



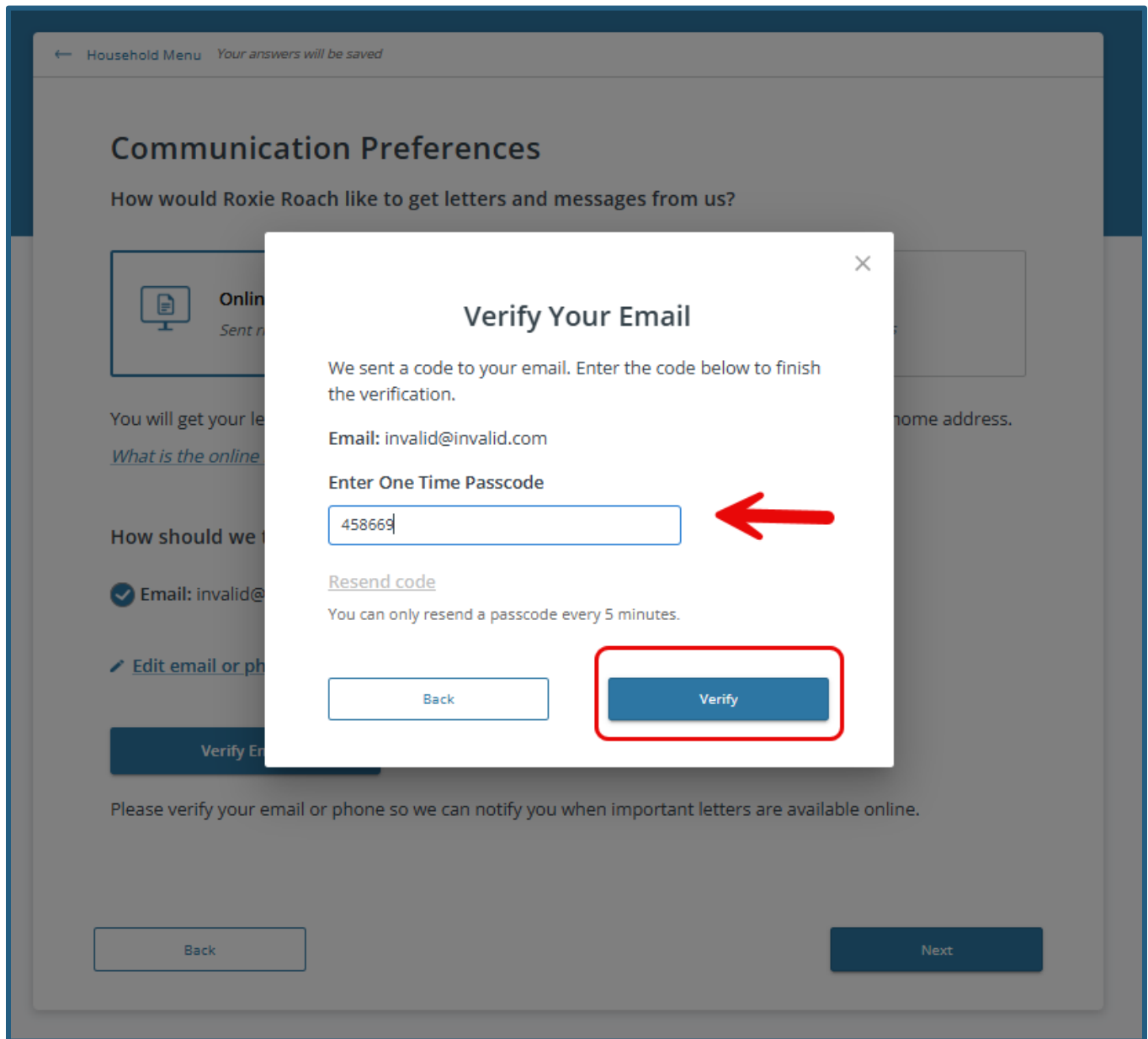
Release Date

4/20/2026

Go Green Initiative

Covered California is encouraging consumers to use electronic communications via Secure Mailbox to reduce printing and postage. CalHEERS sets default communication method as email or phone during intake if entered, allowing consumers the option to modify it.

