

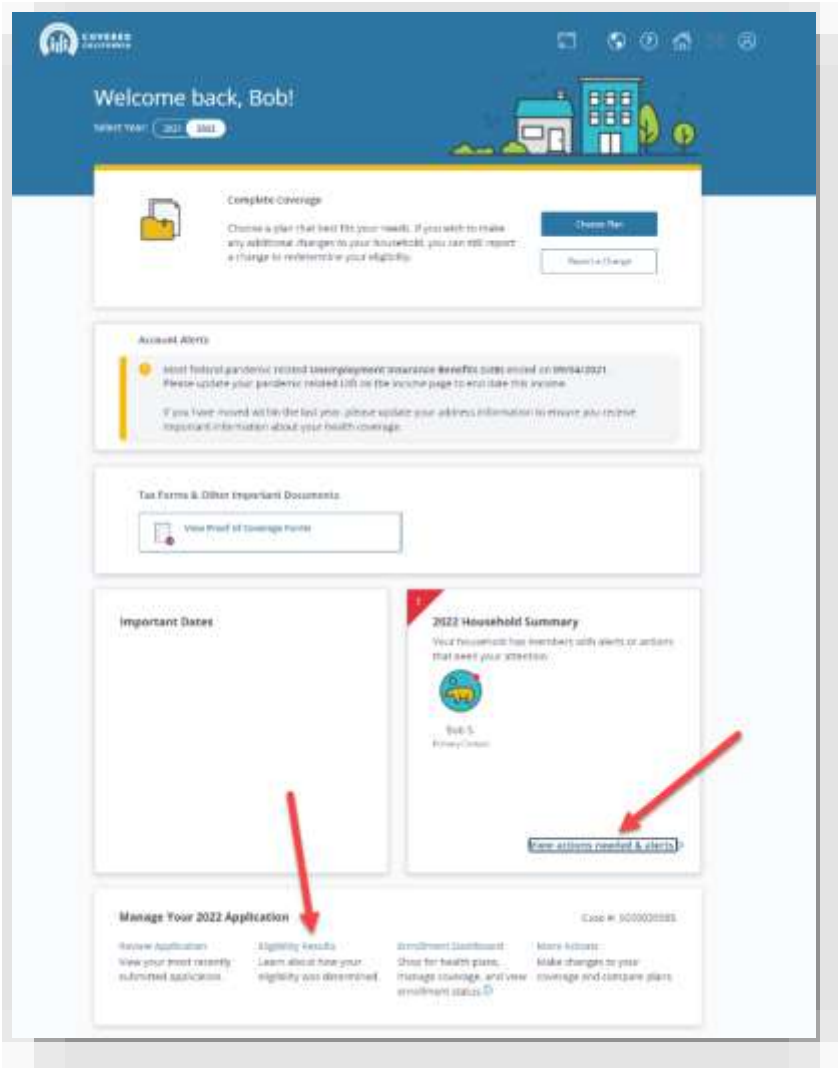
## Overview

The purpose of this Quick Guide is to help enrollers know where and how to upload documents requested by CalHEERS.

When CalHEERS requests documents, enrollers will receive an alert on their Daily Enroller Summary email (this will show as NODxx and the enroller can find the notice in the consumer’s “Docs & Correspondence” section of the application).

## Steps

1. Login to the client’s application. From the “Consumer Home Page”, you can find the requested documents in one of two locations: in the **Household Summary** section or **Eligibility Results**, which is found in the “Manage Your 2022 Application” section.




Clicking on the “View actions needed & alerts” link of the **Household Summary** will take you to where you’ll find what documents are being requested.


!

### 2022 Household Summary

Your household has members with alerts or actions that need your attention.



**Bob S.**  
Primary Contact





[View actions needed & alerts >](#)

!

### 2022 Household Summary


Please review all alerts and actions for your household. Complete all actions needed to get coverage.

