



Redesigned Covered California Website for Enrollers Quick Guide

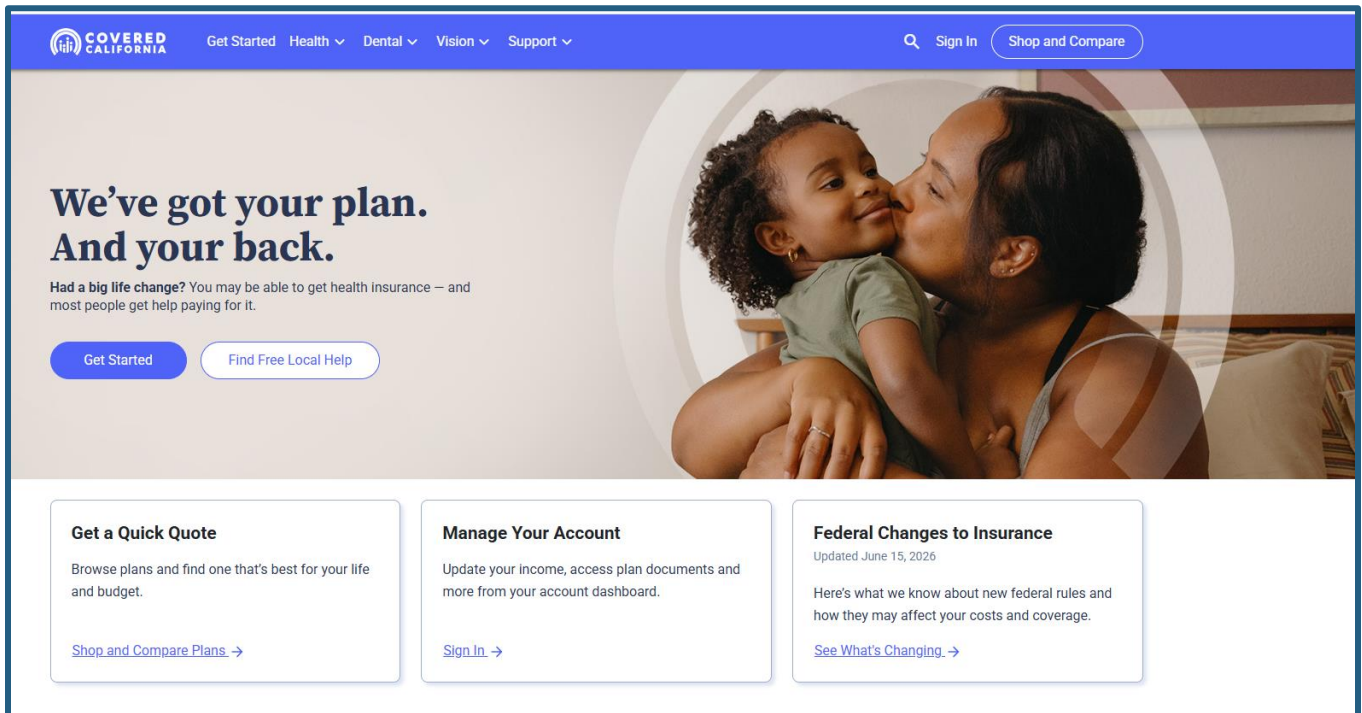
Overview

This Quick Guide provides an overview of the previous and new websites, as well as steps for navigating the new Covered California website.

Home Page

Previous Home Page

The previous home page is being redesigned for easier use, improved navigation for consumers, and simpler steps to complete health coverage applications.

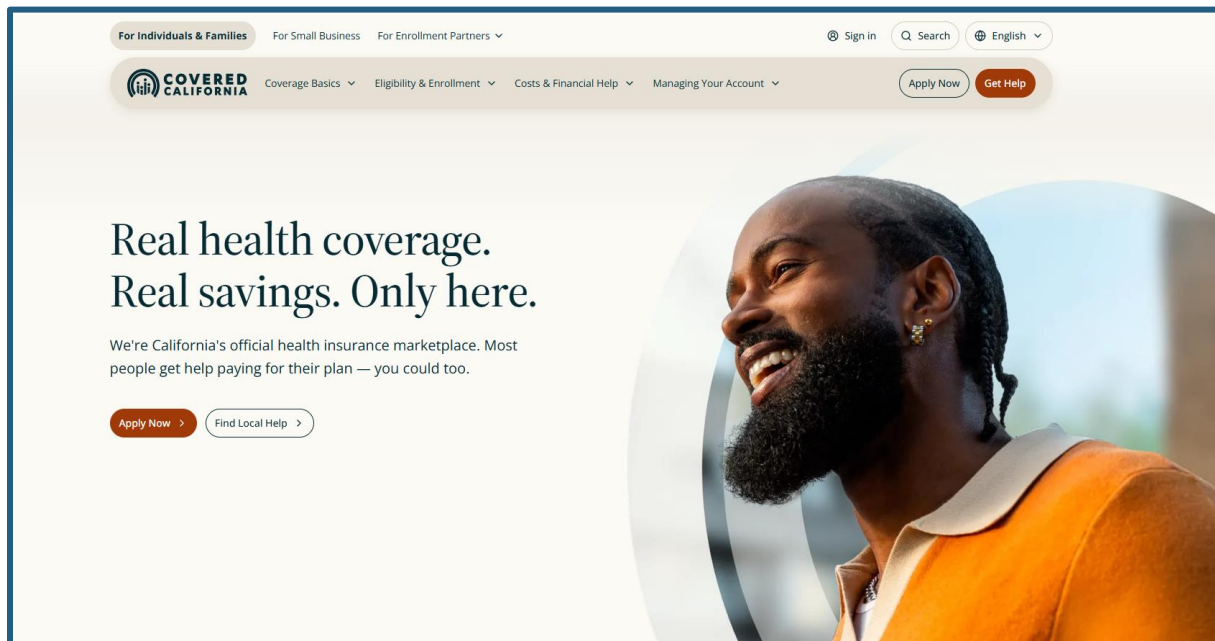


New Home Page

The new home page features an organized approach to health coverage, featuring helpful sections and examples of coverage for consumers.