Submitting a new application provides enhanced messaging for *Communication Preferences*. If an email was entered, choosing online mailbox allows edit of a previously entered email or keep email entered in the application flow. Choosing **Verify Email** will send one time passcode to the email entered for the consumer. The consumer will provide the OTP to the Enroller and the Enroller will enter in the *Verify Email* popup and click **Verify**.




The Enroller can instead click the **Next** button and continue the application flow. The steps also apply if phone was entered for the preference.

The consumer will be responsible to validate when logging into their account if the Enroller choose the **Next** option.


← Household Menu *Your answers will be saved*

Communication Preferences

How would Funny Farmer like to get letters and messages from us?



Online Mailbox
Sent right away



Paper Mail
Arrives in 5-7 business days

You will get your letters in your online mailbox. In some cases, we may still send letters to your home address.
[What is the online mailbox?](#)

How should we tell you when a new letter is ready in your online mailbox?

Email: invalid@invalid.com
[Edit email or phone](#)

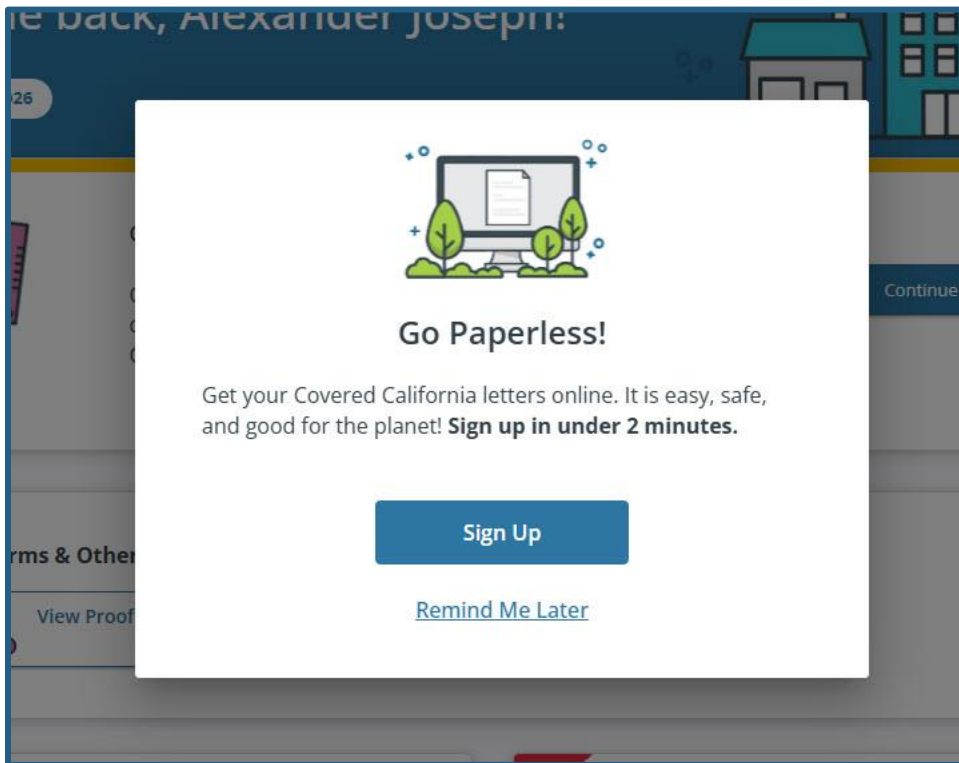
Verify Email ←

Please verify your email or phone so we can notify you when important letters are available online.

