

Covered California for Small Business (CCSB) is excited to announce new enhancements to its website, designed to provide an improved and more engaging user experience. The updated design simplifies navigation, enabling agents to efficiently locate the information they need, while also refreshing the site's visual appeal to make it more accessible and inviting for all users.

These enhancements highlight our continued commitment to offering the tools and resources necessary to facilitate your needs.

Question	Response
Why did CCSB implement the new website changes?	<p>CCSB has updated its website to enhance the user experience for employers, employees, and agents, simplify navigation, and provide streamlined information.</p> <p>The changes provide intuitive tools and resources, ensuring a smooth and efficient digital experience.</p>
How can an agent access resources and information from the CCSB homepage?	<p>New navigation path for access to Agent Resources. It offers a centralized location for accessing a wide range of resources.</p> <ul style="list-style-type: none"> To access Agent related resources, agents must navigate to <u>the new agent section located in the top-right corner of the CCSB Website Home page.</u>
How can an agent access information about health and dental plans?	<p>Agents must navigate to the CCSB website homepage and select "Health and Dental Plans" from the top of the page.</p>
How can an agent access employer and employee application and forms?	<p>Agents must navigate to the CCSB website homepage, select "Employer Resources" from the top of the page, and then click on "Applications and Forms."</p>
Was the "Menu" bar for the CCSB quick links updated on the agent resources page?	<p>Yes, these enhancements are designed to improve usability and help users easily find the tools and sections they need.</p> <ol style="list-style-type: none"> The quick link navigation bar has been moved from the right side of the page to the left, with menu items reworded for clarity. New one-click access links have been added to provide quicker access to essential resources, enhancing workflow and saving time.

Question	Response
Were any resources removed?	No, we did not remove any resources. All existing resources remain available, and we have enhanced the website to make the resources easier to access and navigate.
How can employees access their SBCs (Summary of Benefits and Coverage)?	From the CCSB homepage, click on "Plans & Offerings" at the top of the page, then select the "Health Plan and Dental Plans" dropdown option. On the left side of the page, click on the health or dental plan of your choice. Finally, click on the carrier logo to view the current or prior year's summaries.
How can I access the CCSB Toolkit?	CCSB Toolkit is now available through the quick links menu bar on the Agent homepage.
Was the quote template removed from the "Get a Quote" page?	Yes, the quote template was moved. <ol style="list-style-type: none"> 1. We have made it easier for agents to access the Excel quote form by moving it to the Agent home page as a quick link under the "Resources" section. 2. Employers will not have access to the quote template; instead, they can request a quote by calling CCSB Sales at 844-332-8384 or submitting a quote request form on the "Get a Quote" page.
Where were the instructions for new agencies or agent's certification moved?	The location of the information has not changed; however, we have revised the content in the certification process to streamline and simplify the steps required to become a certified agent. Our goal was to make the process more accessible and user-friendly by simplifying the language, removing complexities, and offering clear guidance.
What should I do if I cannot locate something I previously found on the website?	If you can't find something on the website, use the search bar or updated menus. For further assistance, contact CCSB support at 855-777-6782.
Has the footer of the CCSB webpage been updated?	Yes, the footer of the webpage has been updated to improve organization and accessibility, ensuring users can easily find important links and resources.

Question	Response
What changes can business owners or employers expect when accessing the CCSB homepage?	Business owners and employers can expect a redesigned homepage featuring a clean, simple, and inviting layout tailored to their specific needs, along with improved organization and accessibility for seamless browsing throughout the website.
Is a mobile view included in the redesign?	Yes, for the navigation the redesign includes an optimized mobile view to ensure a seamless and user-friendly experience across all devices.
Were FAQs added to the CCSB website for business owners?	Yes, CCSB has added an FAQ specifically for business owners to address common questions and provide helpful information.
How can I give feedback on the new website?	You can provide feedback on the new website by contacting CCSB support at 855-777-6782.
How are applications and forms organized on the CCSB website now?	<p>Applications and forms were previously combined with other documents on the CCSB website.</p> <ul style="list-style-type: none"> • They are now separated into their own page, titled "Applications and Forms," for quicker access. For convenience, we have added an "Applications and Forms" section to the agent page for agent-specific documents.
Were any updates made to the MyCCSB Portal?	No, the MyCCSB Portal did not receive any updates.
Are there any plans for future updates or enhancements to the website?	No, there are no current plans to update the website, but the Agent site pages will be redesigned in the future, and we'll provide updates.
Will the Spanish CCSB website also be updated to reflect the same design changes?	Yes, the Spanish CCSB website will be updated to reflect the same design changes. You will need to scroll down to the footer and select Español.
Will there be Spanish version of the Agent site?	No, we plan on making this available at a later date.