



# Substance Use Disorder (SUD) Facility Enrollments for Enrollers Task Guide

## Overview

This guide provides general information about the substance use disorder (SUD) facility enrollments outreach projects and steps to transfer impacted consumers for assistance.

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## SUD Facility Enrollments Project Overview

Under the current application process, most consumers attest to their home address without providing proof that they live and intend to stay in California. By attesting, they confirm their intent to remain and stay in California when applying for health insurance coverage.

- Our records show that some consumers have entered a SUD facility address as their home address.
- SUD facilities provide temporary treatment and do not constitute a home address where consumers intend to remain and stay.
- Because a SUD facility address is considered a business address, Covered California is contacting these consumers to confirm that they live and intend to stay in California.
- Applications using a SUD facility address will be treated as incomplete, and any enrollment will be canceled.

Covered California will send an ad hoc Incomplete Application Notice (CCAN68a) and make outbound calls to impacted consumers to confirm their home address and reinstate any canceled plan. The notice advises that we need proof of California residency to finish their application.

- They have 30 days from the date on the notice to submit a proof of a home address document, a written attestation, or make a verbal attestation to confirm that they live or intend to remain in California to qualify for reenrollment.
- The notice is saved in **Documents and Correspondence**.
  - See [Sample Incomplete Application Notice \(CCAN68a\)](#) to view a copy.

Only the SUD Support Team will assist these consumers with verification and enrollment.

Covered California

Outreach and Sales Division

[OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov)



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## Ad Hoc Notice

Covered California will send an ad hoc notice and make outbound calls to affected consumers to confirm their home address.

The ad hoc [Incomplete Application Notice \(CCAN68a\)](#) notice advises consumers that we could not confirm that they live and intend to stay in California.

The notice:

- Advises the consumer that they are not currently enrolled.
- Instructs the consumer to send us proof that they live and intend to stay in California so we can finish their application and enroll them.
- Provides the following options to send their proof to us:
  - Log in to their CoveredCA.com account and update their home address, OR
  - Call Covered California at (1-855-370-0029) (TTY 1-888-889-4500), OR
  - Please note that the phone number listed in the notice (1-855-370-0029) is a special vanity number that provides an opportunity for the consumer to reach a Covered CA specialty team who is trained to process SUD applications.
  - Send proof that they live and intend to stay in California, OR
  - Fill out the Attestation of Intent to Permanently Reside Within California Form (HBEX 553) that is included with the notice and submit it to Covered California.
  - **Note:** If a consumer is unable to get or submit proof documents or complete the written attestation, Covered California will accept a verbal attestation from the consumer for this outreach effort.
- Includes a list of acceptable proof documents (including the written attestation form).
- Provides a due date for the submission of their proof documents or written or verbal attestation.
- Advises the consumer that Covered California may have to deny their application if we do not receive proof that they live and intend to stay in California.

Some Covered California teams are assigned to help consumers who have listed a home address associated with a SUD facility for one or more household members on their application.

A unique inbound phone number is being used to reach the teams assigned to help impacted consumers.



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## Important Points

- Affected consumers will have 30 days from the date of their notice to provide a valid California home address to qualify for a new enrollment or reinstatement of their cancelled enrollment.
  - If the consumer provides acceptable documentation, a written, signed attestation under penalty of perjury, or a verbal, telephonically signed attestation under penalty of perjury that they live at the SUD facility with the intent to reside and remain there, we **will** accept that address as their home address for enrollment purposes.
  - Consumers who provide proof or verbal attestation of their home address **after** the 30-day response window will be denied eligibility and will receive an ad hoc notice of denial with their appeals rights. However, they will still retain their original 60-day SEP from the date of their original qualifying life event (QLE) to enroll in a health plan. Their coverage effective date will be prospective, unless their original SEP allows for a retroactive effective date, such as birth or adoption QLE.
  - If the consumer provides proof **after** their current 60-day SEP date, they will need a new qualifying life event to enroll.



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## Sample Incomplete Application Notice (CCAN68a)

Covered California  
P.O. Box 989725  
West Sacramento, CA 95798-9725



For the  
love of  
Californians

{First Name} {Last Name}  
{Address\_Line 1}  
{Address\_Line 2}  
{City}, {State} {ZipCode}]

**Act now! We need proof of California residency by {DUE\_DATE}**

I

{CURRENT\_DATE}

Case Number: {CASE\_ID}

Dear {First Name} {Last Name}

We need more information to finish your application. Our records show that you may be using a business address as your home address. A business address alone does not prove that you live in California. You must live in California to be eligible for a Covered California health insurance plan.

Because of this, we could not confirm that you live or intend to stay in California. **You are not currently enrolled.** Send us proof by {DUE\_DATE} so we can finish your application and enroll you.

The person(s) listed below must send proof that they intend to live in California:

{FIRST\_NAME} {LAST\_NAME}

**You can send proof in these ways:**

- Log in to your [CoveredCA.com](https://CoveredCA.com) account and update your home address, OR
- Call Covered California at 1-855-370-0029 (TTY 1-888-889-4500) if you need help, OR
- Send proof that you live in California. Read the "Acceptable Documents" page in this letter to see what you can send, OR
- Fill out the attestation form included in this letter and send it by fax or mail.

Please log in, call us, or send this information to Covered California by {DUE\_DATE}. If we do not get this information, we may have to **deny your application**.

If you have questions, call Covered California at 1-855-370-0029 (TTY 1-888-889-4500), Monday – Friday, 8 a.m. to 5 p.m. If you need in-person help, contact a Covered California certified enroller or insurance agent. Visit [CoveredCA.com/find-help](https://CoveredCA.com/find-help) to find one near you.

Thank you,  
Covered California

CCAN68a Rev.07.2026

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## Document Cover Page

(Include this cover page when faxing or mailing your documents)

I am sending a document to confirm my application information.

{CURRENT\_DATE}

Case Number: {CASE\_ID}

You can send us your proof in any of these ways:

1. By fax: 1-888-217-9310
2. By mail: Covered California  
ATTN: Service Center Operations  
1601 Exposition Blvd  
Sacramento, CA 95815

Put this cover page on top of any documents you send. To find a list of documents we accept as proof, go to the "Acceptable Documents" section on the next page of this letter.



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## Acceptable Documents

**IMPORTANT:** Send copies to Covered California. Do not send us your original documents.

If this letter says you need to provide proof of California address, send a copy of one of the documents below that shows your current home address.

- A current California driver's license or California ID card
- Proof that you or your children are enrolled in a California school
- A rent, mortgage, or utility bill with your name and California address
- California voter registration
- A current California vehicle registration
- A declaration signed under penalty of perjury that you intend to reside and remain in California and do not have a fixed address and cannot provide any of the listed documents.
- Employment records showing you work in California
- A declaration signed under penalty of perjury that you have entered California with a job commitment or are seeking employment in the state and intend to reside and remain in the state and cannot provide any of the listed documents.
- Proof that you are registered with a California employment agency
- Proof that you receive public assistance at a California address