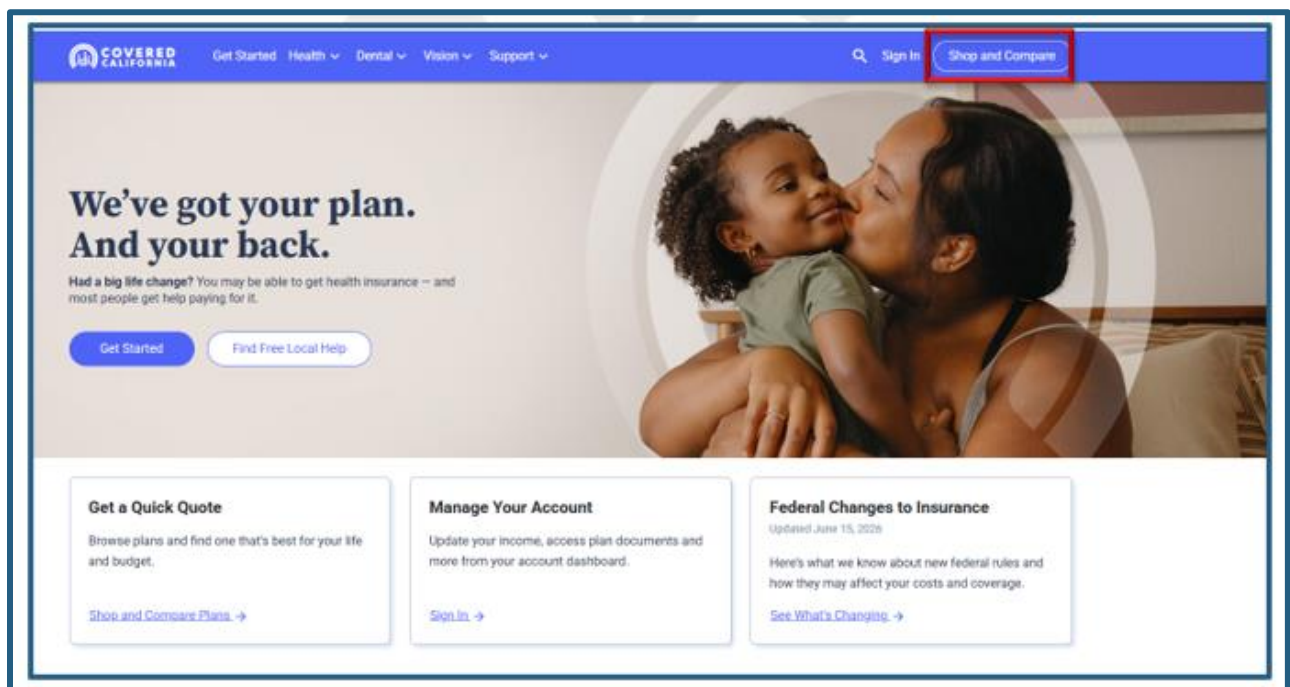


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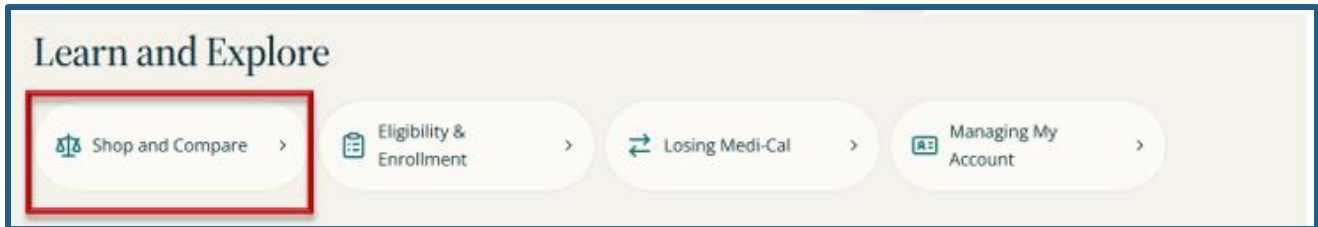
Shop and Compare Previous Website Steps

The **Shop and Compare** tool used to be found at the top of the Covered California website ribbon.



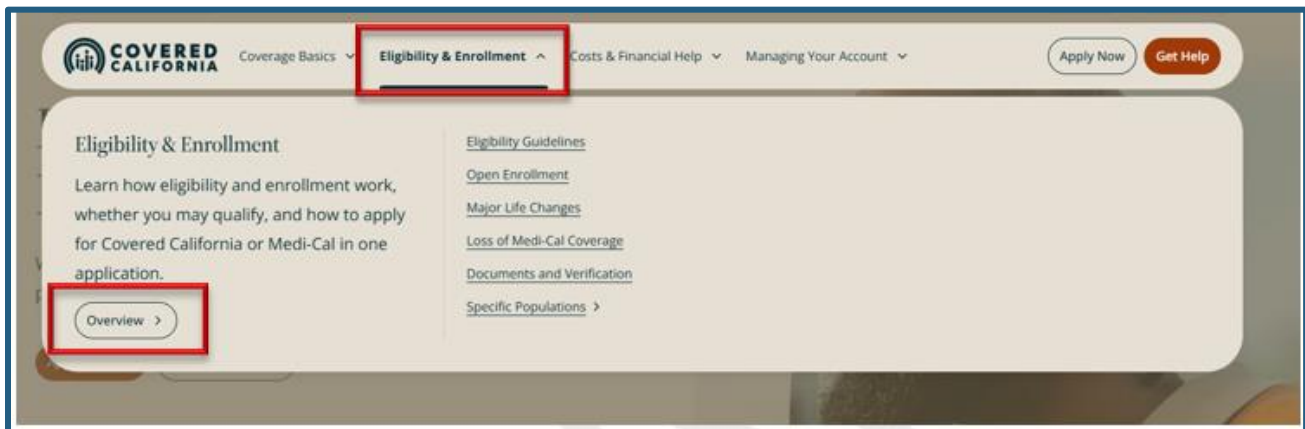
Current Website Steps

The **Shop and Compare** tool is now located on the Home Page under the *Learn and Explore* section.



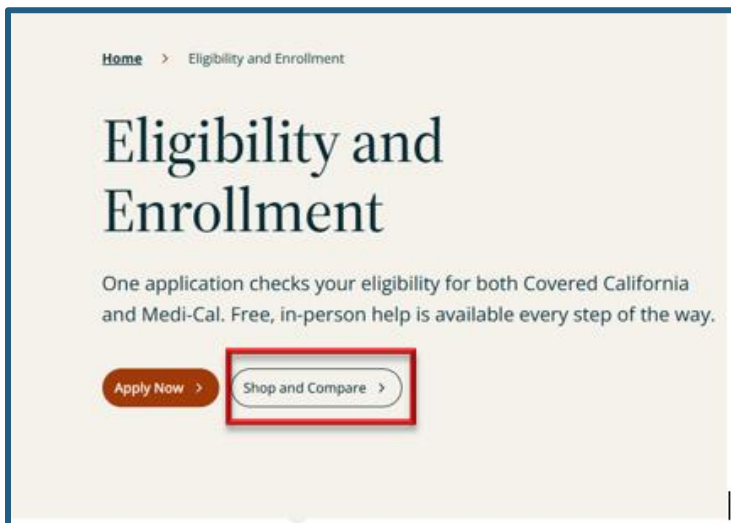
It can also be located on the *Eligibility & Enrollment* page.

