Enroller Portal 2025 Sprint 4 Release Notes

Release Date

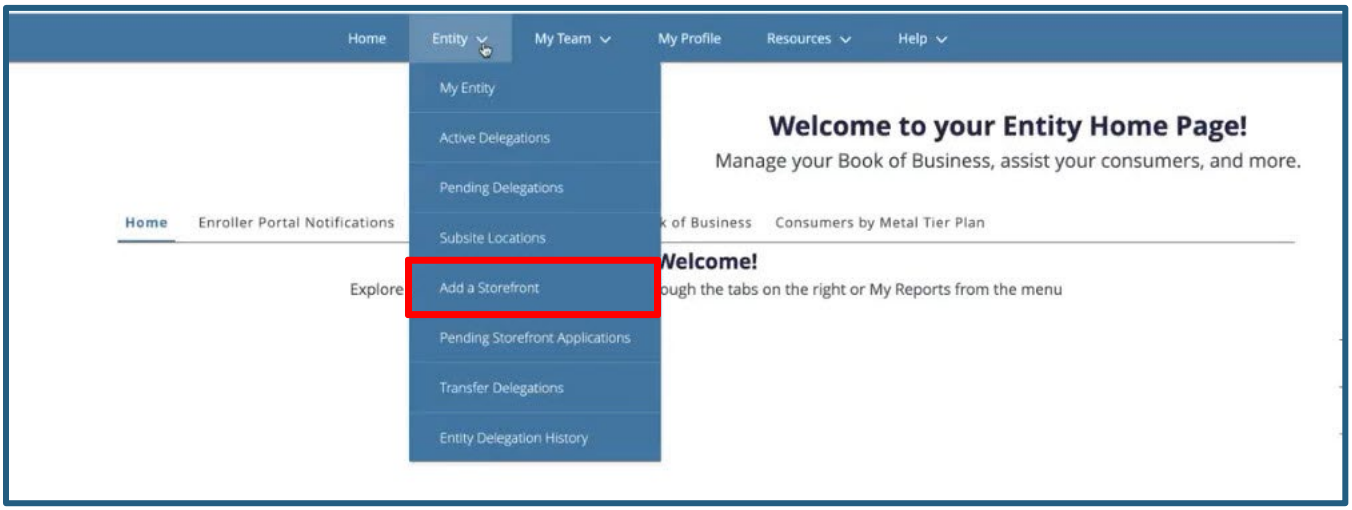
5/12/2025

Storefront Application in Enroller Portal

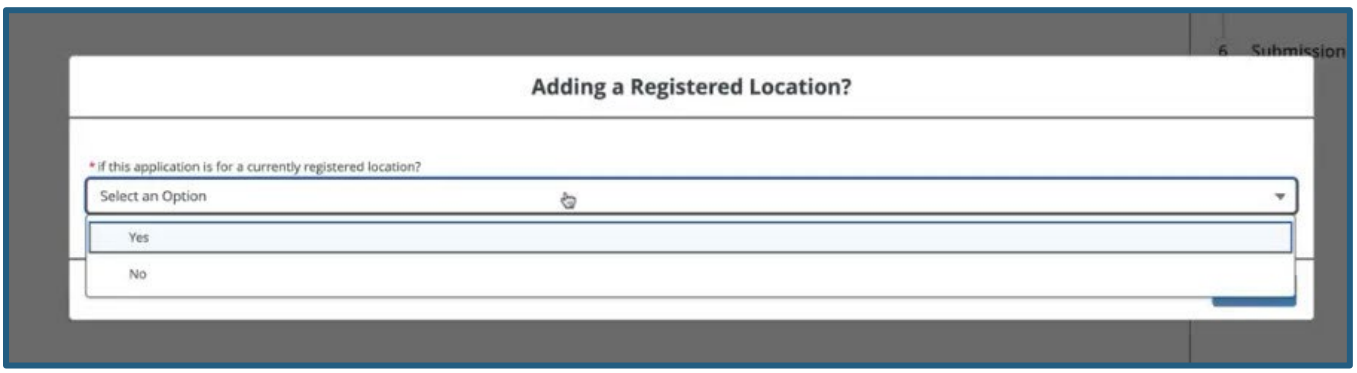
Impacted roles: Agency Managers, Approved Admin Staff Level 2, Authorized Signer, Primary Contact, and Counselor