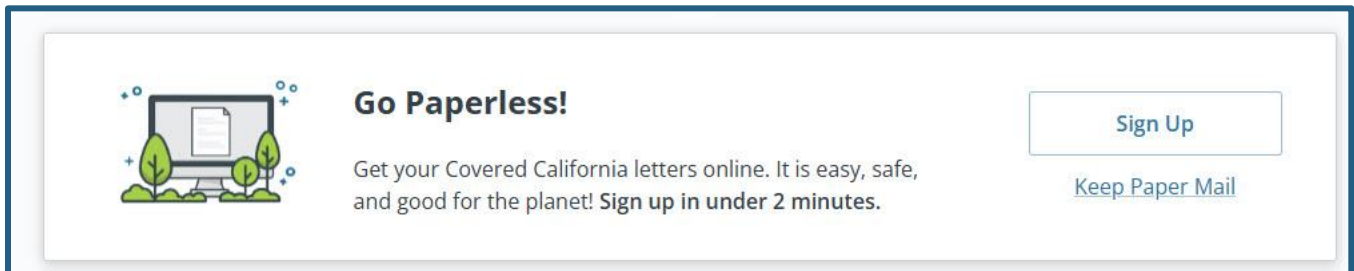
Back → **Next**

Consumers who already have mail selected as their communications method are prompted with a popup at login on the Account Home Page.

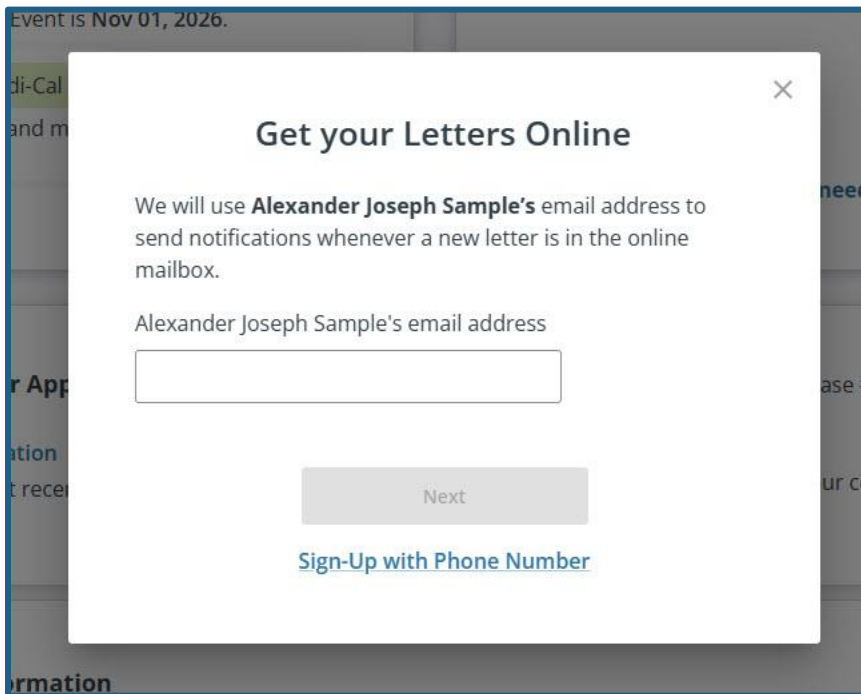
When a consumer with **mail** listed as preferred method of communication logs into their account home page, a popup will display.



- **Remind Me Later** button – closes the popup. A notification banner will display on the consumer’s home page where they can update their information later.



- **Sign Up** button – navigates the user to the Get Your Letters Online page to enter their email address



Event is Nov 01, 2026.

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Get your Letters Online

We will use **Alexander Joseph Sample's** email address to send notifications whenever a new letter is in the online mailbox.

