

#### **Release Date**

5/12/2025

## **Storefront Application in Enroller Portal**

# Impacted roles: Agency Managers, Approved Admin Staff Level 2, Authorized Signer, Primary Contact, and Counselor

Agencies and entities can now apply for the Storefront program and track their application in the Enroller Portal. The approved location will then appear on the Find an Enroller tool.

- 1. Login to the Enroller Portal
- 2. From the Agency/Entity dropdown, select Add a Storefront



- 3. The question must be answered "Is this an application for a currently registered location?"
  - If yes is selected, there is a dropdown of assigned locations to select
    - This will auto-populate the *Storefront Application* for submission
  - If no is selected, a new location record will need to be created and an application filled out to submit

	Adding a Registered Location?	
* if this application is for a currently registered	ocation?	
Select an Option	6	
Yes		
No		

- 4. Complete the following steps of the application:
  - Storefront Information
  - Storefront Facility and Accessibility Information (note: this step requires photo uploads)
  - Staffing and Training
  - Customer Service, Outreach, and Education
  - Review Application
  - Submission Disclosure Form

Note: green check marks indicate that section of the application is complete.

- 5. Click **Submit** once the application has been completed and reviewed.
  - A confirmation email will be sent that the application has been submitted.

#### **Pending Applications**

To check the status of a Storefront application, select **Pending Storefront Applications** from the *Agency/Entity* dropdown.

Home	Entity 🥁 My Team 🗸	My Profile Resources V Help V
	My Entity	
	Active Delegations	Welcome to your Entity Home Page!
	Pending Delegations	Manage your book of Business, assist your consumers, and more.
Home Enroller Portal Notifications		k of Business Consumers by Metal Tier Plan
Explore	Add a Storefront	<b>Nelcome!</b> ough the tabs on the right or My Reports from the menu
	Pending Storefront Applications	
	Transfor Dalagations	J
	transter Delegations	
	Entity Delegation History	

If additional information is needed, Covered California will add approver comments to the application, which will trigger an email to the Enroller submitting the application and a bell notification will populate on the Enroller Portal.



- 1. To respond to the approver comment, click the bell notification.
- 2. From the location record, navigate to *Approver Comments* on the upper right-hand side.
- 3. Select the down arrow and select **Response**.

pprover Comments (1)			
Approver Comme \vee Response	~	Created Date	~
Cap you plaase provide		4/30/2025 09-22	Response

4. Click **Save** to submit the response.

Account Name	
Pending Infomation details	
* Approver Comments	
Can you please provide more info on #6 and include an additional picture from the exterior.	
6	
* response	
* Files	
Barran	
	Cancel Save

Once the storefront location has been approved, the following information will display on the Final an Enroller tool:

- Address
- Phone number
- Email address
- Languages spoken
- Office hours

Covered Califo	rnia Storefront 🜒
Freeway Insurance Se	vices, Inc.
4623 Freeport Bivo	
Get Directions	
(800) 219-2670	
FreewayHealth@Freev	vayInsurance.com
Languages Spoken	
English      Spanish	
Office Hours	Open Now
Today: 9:00 AM - 5:00	PM
Hide Hours 😓	
Monday	9:00 AM - 5:00 PM
Tuesday	9:00 AM - 5:00 PM
Wednesday	9:00 AM - 5:00 PM
Thursday	9:00 AM - 5:00 PM
Friday	9:00 AM - 5:00 PM
Saturday	Closed
Sunday	Closed

For additional resources, see the Storefront Toolkit.

## **High Volume Targeted Reports**

### Impacted roles: all Enroller Portal users

For agencies or entities with 10,000+ delegations, the *Active Consumer Cases* and *Consumer Cases by Carrier* reports will not appear on the *Enroller Dashboard* and must be downloaded.

- 1. Login to the Enroller Portal
- 2. Select Enroller Dashboard from the Help dropdown
- 3. Select **Active Consumer Cases** or **Consumer Cases by Carrier** from *the Enroller Dashboard Report(s)* dropdown

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Home	Agency 🗸 My Team 🗸 My Profile	My Delegations 🗸	Resources 🗸 🛛 Help 🗸	
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Enroller	Dashboard Report(s) 🕚			
Select	report Mpe			*
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As of Apr	r 16, 2025 3:12 AM-Viewing as Christopher Jessica			
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4. Select the **Request Active Consumer Cases** or **Request Consumer Cases by Carrier** button

Enroller Dashboard Report(s) Enroller Dashboard Report(s) Active Consumer Cases Request Active Consumer Cases Check the box to activate the download button and access the file(s). File Name  Created Date and Time  Arrise Consumer Cases II 0020206 Arrise Consumer Cases II 0020206	Home	Agency 🗸	My Team 🗸	My Profile	My Delegations 🗸	Reso	urces 🗸	Help 🗸		
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• The button will gray out and have the following messaging displays: Your report is being prepared. You'll be notified via Bell notification upon completion. Please note, further report requests are restricted until this request is complete. Kindly revisit this page to access the report(s).

Enroller Dashboard Report(s)
Enroller Dashboard Report(s) 0
Active Consumer Cases
Request Active Consumer Cases
Your report is being prepared. You'll be notified via Bell notification upon completion. Please note, further report requests are restricted until this request is complete. Kindly revisit this page to access the report(s).

**Note**: only 5 successful downloads are permitted per day.

- Once the download is complete, a bell notification will display.
- 5. Check the checkboxes of the reports you want to export and select the **Export** button in the top right corner.

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• The reports will download as Excel files.

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