1. Click the dropdown *Eligibility & Enrollment* and select **Overview**.



You will be directed to the *Eligibility & Enrollment* page.

2. Click the **Shop and Compare** button located on the page.

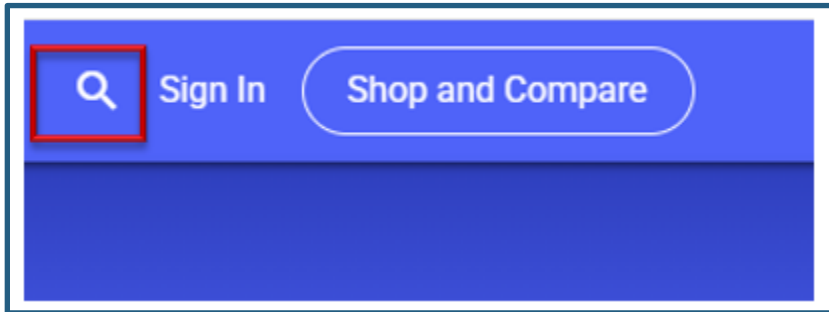


Insurance Company and Insurance Company Contacts

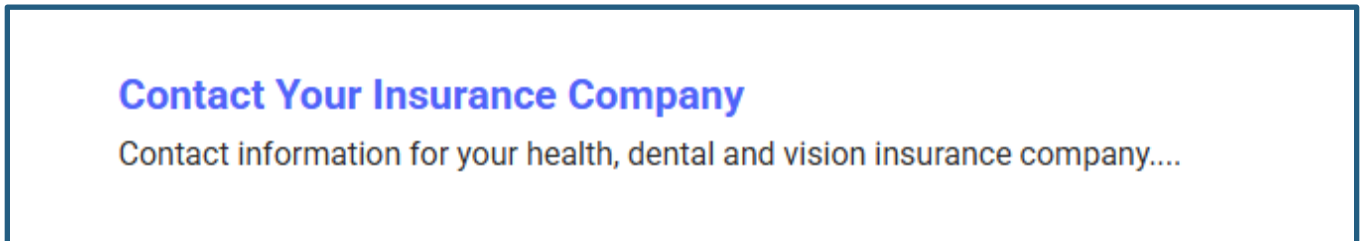
Previous Website Steps

The previous website allowed you to use the search bar to find contact information for insurance companies.

1. Click the magnifying glass at the top of the page.



2. Type "Contact your insurance company" in the search.
3. Scroll down and click the hyperlink entitled *Contact Your Insurance Company*.

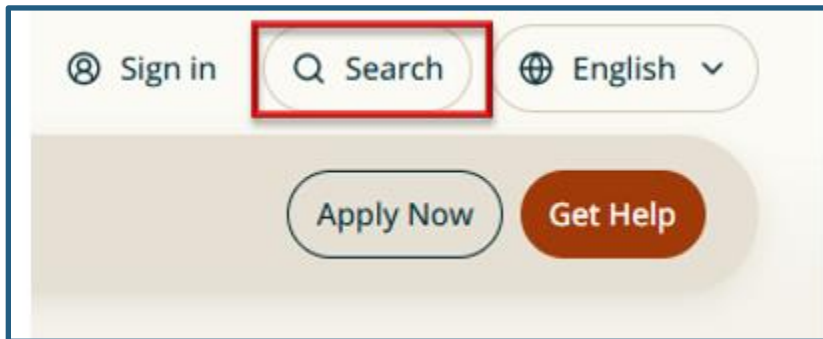


The consumer will be directed to a page listing the Covered California-approved health providers.

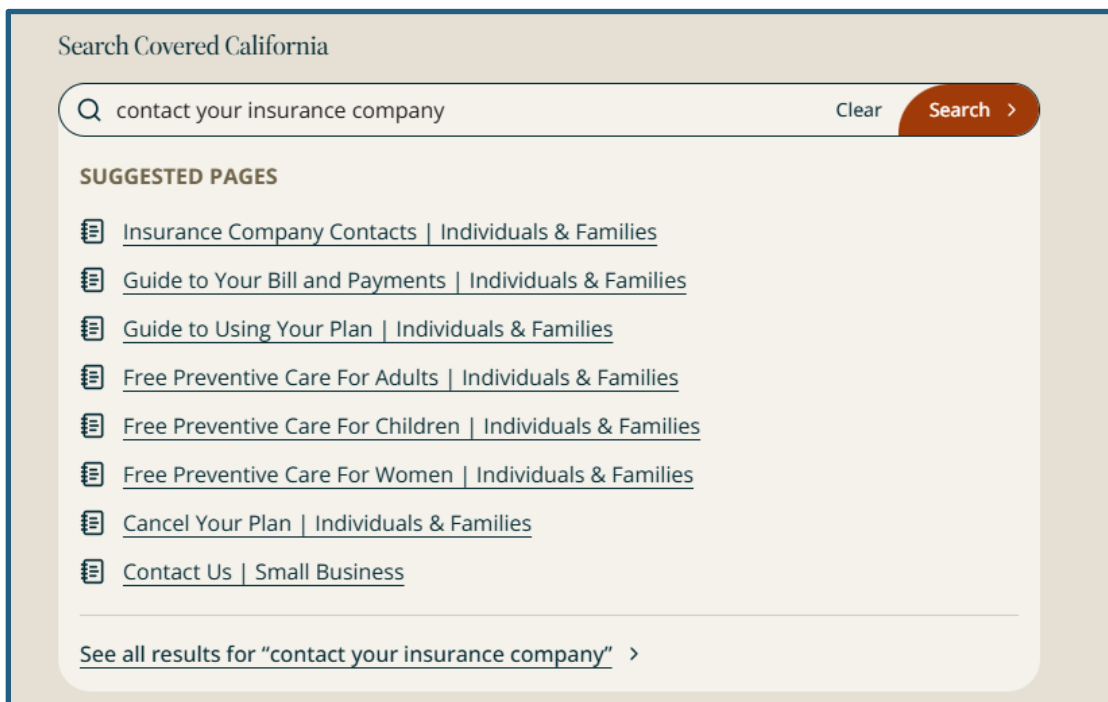
Current Website Steps

The new Covered California website has a new *Suggested Pages* feature that allows a focused search based on the criteria before listing all results.

