is optional and confidential. It will not be used to determine eligibility. [Learn More](#)

A new *Optional Sex and Gender Details* page displays SOGI questions with options.

- **Individual Eligibility Details** link – Clicking the link navigates the user to *See Full Details* page.
- **Clear my answers** link
- **Cancel** button
- **Submit** button – Selecting an answer enables the button. Clicking the **Submit** button saves and navigates the user to the *See Full Details* page.



← Individual Eligibility Details

Optional Sex and Gender Details

This information will be used to help provide and improve access to healthcare for everyone. It will **not** be used to decide what health or dental insurance you may qualify for.

What is Jeem's gender?
Select the option that best describes your current gender identity.

Female

Male

Transgender: Female to Male

Transgender: Male to Female

Non-Binary (neither male nor female)

Another gender identity

What sex was listed on Jeem's original birth certificate?

Female

Male

Does Jeem think of themselves as:

Straight or heterosexual

Gay or lesbian

Bisexual

Queer

Another sexual orientation

Unknown

[Clear my answers](#)

This update is reflected in the [Single Streamlined Application for Enrollers Job Aid](#).

Case and Application Status Enhancements

CalHEERS adds details regarding the application mode to further clarify the case status.

- Cases that are closed as duplicates will be hidden on the enrollers Book of Business. The Enroller will still be delegated to the case though. If the case is reopened, the case will reappear in the Enroller’s Book of Business.
- The *This Case Has Been Closed* popup for consumers displays messaging on the CalHEERS home page and a **Click here to Find your local county office** link.

This Case Has Been Closed

This case has been closed as a duplicate. This could be because there is another open case with one or more members from the same household.

If you think this case was closed by mistake, please contact the correct help center:

1. For Covered California, call (800) 787 6921
2. For Medi-Cal, contact your local county office - [Click here to Find your local county office](#)

[Log Out](#)

- A new *Case Reopened* transaction type displays in the *Transaction Name* column of the *Transactions Table* on the *Case Transaction History* page when reopening a case closed as a duplicate.

Case Transaction History

Enter a date value and click on the Search button to display transactions within a specific date range.

Transaction Name:

From:  To:  [Search](#)

Transactions Table Transactions Per Page:

Transaction ID	Transaction Name	User ID	Date/Time	Determination Start
830967388	Duplicate Case Closure	Service Center Rep - CC	2025/11/13 04:42:59	11/01/2025
830967308	Case Reopened	Service Center Rep - CC	2025/11/13 02:04:32	01/01/2026
830967267	Duplicate Case Closure	Service Center Rep - CC	2025/11/13 00:26:38	11/01/2025