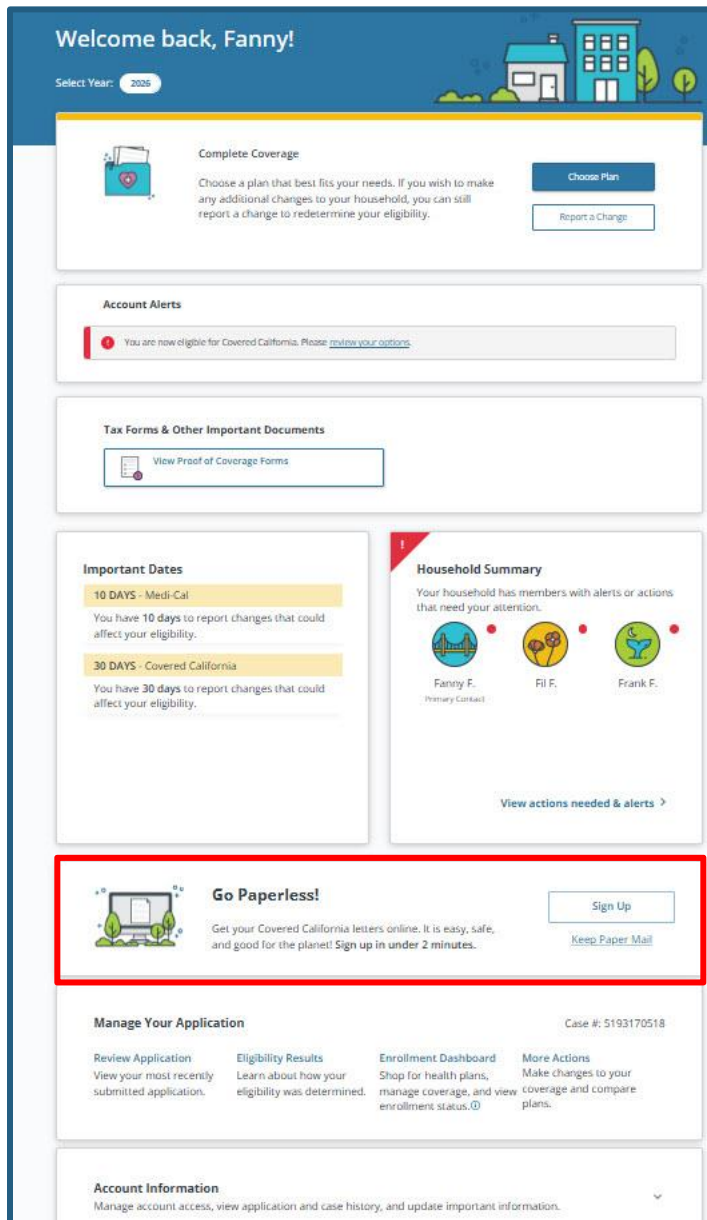
Alexander Joseph Sample's email address

Next

[Sign-Up with Phone Number](#)

- **Next** button – submits the updated information for the most recently completed application year.
- **Sign-Up with Phone Number** link – Navigates the user to the Is this phone number still correct? popup when the user has provided a phone number for the primary contact.

The *Go Paperless* notification will also display on the consumer's account home page.



Case Overview Hub

A new Case Overview Hub page includes links and icons for easy navigation, allowing streamline access to case details.

Some of the features of the Case Overview Hub include:

- Important Dates reminder
- Quick Links to:

Covered California

Outreach and Sales Division

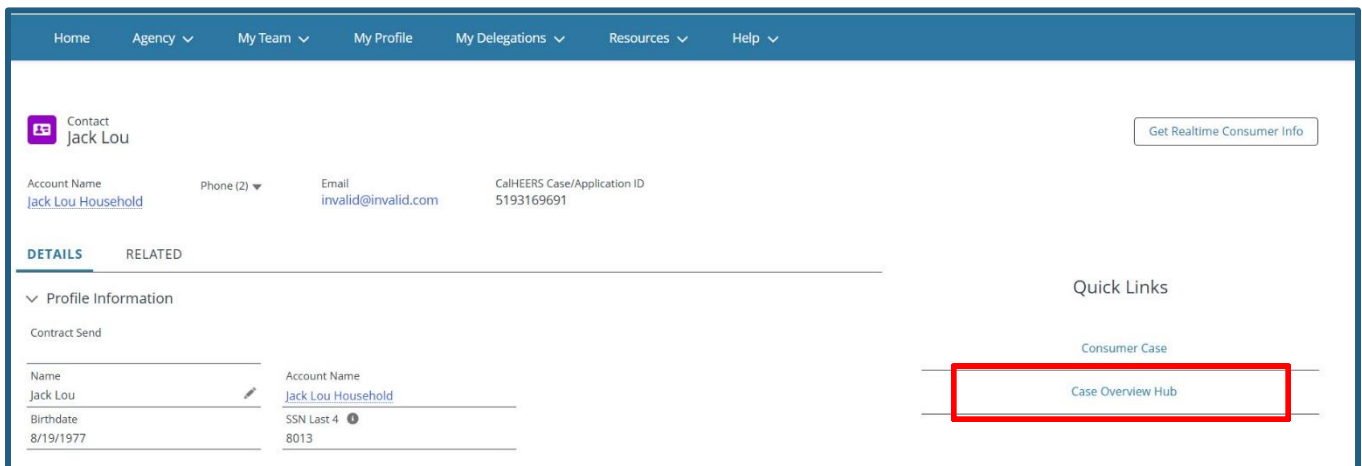
OutreachandSales@covered.ca.gov

- Eligibility Results
- Documents & Correspondence
- Enrollment Dashboard
- Case Summary
- Case Transaction History
- Household Information Section
- Eligibility Summary Section
- Outstanding Verifications Section
- County of Responsibility

There are 2 ways to access the Case Overview Hub:

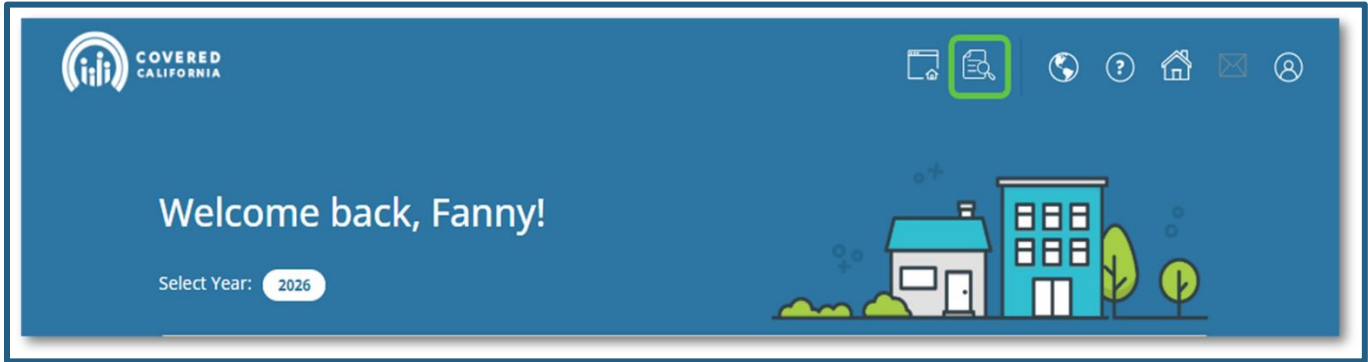
From the Enroller Portal

1. Login to the Enroller Portal
2. Select the consumer contact
3. From the consumer contact page, select the **Case Overview Hub** link under *Quick Links*