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



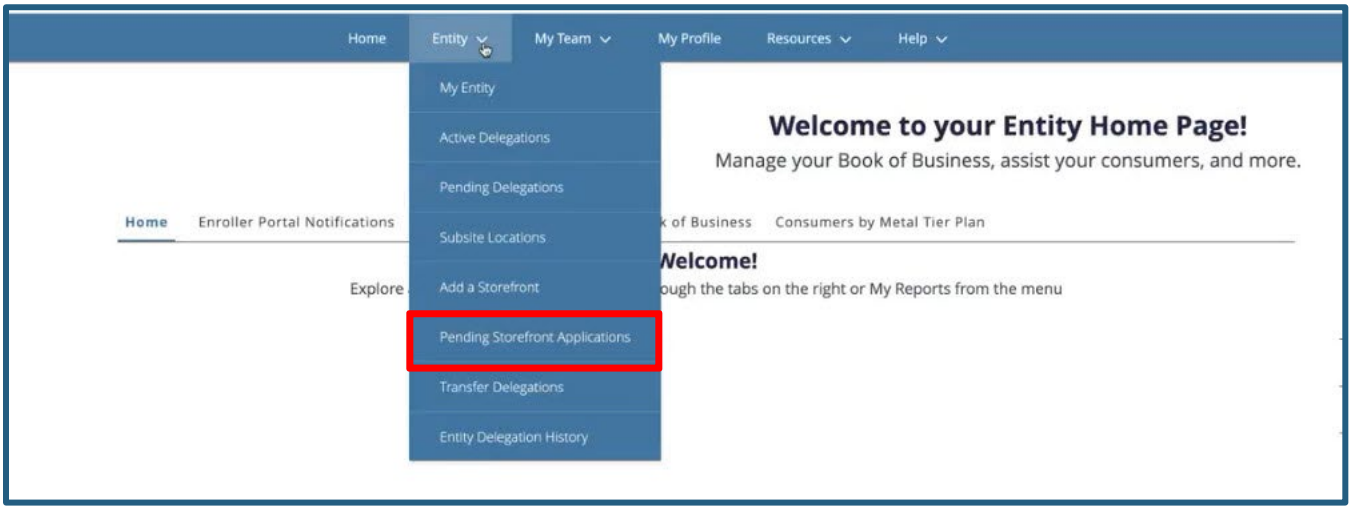
4. Complete the following steps of the application:
    - Storefront Information
    - Storefront Facility and Accessibility Information (note: this step requires photo uploads)
    - Staffing and Training
    - Customer Service, Outreach, and Education
    - Review Application
    - Submission Disclosure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

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

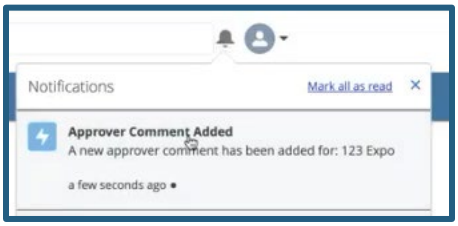
5. Click **Submit** once the application has been completed and reviewed.
    - A confirmation email will be sent that the application has been submitted.

Pending Applications

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

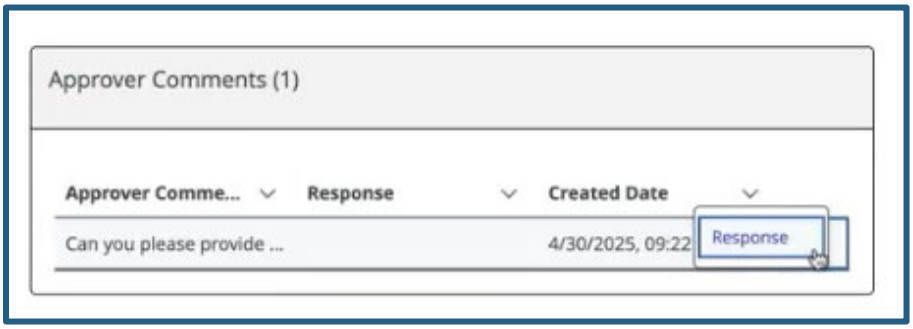


If additional information is needed, Covered California will add approver comments to the application, which will trigger an email to the Enroller submitting the application and a bell notification will populate on the Enroller Portal.