Case #: 5000039985 | [View Program Eligibility by Person](#)

Household Members (1):	Program Eligibility	Covered By	
 <p><b>Bob S.</b> 25 yrs</p>	Covered California	Anthem Blue Cross	<div style="border: 2px solid red; padding: 5px; margin: 10px auto; width: 80%;"> <p><b>Actions Needed</b></p> <p><span style="background-color: #fff9c4; padding: 2px;">Due 04/28/2022</span></p> <p>Proof of Minimum Essential Coverage Proof of Income <a href="#">Upload Eligibility Documents</a></p> </div> 

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**Primary Contact Info:**

 <p><b>Bob S.</b> 25 yrs</p>	Bob told us the best way to contact them is by <a href="#">Mail</a> .
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<b>Home/Mailing address:</b>	<b>Email:</b>	<b>Phone:</b>
2410 S. Rock Creek Dr Los Banos, California 93635	None provided	None provided

[Close and view Account Home.](#)

The **Eligibility Results** link in the “Manage Your 2022 Application” section will also take you to where you can find what documents are being requested.

Manage Your 2022 Application

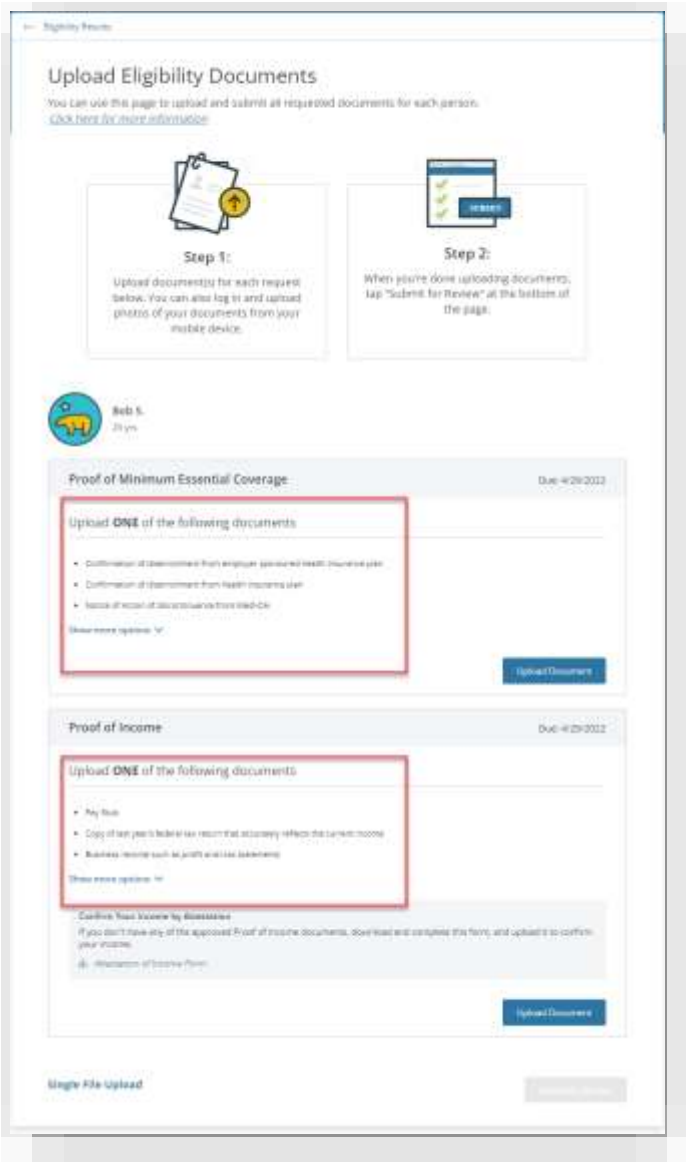
Case #: 5000039985

[Review Application](#)  
View your most recently submitted application.

[Eligibility Results](#)  
Learn about how your eligibility was determined.

[Enrollment Dashboard](#)  
Shop for health plans, manage coverage, and view enrollment status.  ⓘ

[More Actions](#)  
Make changes to your coverage and compare plans.



**Upload Eligibility Documents**  
You can use this page to upload and submit all requested documents for each person.  
[Click here for more information](#)

**Step 1:**  
Upload document(s) for each request below. You can also log in and upload photos of your documents from your mobile device.