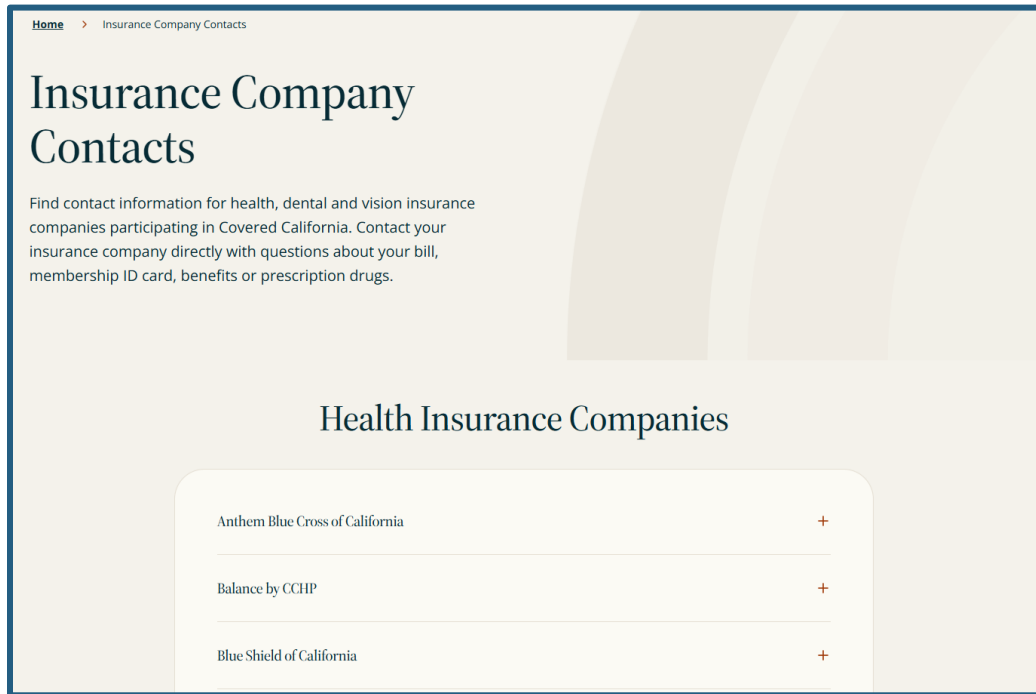
1. Click on the magnifying glass at the top of the webpage (Search).



2. Type "Contact your insurance company" in the search field. A list of *Suggested Pages* will auto-populate as you type.



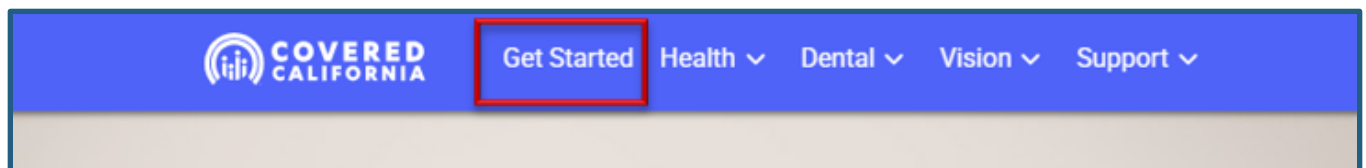
3. Click on the appropriate hyperlink, click **Enter**, click **Search**, or click **See all results** for contact your insurance company.
4. Click the first hyperlink in the search results list, **Insurance Company Contacts**. The consumer will be directed to a page with contact information for the health, dental, and vision companies participating in Covered California.



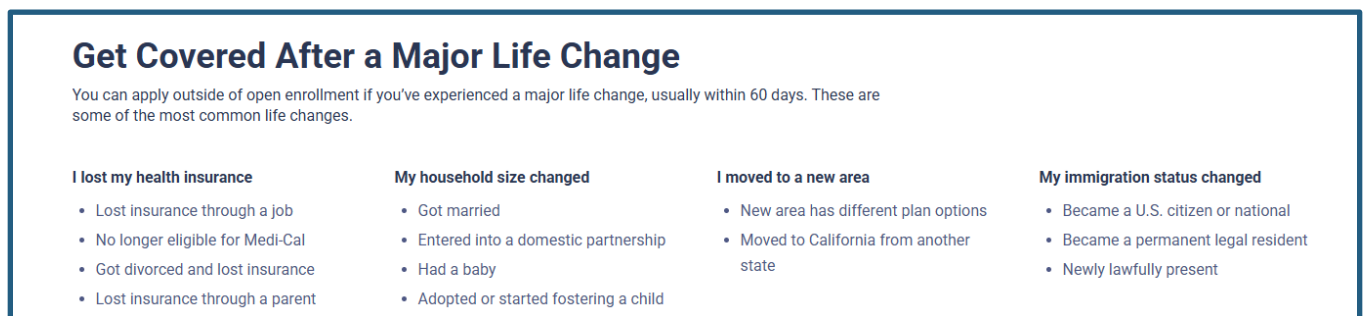
Major Life Change / Special Enrollment Previous Website Steps

Consumers who need special enrollment due to marriage, job loss, birth/adoption, etc., could apply for health benefits on the previous website by:

1. Clicking the **Get Started** button at the top of the home page.



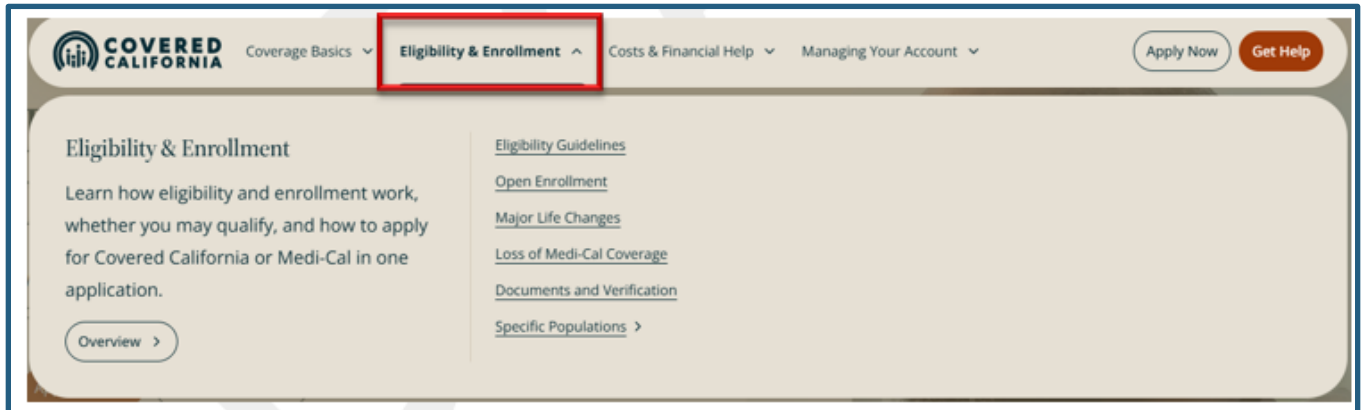
2. Scrolling to the middle of the page and selecting the appropriate hyperlink.



Current Website Steps

The new website allows the consumer to choose a specific enrollment option.

1. Click the *Eligibility & Enrollment* dropdown at the top of the home page.



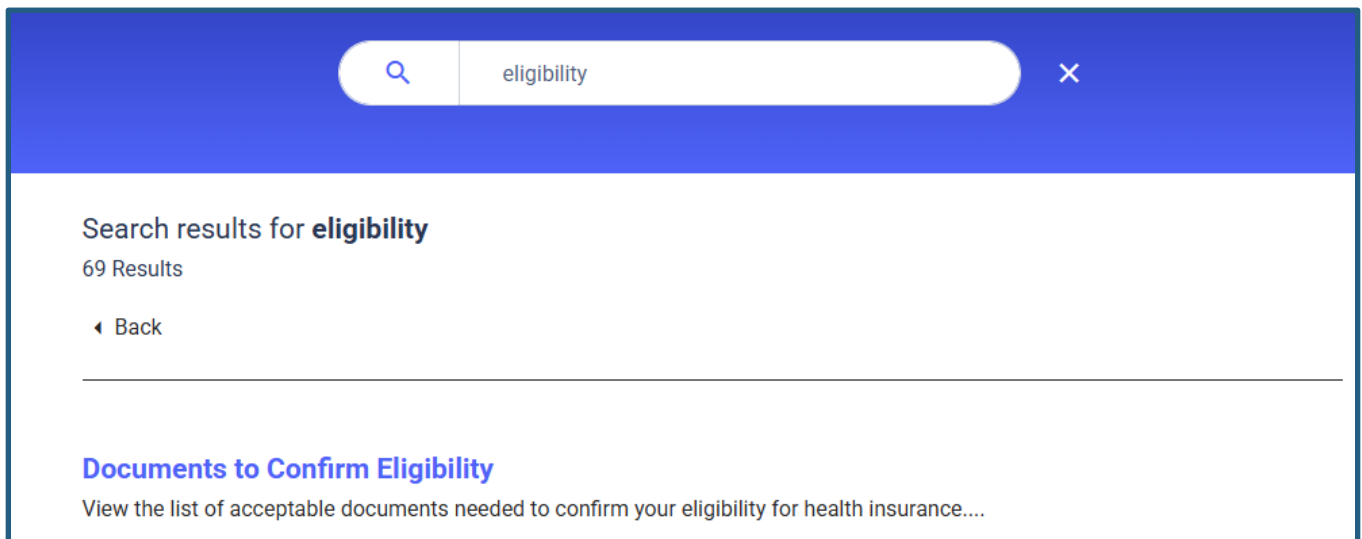
2. Click the Major Life Changes hyperlink to be directed to a webpage that covers several life changes, such as marriage, job loss, childbirth/adoption, etc.

Eligibility and Verification Documents

Previous Website Steps

To find the list of documents to confirm eligibility on the old website:

1. Use the search bar and type eligibility.
2. Click **enter**.
3. Click on the **Documents to Confirm Eligibility** hyperlink from the search results.



A new page appears showing what is needed to process an application.

- Click the box for more information on a topic and how to submit a specific document.

Documents to Confirm Eligibility

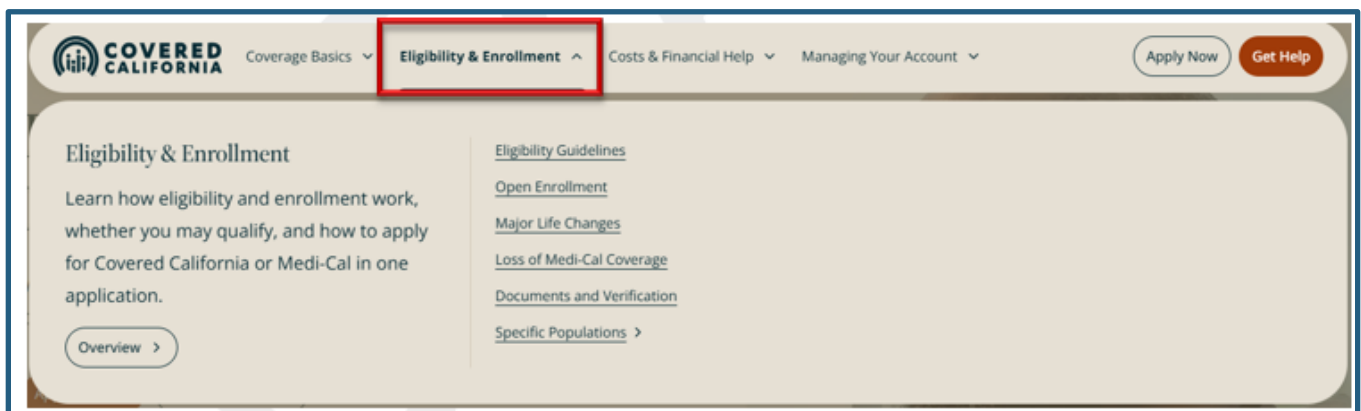
Covered California compares the information you enter on your application with government data sources or information you've provided before. If the data is inconsistent, we ask you to [submit documents to confirm the new information](#).

 Social Security Number	 Identity	 Citizenship
 Immigration Status	 Income	 Not Incarcerated

Current Website Steps

The new website uses a dropdown option to direct the consumer.

- Click the *Eligibility & Enrollment* dropdown at the top of the home page.



- Click the **Documents and Verification** hyperlink.