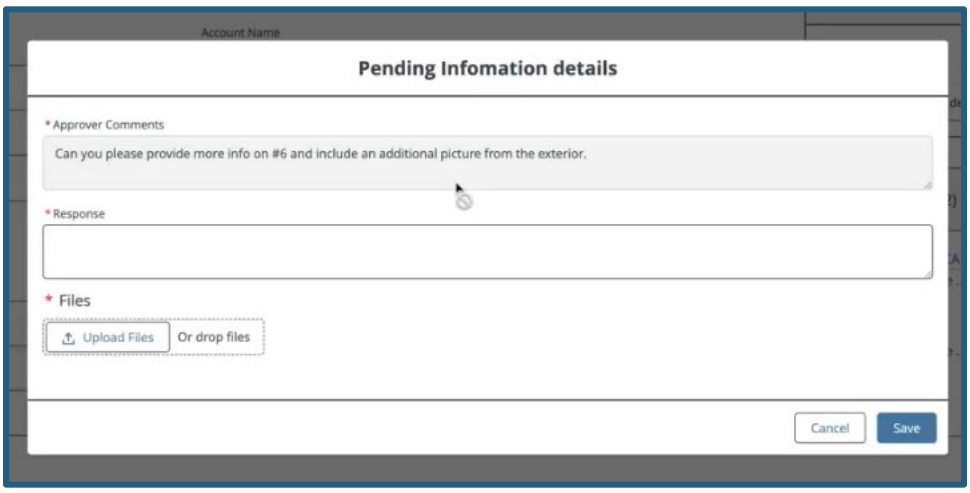


1. To respond to the approver comment, click the bell notification.
2. From the location record, navigate to *Approver Comments* on the upper right-hand side.

3. Select the down arrow and select **Response**.

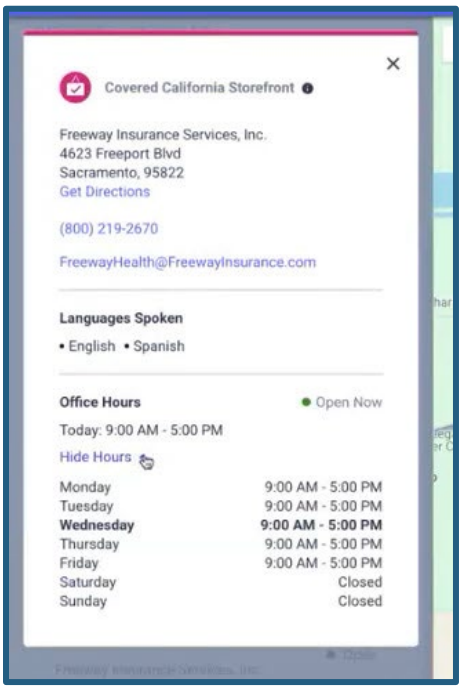


4. Click **Save** to submit the response.



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



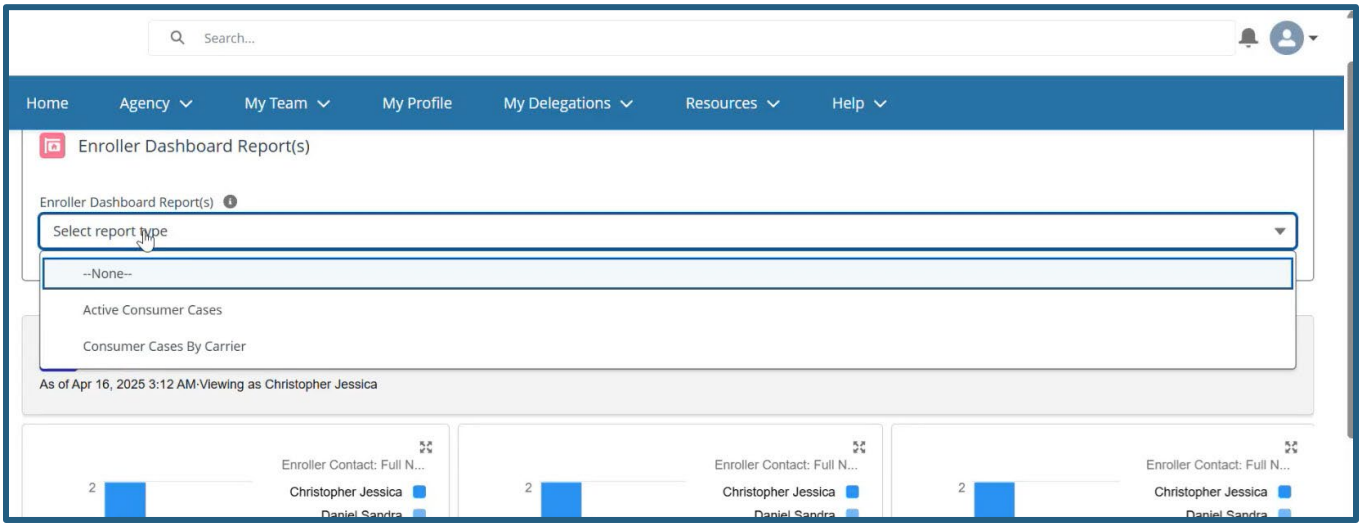
For additional resources, see the Storefront Toolkit.

