

Overview

Consumers can enroll in a Covered California health plan or change their current plan only during Open Enrollment **unless they experience a Qualifying Life Event (QLE)** – this is called a Special Enrollment Period (SEP). During this period, Certified Enrollers may assist all consumers eligible for a Special Enrollment; they do not have the ability to complete new or in-progress applications without a defined Qualifying Life Event.

Below is a list of resources Certified Enrollers can use to find information on Qualifying Life Events, Special Enrollment Verification, Health, Dental and Vision Plan information, as well as resources to support Covered California consumers.

Check back frequently for updates.

Special Enrollment Period Resources

Resource	Type	Description
Special Enrollment Period Job Aid	Job Aid	Walkthrough of the online application for the Special Enrollment Period.
Special Enrollment Period Verification	Quick Guide	Information on Covered California's Special Enrollment Period Verification process and how to assist consumers with Special Enrollment verification needs.
Special Enrollment Period FAQ	FAQ	Commonly asked questions and answers regarding the Special Enrollment Period.
Continuity of Care	Guide	Guide to explain the Continuity of Care QLE that triggers a Special Enrollment Period.
Healthcare Stipend	Quick Guide	Information about health care stipends available to qualified individuals.
Single Streamlined Application	Job Aid	Provides an overview of the Single Streamlined Application, with a focus on highlighting features and pages for Certified Insurance Agents (Agents), Certified Enrollment Counselors (CECs), and Plan Based Enrollers (PBEs).

Health, Dental, and Vision Plans

Resource	Type	Description
Covered California Plan Selection	Quick Guide	How to assist consumers with reviewing, selecting, and enrolling in a Covered California Qualified Health Plan (QHP).
Standard Benefit Design Chart	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.
Covered California Health Plans	Reference Site	Link to website outlining health insurance companies and plan rates.
Family Dental Plans	Reference Documents	Link to website outlining dental insurance companies and plan rates.
Prescription Drug Overview - Bronze	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Prescription Drug Overview - Silver	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Prescription Drug Overview - Gold	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Prescription Drug Overview - Platinum	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
Health, Dental, and Vision Plan Provider Directories	Index	Use these links to contact the Health, Dental, and Vision Plans directly for more information on the provider directories.

Resource	Type	Description
Vision Coverage Quick Guide	Guide	EyeMed, VSP, and Superior Vision coverage quick guide for Certified Enrollers.
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary.
VSP FAQ	FAQ	Commonly asked questions and answers regarding VSP individual vision plans for certified enrollers.

Helpful Resources

Resource	Type	Description
Shop and Compare	Quick Guide	Instructions on how to navigate the updated Shop and Compare tool.
Conditional Eligibility	Quick Guide	Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California.
Medi-Cal to Covered California Enrollment Program	Toolkit	List of resources and support materials for consumers transitioning from Medi-Cal to Covered California.
Medi-Cal to Covered California Manual Automatic Plan Selection	Quick Guide	Guide explaining CalHEERS functionality to help certain consumers transitioning from Medi-Cal change their tax filing status to gain eligibility for a Covered California plan with financial help.
Medi-Cal to Covered California Automatic Plan Selection	Quick Guide	Guide outlining how Covered California either automatically adds consumers to an existing health plan enrollment or automatically selects the Lowest Cost Silver plan for the consumer.

Resource	Type	Description
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.
Hearing Aid Coverage for Children Program – English Hearing Aid Coverage for Children Program – Spanish	Fact Sheet	Provides details of the Department of Health Care Services’ Hearing Aid Coverage for Children Program.
Understanding ROP and Auto-Discontinuance Guide	Quick Guide	Information on conditional eligibility status and how you can assist consumers in providing documentation to Covered California.
Documents to Verify ID for Eligibility Determination	Quick Guide	Details about identity proofing methods and the steps to complete this process within the application.
Tax Form 1095 Toolkit	Toolkit	Resources and reference materials to educate consumers about the purpose and importance of IRS Form 1095-A.
Individual Mandate and Penalty	Quick Guide	Information about the Individual Mandate and Penalty in California, link to FTB’s penalty estimator, and rules regarding exemptions.
Enroller Portal Overview	Quick Guide	Provides an overview of the Enroller Portal for Agency and Entity users.
Certified Enroller Portal Search	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.

Resource	Type	Description
Consent for Verification Quick Guide	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions.
Consent for Verification and Tax Attestation	Quick Guide	Guide on how to help consumers who receive a notice regarding their previous year tax information.
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.
Search and Filter Active Delegations	Quick Guide	Informs users how to access their Book of Business report to view, export, and search and filter active and pending Consumer delegations.
Add an Event	Portal	Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community.

Agent Resources

Resource	Type	Description
Agency Manager Toolkit	Toolkit	Resources for Agency Managers to assist with viewing and exploring a Book of Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more.
Book of Business Export	Job Aid	Instructions for Agency users to access an aggregate Agency Book of Business (BOB) or a BOB for any Agent within the Agency.
Book of Business Description Chart	Chart	Descriptions of the fields found within the Book of Business.

Resource	Type	Description
Approved Admin Staff Role Toolkit	Toolkit	Resources for Approved Admin Staff to assist with online application support, managing Agency delegations (Level 2 only), creating new profiles and Agents (Level 2 only), and much more.
Health Care Sharing Ministries Policy and Procedures	Policy	Outline of general policies, definitions of roles, and responsibilities of Covered California and Certified Insurance Agents.
Health Care Sharing Ministry Consumer Acknowledgement and Full Disclosure Form	Form	Consumer Informed Consent and Acknowledgement form; side-by-side chart comparing Covered California Marketplace Plans and Health Care Sharing Ministries.
Delegation Tool	Quick Guide	Guide outlining the steps for enrollers to self-serve and delegate a consumer's case to their Book of Business using the new Accelerated Consumer Delegation Consent tool.

Income Guidance

Resource	Type	Description
Income Guidelines	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines.
Income Guidelines (Spanish Version)	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines.
Countable Sources of Income	Guide	Reference guide on what to count for income for APTC/CSR.
Income Section	Job Aid	A step-by-step guide to assist enrollers with the income section of the online application.

Consumer-Facing Documents

Resource	Type	Description
CalHEERS Reset Password and Retrieve Username	Quick Guide	Guide to help consumers reset and/or retrieve their username or password in CalHEERS.
Consumer Delegation	Quick Guide	Form for consumers to use to delegate a Certified Enroller.

Documentation

Resource	Type	Description
Attestation of Non-Incarcerations Status	Form	Form for consumers to use to attest to their Non-Incarcerations Status, if applicable.

Contact Covered California

Resource	Type	Description
Covered California Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and certified enrollers.
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.
Covered California's SEP Verification Team	Contact Info	Extensions & Appeals: SpecialEnrollment@covered.ca.gov 888.217.9311 Questions regarding the notices & reporting fraud: ConsumerProtection@covered.ca.gov 888.217.9309