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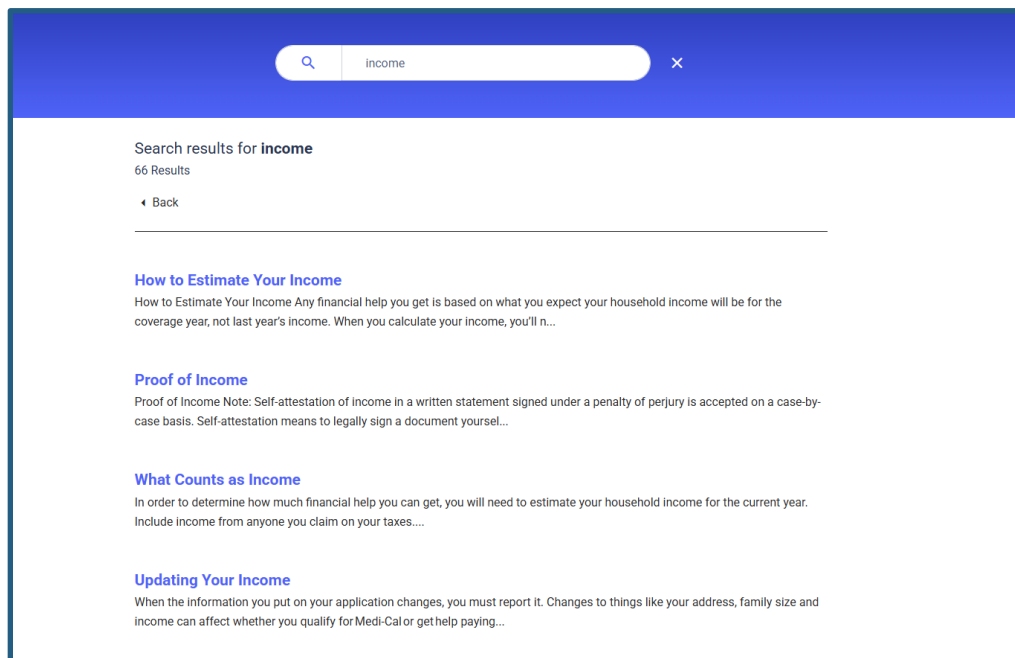
A page will appear with a list of document types (proof of income, proof of citizenship, proof of identity, etc.), how to submit them, why the documents are requested, and what to do if you do not yet have all the information.

Financial Help, Income, and Employer Coverage Previous Website Steps

To find information on the following topics on the old website:

- What counts as income / Income Changes
- Affordability Tool
- Income Attestation
- Federal Poverty Level (FPL) Chart
- Employer Coverage and Financial Help

Consumers would type the topic into the search bar and scroll to find the topic.

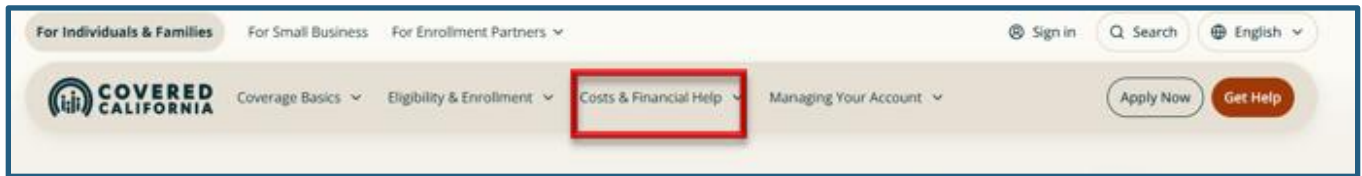


Current Website Steps

1. Click the *Costs & Financial Help* tab at the top of the page.



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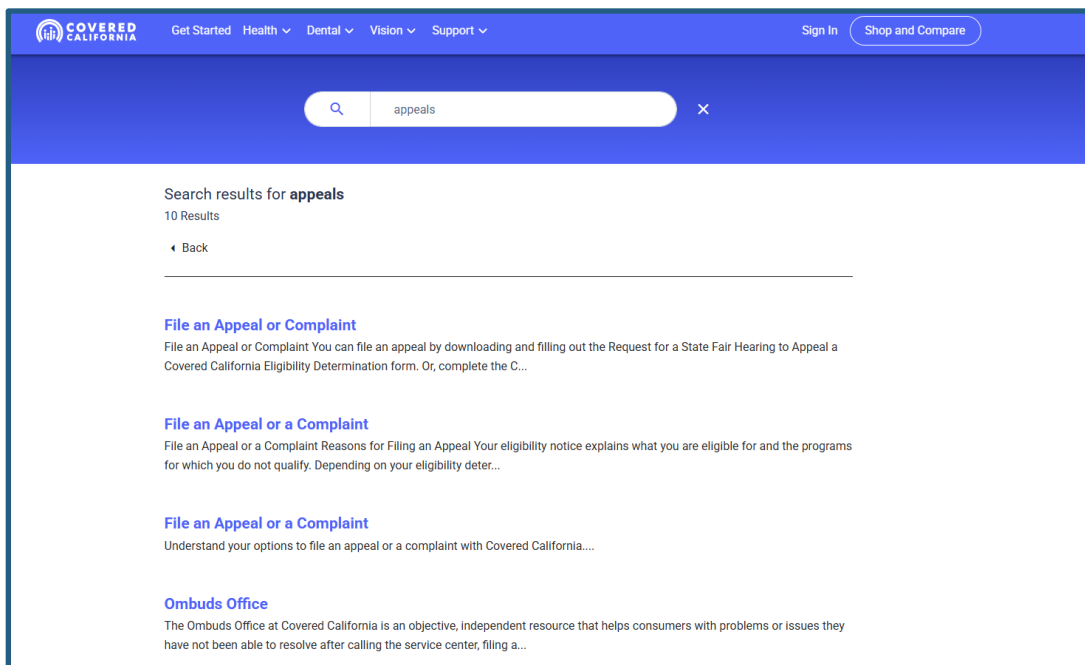
2. Click on the **Financial Help Requirements** hyperlink to get detailed information on

- Definition of Financial Help
- FAQs
- How Financial Help works
- Types of Financial Help
- How to get Financial Help
- How income is used
- What counts as income
- Next steps