**Step 2:**  
When you're done uploading documents, tap "Submit for Review" at the bottom of the page.

**Bob S.**  
29 yrs

**Proof of Minimum Essential Coverage** Due: 4/26/2022

Upload **ONE** of the following documents:

- Confirmation of enrollment from employer (provide both insurance plan)
- Confirmation of enrollment from health insurance plan
- Notice of recent or discontinued coverage from Med-Cal

[Show more options...](#)

[Upload Document](#)

**Proof of Income** Due: 4/29/2022

Upload **ONE** of the following documents:

- Pay stub
- Copy of last year's federal tax return that accurately reflects the current income
- Business records such as profit and loss statements

[Show more options...](#)

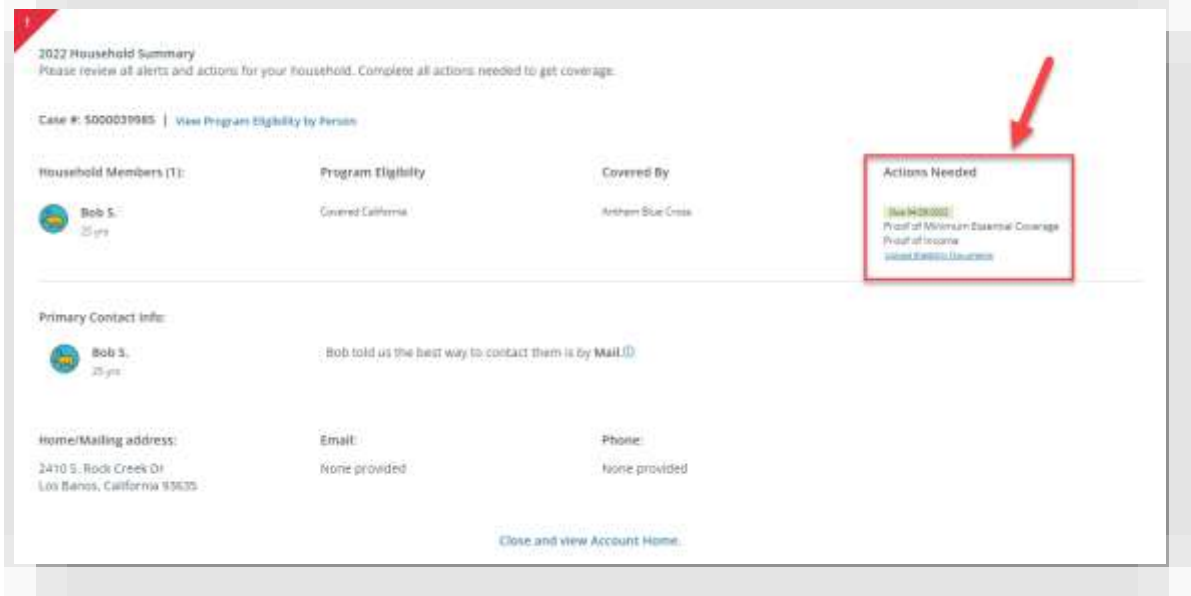
California Resid. Affidavit by Absentee  
If you don't have any of the approved Proof of Income documents, download and complete this form, and upload it to confirm your income.

• Affidavit of Income Form

[Upload Document](#)


[Single File Upload](#)


- Once you have identified what documents are being requested, you can now upload the documents into the application. Whether you choose the **Household Summary** section or the **Eligibility Results** section, use the provided link to upload the documents, as shown below.



**2022 Household Summary**  
Please review all alerts and actions for your household. Complete all actions needed to get coverage.

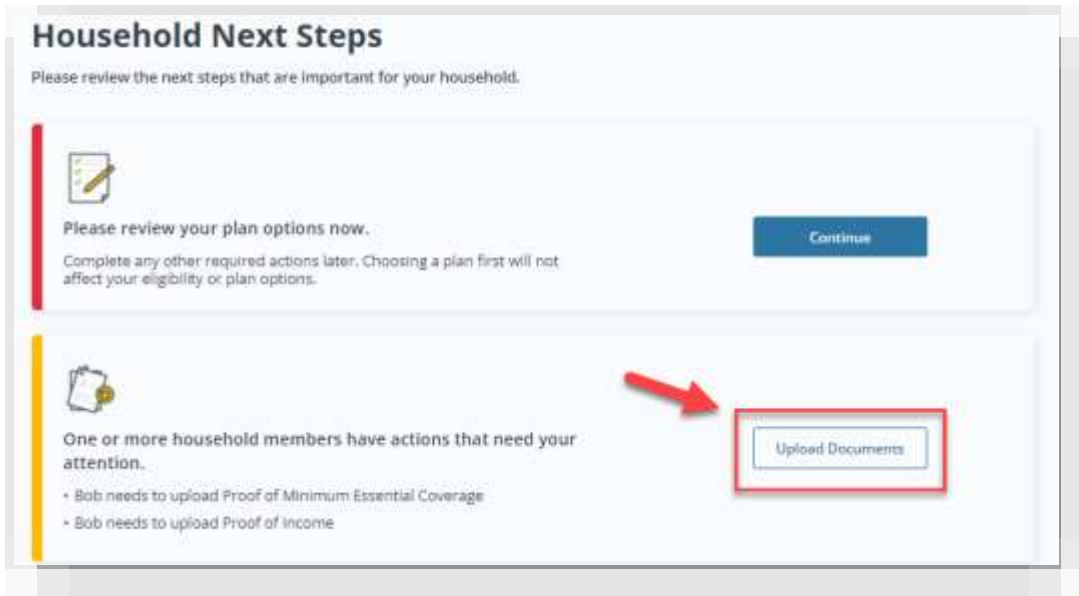
Case #: S000030985 | [View Program Eligibility by Person](#)