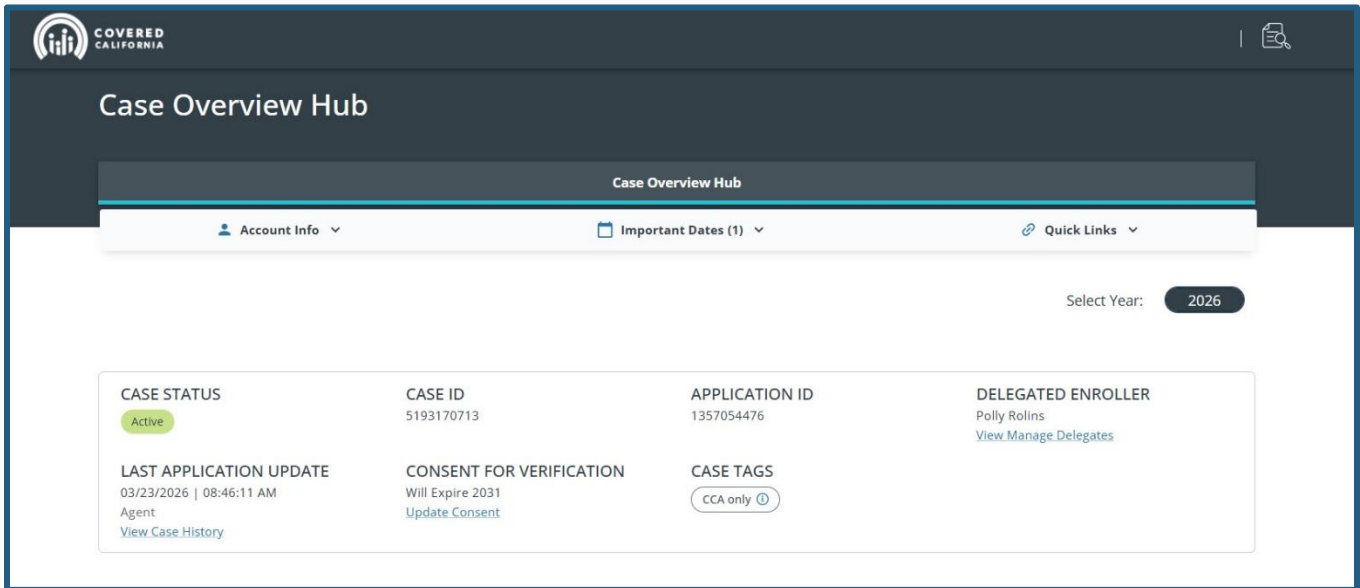


From the Consumer's Account Home

The page and magnifying glass icon navigates the user to the Case Overview home page.



Case Overview Hub Home Page



Household Information Section

Household Information

<div style="background-color: #e1f5fe; padding: 5px; border: 1px solid #0056b3;"> <p>★ Rocky Bowboa 48 years old</p> </div> <ul style="list-style-type: none"> Basic Information Eligibility Summary County of Responsibility 	<p>★ Rocky Bowboa <small>Primary Contact</small></p> <hr/> <table style="width: 100%;"> <tr> <td style="width: 50%;">Date of Birth (DOB) 08/21/1977</td> <td style="width: 50%;">SSN (last 4) 5678</td> </tr> <tr> <td>Active Enrollment Yes</td> <td>Tax Filing Status Single</td> </tr> </table> <p>Contact Information Edit</p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Phone Number (916) 999-8877</td> <td style="width: 50%;">Email Address invalid@invalid.com</td> </tr> <tr> <td>Mailing Address 2422 24th Street 123, Sacramento, CA 95818</td> <td>Home Address 2422 24th Street 123, Sacramento, CA 95818</td> </tr> <tr> <td colspan="2">Preferred Language English <i>(written)</i></td> </tr> </table>	Date of Birth (DOB) 08/21/1977	SSN (last 4) 5678	Active Enrollment Yes	Tax Filing Status Single	Phone Number (916) 999-8877	Email Address invalid@invalid.com	Mailing Address 2422 24th Street 123, Sacramento, CA 95818	Home Address 2422 24th Street 123, Sacramento, CA 95818	Preferred Language English <i>(written)</i>	
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Eligibility Summary Section

Eligibility Summary

Eligible Programs

Program	Eligibility Status	Expected Start Date
Federal Premium Assistance	Conditional Eligible Upload Documents	04/01/2026
Enhanced Silver Benefits	Conditional Eligible Upload Documents	04/01/2026
State Premium Assistance	Conditional Eligible Upload Documents	04/01/2026
Covered California	Conditional Eligible Upload Documents	04/01/2026
Non-MAGI Medi-Cal	Unknown	03/01/2026

[View Program Eligibility by Person](#)

County of Responsibility Section

County of Responsibility

City and County of San Francisco Office

Phone Number
[(000) 000-0000]

Please [click here](#) to view a full list of locations.

For more information, visit the [Case Overview Hub for Enrollers Task Guide](#).