



agent briefing

NEWS FROM COVERED CALIFORNIA

director's corner

Dear Covered California Enrollment Channel Partners,

Covered California recently announced that nearly 160,000 Californians remained covered through the Medi-Cal to Covered California enrollment program over the past year. In April 2023, Medi-Cal resumed its renewal process by redetermining eligibility for over 15 million of its members. In May 2023, Covered California and the Department of Health Care Services (DHCS), which administers California's Medi-Cal program, launched the [Medi-Cal to Covered California enrollment program](#). Under this program, Covered California automatically enrolls individuals in a low-cost health plan when they lose Medi-Cal coverage and gain eligibility for financial help through Covered California. This important program has helped many people transition from Medi-Cal to Covered California to remain covered with comprehensive, affordable health insurance and to avoid gaps in coverage!

Covered California also recently announced the 105 community-based organizations and clinics that will be awarded grants under the Navigator program lasting from July 1, 2024, to June 30, 2027. Navigators play a vital role in Covered California's mission to expand access to affordable, quality health care in California. Navigators educate consumers about their health plan options, provide in-person enrollment and renewal assistance, and offer ongoing support to diverse and underserved populations throughout California. We are encouraged by the passion and dedication across the state to support Californians in accessing the health care they deserve. More details on the program and the organizations receiving the grants can be found on the [Navigator Grant home page](#).

As always, I want to thank you all for your contributions in making a difference for the Californians we serve. I appreciate all your hard work, and I thank you for your partnership. I encourage you to review all the resources included in this briefing; our [Enrollment Partner Toolkits](#) page has everything you need related to the important work you do in helping consumers.

Robert Kingston
Interim Director
Outreach and Sales Division

latest news

News Release: June 20, 2024

[Covered California Awards Grants for Its 2024-27 Navigator Program](#)

News Release: June 4, 2024

[Covered California Announces Over 150,000 Californians Stayed Covered Through the Medi-Cal to Covered California Enrollment Program](#)

important reminders

State of Emergency Special Enrollment Period

Californians affected by a natural or human-caused disaster that results in a Governor's State of Emergency proclamation may qualify for a Special Enrollment Period (SEP). The table below shows the counties currently affected by a state of emergency, the date of the Qualifying Life Event (QLE), and the last day to select a plan (SEP End Date).

State of Emergency	Affected Counties	QLE Date	SEP End Date
Spring Storms	Alameda, Contra Costa, Los Angeles, Marin, Mendocino, Monterey, Napa, Nevada, Plumas, San Bernardino, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Trinity, and Ventura	May 3, 2024	July 2, 2024
Severe Storms	Los Angeles, Glenn, Humboldt, Marin, Napa, Santa Clara, Solano, Trinity, and Del Norte	June 21, 2024	August 20, 2024

Updated Income Self-Attestation Form

Covered California compares the information entered on the application with government data sources or information previously provided. If the data is inconsistent, consumers are asked to [submit documents to confirm their eligibility](#). To increase the accuracy of income-related information verification and to streamline the data entry process, an [updated Income Self-Attestation Form](#) is now available on the Covered California site. Please discard any saved or printed versions of the previous form and start using this updated form for [Proof of Income](#).

Helping Consumers with Periodic Data Matching Findings

Through a process called Periodic Data Matching (PDM), Covered California is required to check federal records twice a year to verify if a consumer enrolled in a plan through

Covered California has Medicare eligibility, enrollment, or deceased status. If consumers do not respond and act within 30 days of the PDM letter ([NOD70A](#) or [NOD70B](#)) being sent, consumers will automatically be discontinued from Covered California programs based on the data inconsistency.

Notice ID “NOD70A” or “NOD70B” will appear on your [Daily Summary Email](#) for any affected consumers that you can contact to assist with taking the required action(s). To resolve any inconsistencies for each household member where a response is needed, sign in to the consumer’s application and either Agree or Disagree with any noted inconsistency.

Understanding Reasonable Opportunity Period and Auto-Discontinuance

Covered California provides a 95-day Reasonable Opportunity Period (ROP) during which a *conditionally eligible* consumer can submit verification documents to clear inconsistencies in their application. If the consumer does not resolve the inconsistency by providing the [required documentation](#) by the end of the 95-day ROP, Covered California may change or discontinue Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions (CSR), or terminate plan coverage.

Our [Understanding ROP and Auto-Discontinuance Guide](#) has additional information about ROP and Auto-Discontinuance, including how to prevent coverage terminations and how to assist impacted consumers who have had their coverage terminated because Covered California did not receive the verification documents or because the consumer did not submit the correct eligibility verification documents.

As a reminder, Covered California certified enrollers must ensure that each application is fully and truthfully completed by the consumer and that the completed application completely discloses the circumstances of all persons included in the application. Bypassing identification or verification requirements by uploading a “placeholder” image or entering false ID or immigration numbers instead of approved documentation is unlawful and may result in suspension, termination, or other legal action as needed. Covered California audits enrollments and will take remedial action against any certified enroller who bypasses ROP.

resources

Helpful Resources and Materials

[Enrollment Partner Toolkits](#) are a “one-stop shop” for Covered California’s Certified Enrollers and include resources and materials to help you support Covered California consumers. Our Toolkits provide a wide range of consolidated documents, such as Job Aids, Quick Guides, FAQs, Talking Points, and more.

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Covered California ✓
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Among those who get health insurance through Covered California, 90% get financial help to lower their monthly premium. If your Medi-Cal ended, we are here to help.



X



Covered California ✓ @CoveredCA · Jun 24

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Health insurance is within reach. Create an account and enroll today if you recently lost coverage, moved or got married.



service center

Agent Service Center

Phone: (877) 453-9198

Monday - Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Covered California for Small Business (CCSB) Service Center

Phone: (855) 777-6782

Monday - Friday, 8:00 a.m. to 5:00 p.m.

Saturdays and Sundays, Closed

Review the [Agent and CCSB Service Center schedule](#) for a full list of availability and a list of holiday closures.