Household Members (1):	Program Eligibility	Covered By	Actions Needed
 Bob S. 25 yrs	Covered California	Andrew Blue Cross	<b>Not Complete</b> Proof of Minimum Essential Coverage <a href="#">Upload Required Documents</a>

**Primary Contact Info:**  
 Bob S., 25 yrs: Bob told us the best way to contact them is by **Mail**.


**Home/Mailing address:** 2410 S. Rock Creek Dr, Los Banos, California 95335  
**Email:** None provided  
**Phone:** None provided

[Close and view Account Home.](#)




## Household Next Steps

Please review the next steps that are important for your household.

 **Please review your plan options now.**

Complete any other required actions later. Choosing a plan first will not affect your eligibility or plan options.

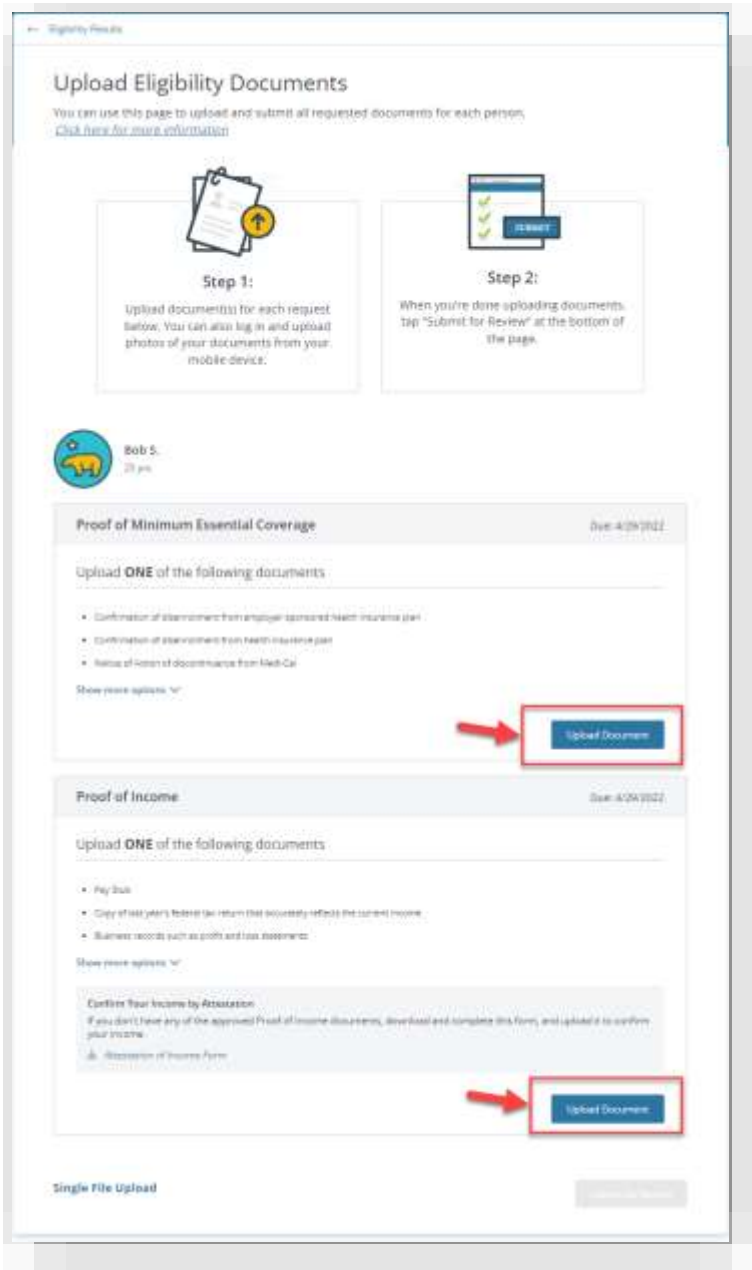
[Continue](#)

 **One or more household members have actions that need your attention.**

- Bob needs to upload Proof of Minimum Essential Coverage
- Bob needs to upload Proof of Income

[Upload Documents](#)

Once you've clicked the "Upload Document" link, you will be taken to another page to select which document is to be uploaded.