High Volume Targeted Reports

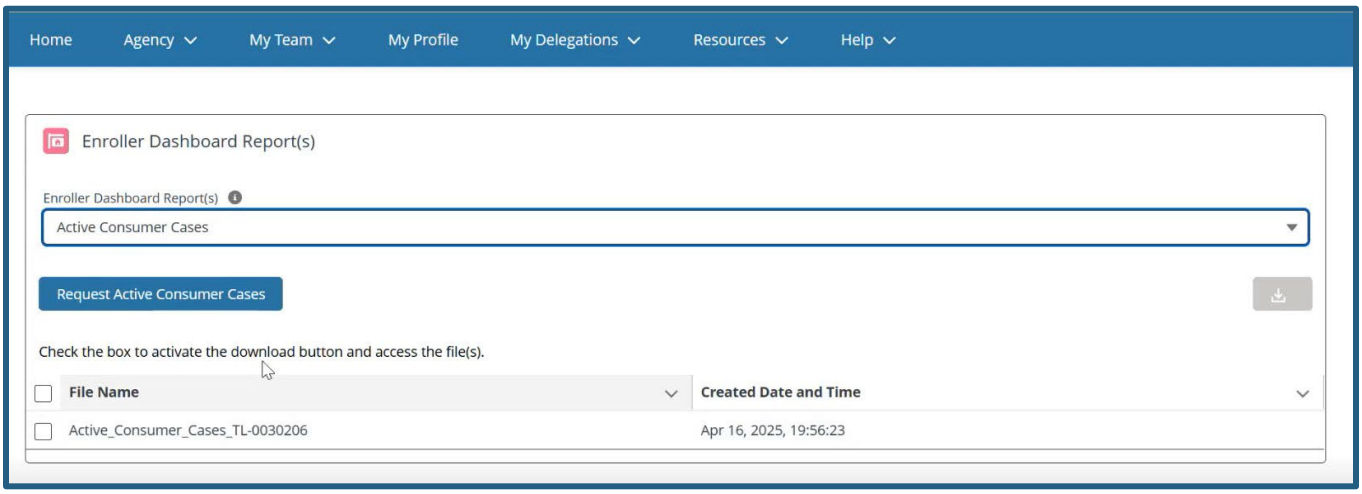
Impacted roles: all Enroller Portal users