Appeals and Complaints

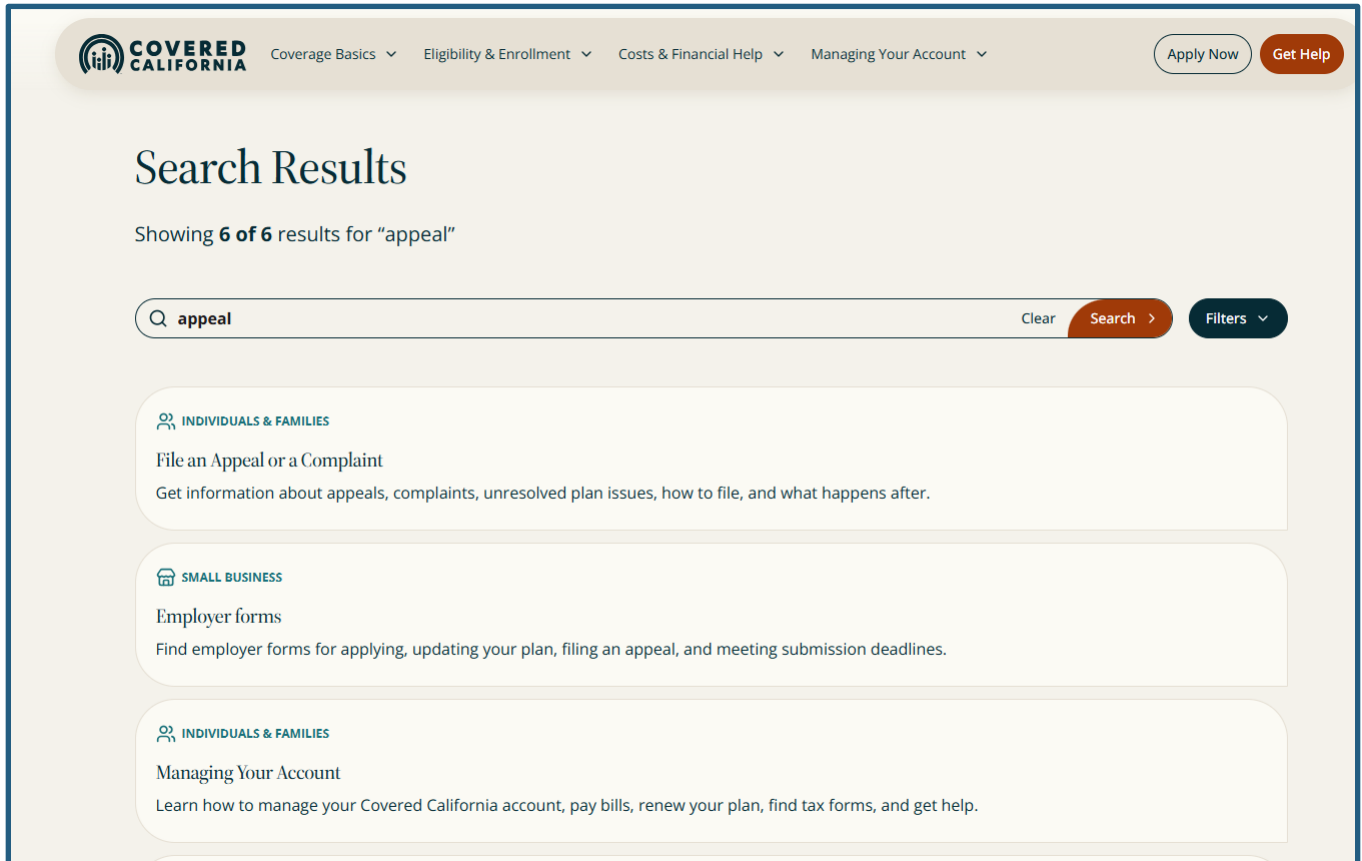
Previous Website Steps

The previous website allowed the consumer to use the search bar to find information on how to file an appeal or complaint.



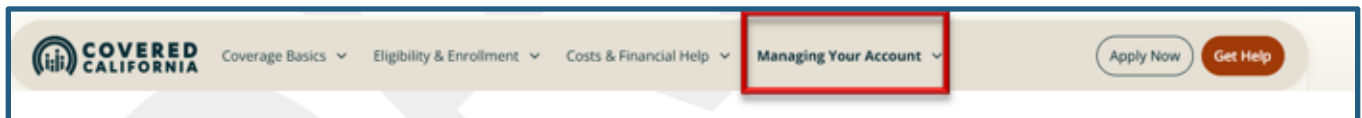
Current Website Steps

1. Click on the Search bar.
2. Type the keyword and Search.

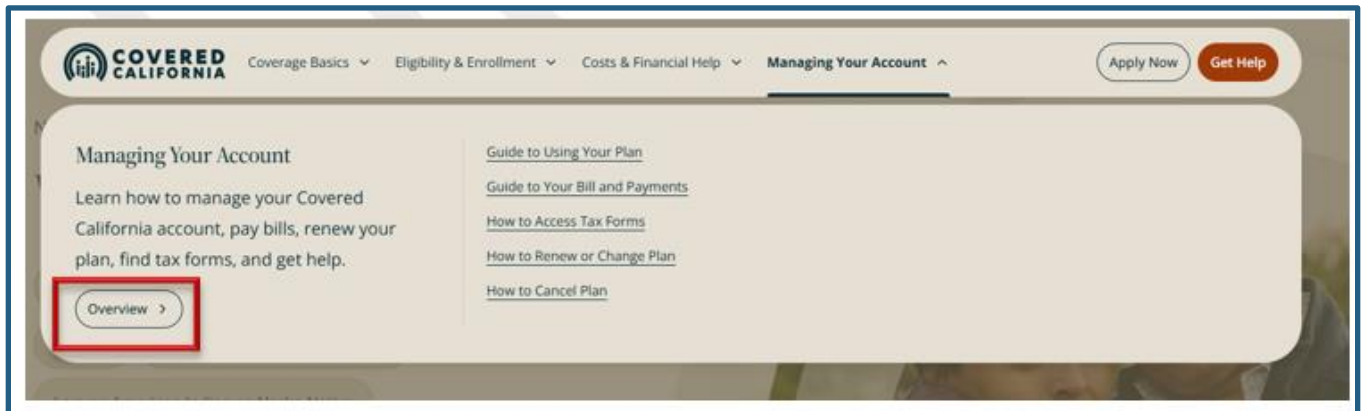


Or,

3. Click on the *Managing Your Account* dropdown at the top of the page.



4. Click the **Overview** button.



5. Scroll towards the bottom of the page to the *File an Appeal or Complaint* section and click on the appropriate hyperlink.