**Upload Eligibility Documents**

You can use this page to upload and submit all requested documents for each person.  
[Click here for more information](#)

**Step 1:**  
Upload document(s) for each request below. You can also log in and upload photos of your documents from your mobile device.

**Step 2:**  
When you're done uploading documents, tap "Submit for Review" at the bottom of the page.

**Bob S.**  
23 yrs

**Proof of Minimum Essential Coverage** Due: 4/29/2022

Upload **ONE** of the following documents:

- Confirmation of enrollment from employer-sponsored health insurance plan
- Confirmation of enrollment from Health Insurance plan
- Notice of non-attendance from Medi-Cal

Show more options »

**Upload Document**

**Proof of Income** Due: 4/29/2022

Upload **ONE** of the following documents:

- Pay stub
- Copy of last year's federal tax return that accurately reflects the current income
- Business records such as profit and loss statements

Show more options »

**Qualify Your Income by Attestation**  
If you don't have any of the approved Proof of Income documents, download and complete this form, and upload it to confirm your income.

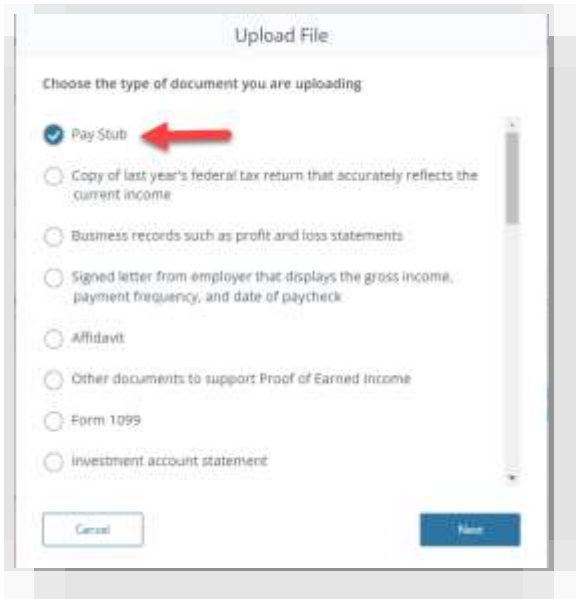
- Attestation of Income Form

**Upload Document**

Single File Upload

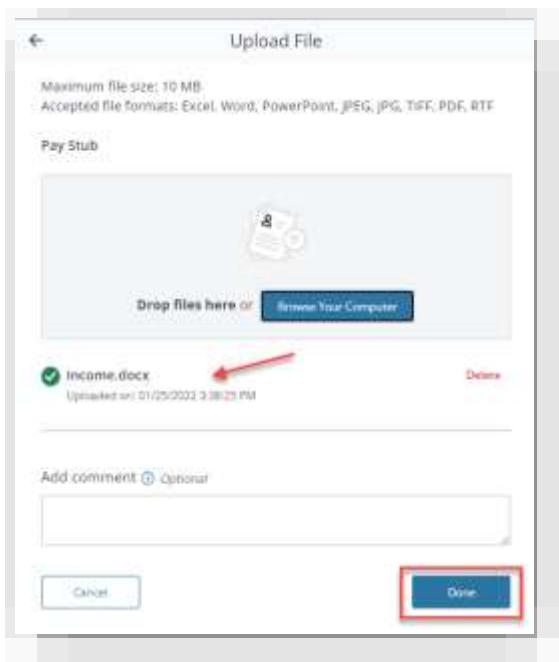
Depending on which document is needed, click on the "Upload Document" button.

Select what type of document you will be submitting.