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



4. Select the **Request Active Consumer Cases** or **Request Consumer Cases by Carrier** button

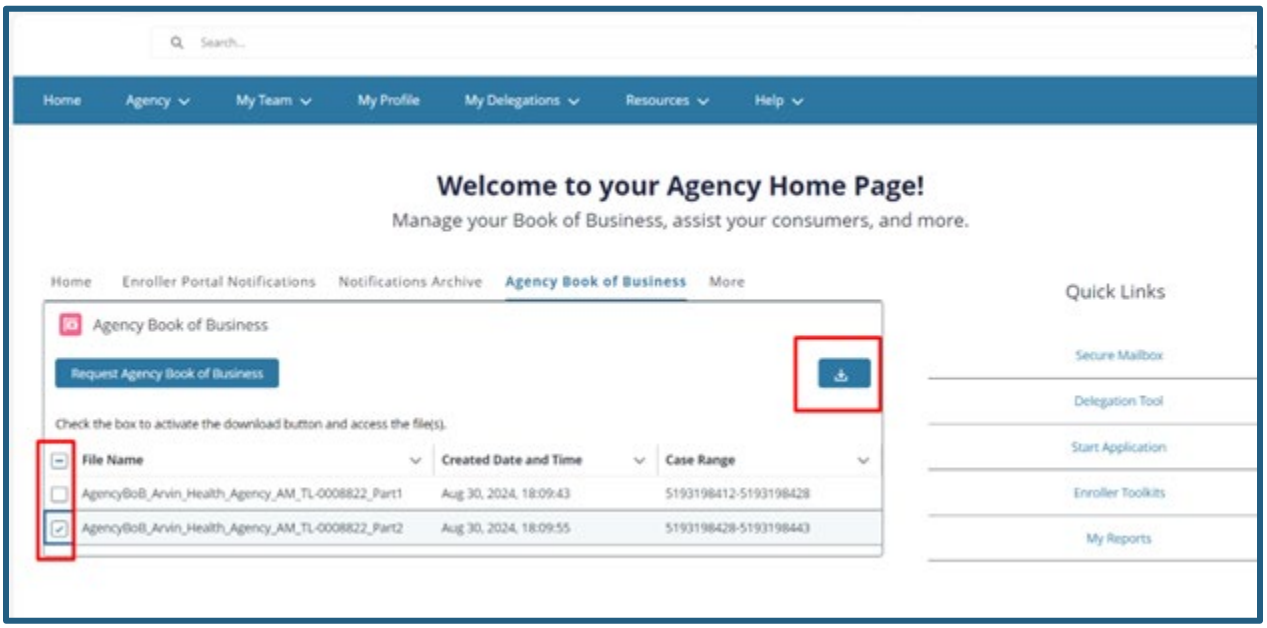


- The button will gray out and have the following messaging displays: *Your report is being prepared. You'll be notified via Bell notification upon completion. Please note, further report requests are restricted until this request is complete. Kindly revisit this page to access the report(s).*

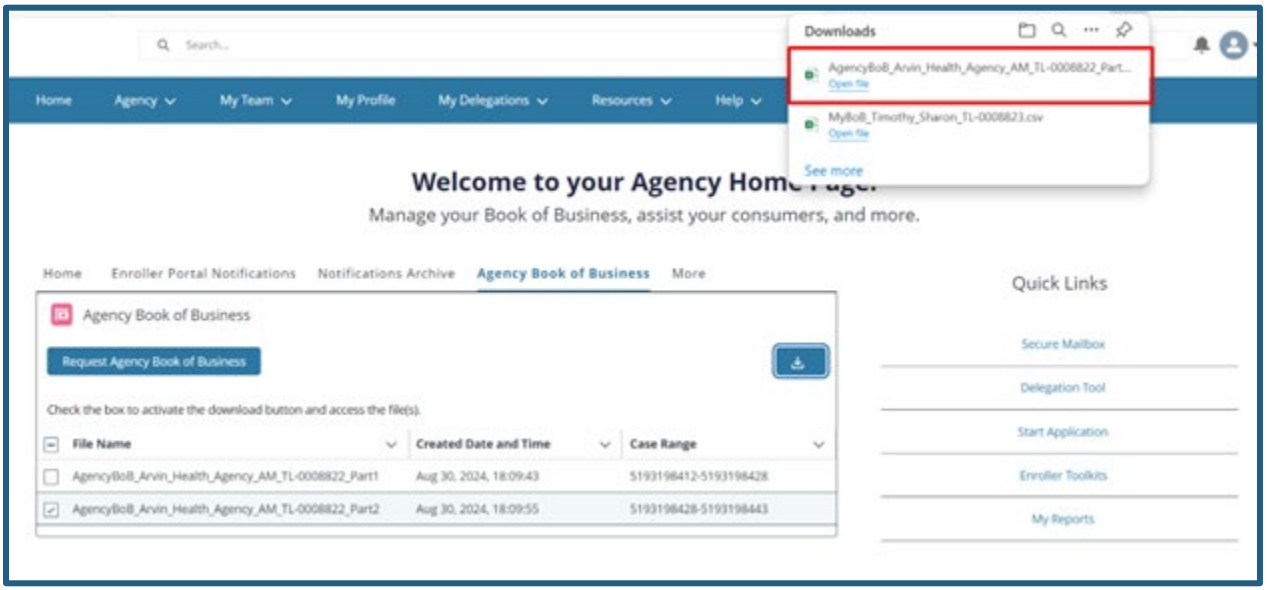
Note: only 5 successful downloads are permitted per day.

