



# Beyond Covered Grocery Support Program Quick Guide for Enrollers

## Overview

This document explains the Beyond Covered: Grocery Support Program, which provides additional support for enrollees who struggle with food insecurity.

## Grocery Support Program Overview

The Beyond Covered: Grocery Support program offers grocery assistance to individuals and families experiencing food insecurity. Eligible enrollees in the program receive a reloadable debit card to purchase food. FORWARD, the organization Covered California is partnering with for this program, provides enrollment support in multiple languages to ensure accessibility.

Eligible enrollees will receive a reloadable debit card to purchase food. Enrollees will either receive \$80 per month for 12 months or a lump sum of \$960 at the end of the program.

- This benefit is per qualified enrollee in the household. Household size is determined based on tax filing data from Covered CA.
- FORWARD assigns eligible enrollees into monthly or annual groups. The enrollee does not select the frequency.
- Benefit amounts increase with household size.
- The card can be used at various grocery stores, restaurants, and food delivery services.

## Grocery Support Program Process

**Note:** SCRs do not enroll individuals in Beyond Covered programs.

Covered California's partner, FORWARD handles all the program processes. The process steps are outlined below for information purposes. SCRs do not enroll individuals in these programs.

### Initial Contact

A representative from FORWARD will reach out on behalf of Covered California via phone call, email, or text.

- The FORWARD representative will confirm the enrollee's identity and obtain consent to continue discussing the program.

### Eligibility Screening

This program is for eligible enrollees who are enrolled in Covered CA. Eligibility is based on three key factors:

1. **Income:** Household income up to 250% of the federal poverty level (via Covered California data).
  - **Note:** This program is exclusively for Covered CA enrollees. If the Covered CA enrollee is the Head of Household eligible for Covered CA programs, and other

Covered California

Outreach and Sales Division

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members in the tax household qualify for different programs, then the program amount will be modified based on the household size.

2. **Chronic Conditions:** Members diagnosed with diabetes, hypertension, asthma, and more (via claims data).
3. **Food Insecurity:** Self-reported food insecurity based on answers to the Hunger Vital Sign survey questions provided by FOWARD.

## Beyond Covered Overview

Covered CA has partnered with FORWARD to launch the [Beyond Covered Program](#). The program is designed to improve health outcomes through evidence-based interventions. The Beyond Covered program has two program initiatives:

- Grocery Support Program
- Child Savings Account Program

These two initiatives demonstrate Covered California's commitment to reducing health disparities and enhancing the quality of life for all enrollees. They aim to:

- Improve immediate health outcomes.
- Foster long-term financial security.

## FORWARD, Program Partner

FORWARD administrates the Beyond Covered: Grocery Support Program and handles:

- Enrollee outreach and support.
  - Member Support email address: [coveredca-support@forwardplatform.zendesk.com](mailto:coveredca-support@forwardplatform.zendesk.com)
  - Phone number: (888) 913-8480
- Program enrollments.
- Fund distributions.
- A dedicated website landing page.
  - <https://forwardplatform.com/beyond-covered-ca/>
- The multi-lingual customer service.



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## Common Questions

### 1. How do I enroll?

Covered California through FORWARD will contact eligible members to enroll via email, text, or phone starting February 2025.

### 2. Can other household members enroll in the program?

Only one member per household can enroll, but the benefit amount will increase based on the household size, which is based on the tax filing data from Covered CA.

### 3. Can I participate if English is my second language?

Yes, FORWARD's customer service hotline supports all languages. However, Covered CA outreach information is translated into only English, Spanish, Korean, Vietnamese, and Traditional Chinese.

### 4. Is my participation confidential?

Yes, information is used only for program purposes, including evaluation.

### 5. What languages are supported for communications?

English and Spanish primarily; other languages via phone (English, Spanish, Korean, Vietnamese, and Chinese).

### 6. Can I withdraw after enrolling?

Yes, contact FORWARD any time. Withdrawing won't affect your health insurance.

### 7. Will participation affect my Covered California coverage?

No, it won't affect your health insurance or benefits.

### 8. How will my data be used?

Your data is used for program and evaluation purposes, ensuring privacy.

### 9. Will participation affect my eligibility for other programs like CalFRESH?

No, it won't affect eligibility for other assistance programs.

### 10. Who can I contact for more information?

Contact FORWARD by email at [coveredca-support@forwardplatform.zendesk.com](mailto:coveredca-support@forwardplatform.zendesk.com) or by phone at (888) 913-8480.



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### **11. Can I use the reloadable debit card anywhere?**

Yes, you can use the reloadable debit card at designated stores and food delivery services. It cannot be used at liquor stores.

### **12. What happens if my debit card is lost or stolen?**

Enrollees should contact FORWARD for steps to replace a lost or stolen card.

### **13. What if I don't have an email address?**

If you are eligible and don't have an email address on file with Covered California, FORWARD will contact you via text message or phone to ensure you can participate. You can complete the enrollment and surveys over the phone or by mail.