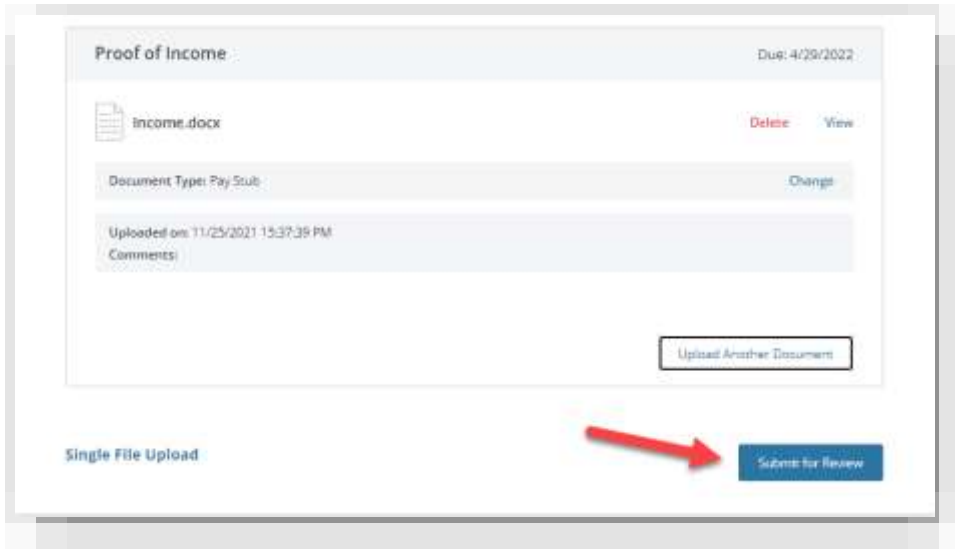
The screenshot shows a dialog box titled "Upload File". Below the title is the instruction "Choose the type of document you are uploading". There are eight radio button options: "Pay Stub" (selected, with a red arrow pointing to it), "Copy of last year's federal tax return that accurately reflects the current income", "Business records such as profit and loss statements", "Signed letter from employer that displays the gross income, payment frequency, and date of paycheck", "Affidavit", "Other documents to support Proof of Earned Income", "Form 1099", and "Investment account statement". At the bottom are "Cancel" and "Next" buttons.

Once you have selected what type of document you will be submitting, click "Next". You will then be prompted to upload your document (acceptable file formats are Excel, Word, PowerPoint, JPEG, JPG, TIFF, PDF, and RTF). Once the document has been uploaded, click "Done".

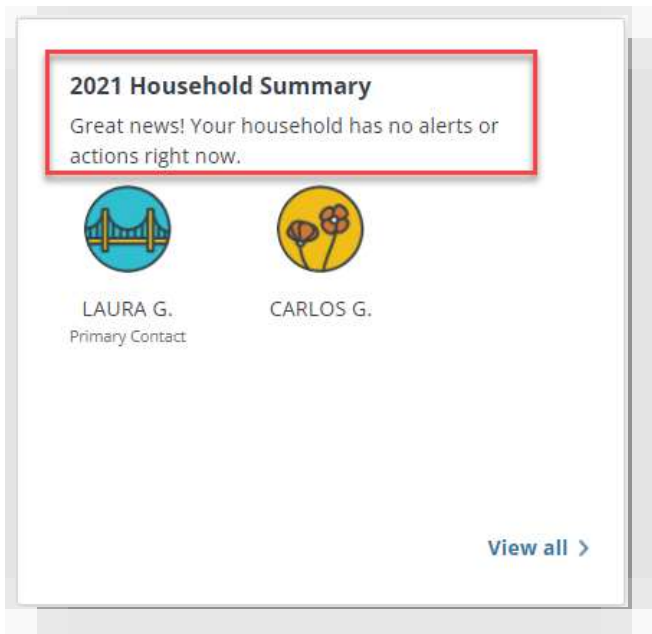


The screenshot shows the "Upload File" dialog box after a file has been uploaded. It displays the file name "Income.docx" with a green checkmark and a red arrow pointing to it. Below the file name is the upload date and time: "Uploaded on: 01/25/2022 3:38:23 PM". There is a "Delete" link to the right of the file name. Below the file information is a text input field labeled "Add comment (Optional)". At the bottom are "Cancel" and "Done" buttons, with the "Done" button highlighted by a red box.

After clicking “Done”, you will be prompted to submit the document for review.



Once the document has been submitted, it will be sent for review by Covered California staff. During the review period, acceptable documents will be passed, and the alert will be cleared.



If the Review Team has questions about the document, you will receive a call requesting more documentation.