- 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.



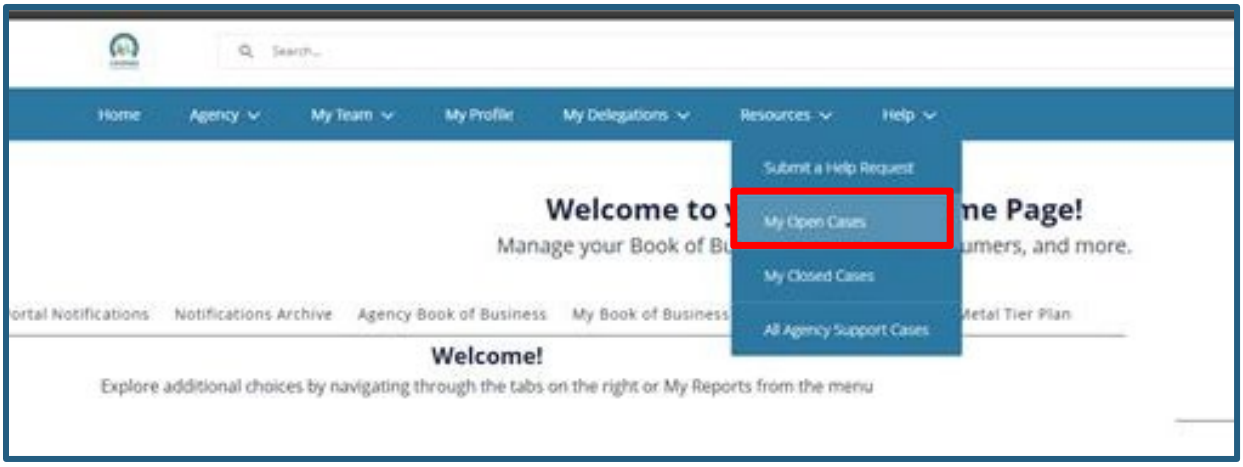
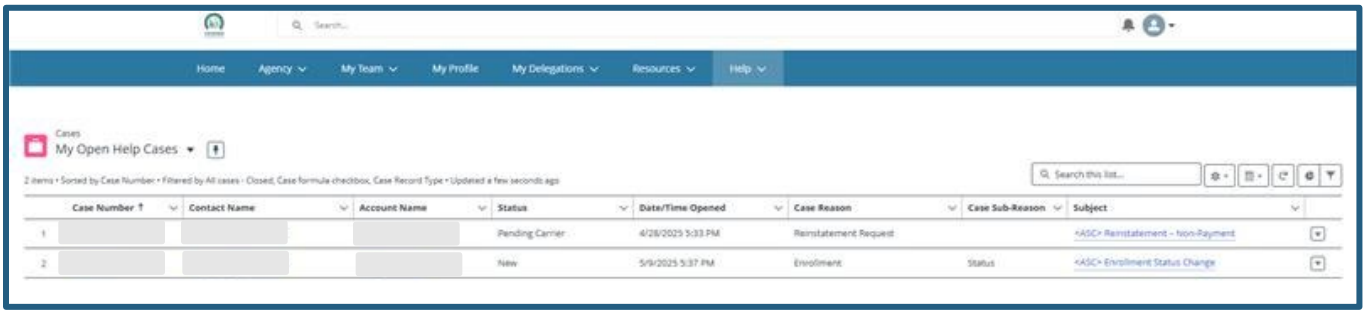
- The reports will download as Excel files.



Tracking Cases

Enrollers can now track the status of their calls and escalations to the Agent Service Center (ASC).

1. From the *Help* dropdown select **My Open Cases**



From the *My Open Help Cases* page, enrollers are able to track their open cases.