File an Appeal or Complaint

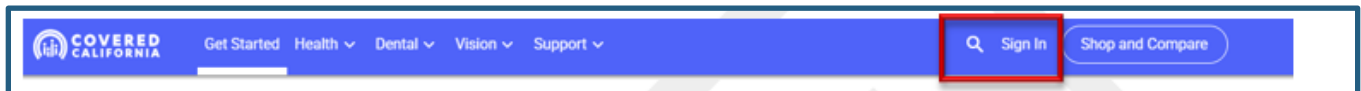
If you disagree with a Covered California eligibility or enrollment decision, or want to report a problem with your coverage, you have the right to [file an appeal or complaint](#). You can also contact the [Ombuds Office](#) if you need independent help resolving a dispute after trying all other options.

Account Access

Previous Website Steps

To access or create an account with Covered California on the previous website,

1. Click on the **Sign In** button on the top ribbon of the website.



The consumer will be directed to an area where they can enter their username and password or create an account.

2. Click on the **Create an Account** hyperlink to set up an account.

Log in or Create an Account to Get Covered

Username

Forgot username?

Password

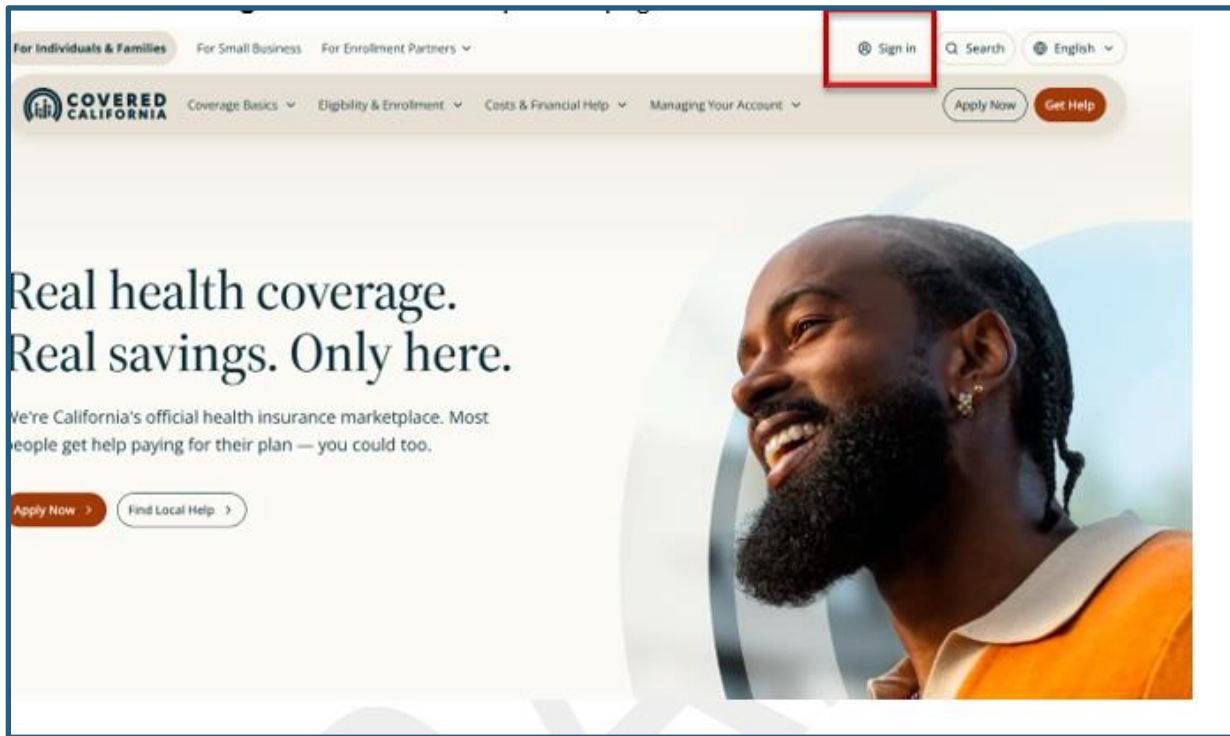
Forgot password?

Log In

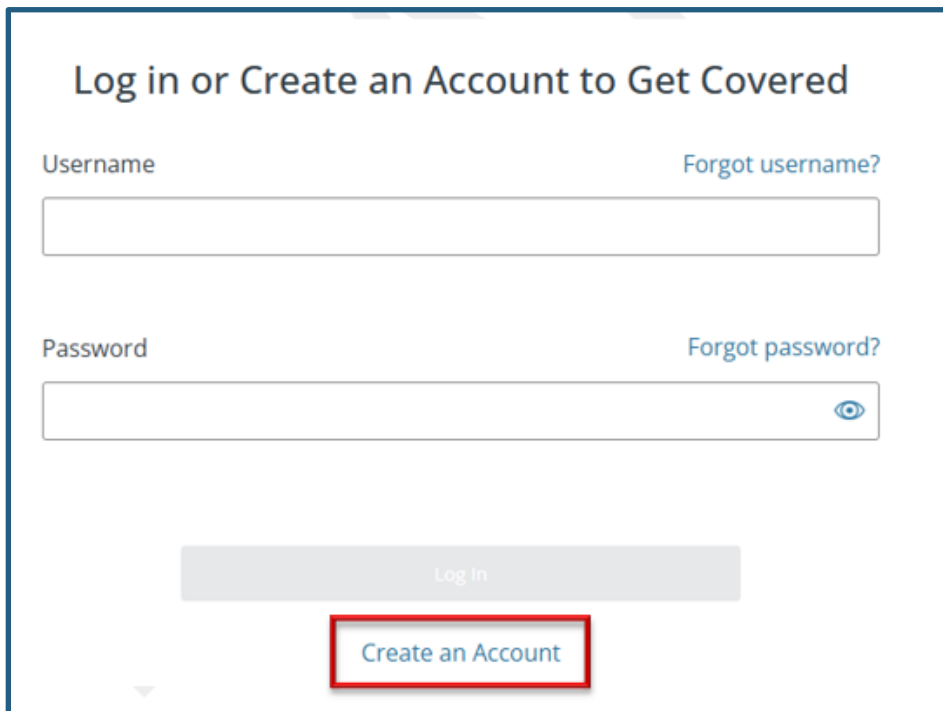
Create an Account

Current Website Steps

1. Click on the **Sign In** button at the top of the page.



2. Click on the **Create an Account** hyperlink to set up an account.



Log in or Create an Account to Get Covered

Username [Forgot username?](#)

Password [Forgot password?](#)

[Log In](#)

[Create an Account](#)