



2020 OPEN ENROLLMENT TOOL KIT

A “one-stop shop” for 2020 Sign-up information and resources to support Covered California members through the enrollment process. Check back frequently for updates.

NOTE: For renewal resources, view the 2020 Renewal Tool Kit [here](#).

2020 OPEN ENROLLMENT

| Resource | Type | Description | Date Updated |
|---|-------------------|---|--------------|
| CalHEERS Online Application | Job Aid | A step by step guide to assist enrollers with the CalHEERS Online Application | 09/24/2019 |
| 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. | 09/24/2019 |
| 2020 Open Enrollment Collateral | Portal | Link to downloadable PDF’s of Covered California’s collateral materials. | 09/24/2019 |
| CalHEERS 19.9 Training | Instruction Guide | Instruction guide to self-enroll in the CalHEERS 19.9 Training. | 09/25/2019 |

Consumer-Facing Documents

| Resource | Type | Description | Date Updated |
|---|-------------|--|--------------|
| How to Reset and Retrieve your Username | Quick Guide | Newly Created: Form to help consumers reset and/or retrieve their username or password in CalHEERS. | 09/24/2019 |
| Consumer Delegation | Quick Guide | Newly Created: Form for consumers to use to delegate a Certified Enroller. | 09/24/2019 |
| 2020 Census Voter Guide | Voter Guide | Newly Created: Voter Guides for the 2020 California Census, available in English and Spanish. | 10/11/2019 |
| 2020 Census Flyer | Flyer | Newly Created: Flyer with important dates for the 2020 California Census. | 10/11/2019 |

2020 Health, Dental and Vision Plans

| Resource | Type | Description | Date Updated |
|---|--------------------|---|--------------|
| Health Plans Booklet - 2020 | Reference Document | Health insurance companies and 2020 plan rates (final rates). | 11/13/2019 |
| Standard Benefit Design Chart - 2020 | Handout | Handout to provide to consumers explaining the standard benefits and medical costs per metal tier. | 10/07/2019 |
| 2020 County Rate and Plan Information | Slide Deck | 2020 County Rate and Plan Information Booklet including statewide rate sheets and a hospital directory from all 19 California Rating Regions. | 09/24/2019 |
| Prescription Drug Formularies | Guide | Prescription drug costs, according to metal tier, for all 2020 Covered California Individual health insurance plans. | 09/24/2019 |
| Family Dental Booklet - 2020 | Reference Document | Dental insurance companies and plan rates. | 09/24/2019 |
| Adult Dental Benefits, Limitations and Exclusions | Handout | Summary of exclusions and limitations found in the adult dental plans. | 09/06/2019 |
| Health & Dental Plan Provider Directories | Index | Use these links to contact the Health and Dental Plans directly for more information on the provider directories. | 09/06/2019 |
| Vision Coverage Quick Guide | Guide | VSP and EyeMed vision coverage quick guide for Certified Enrollers | 09/06/2018 |
| EyeMed Summary of Benefits | Chart | EyeMed vision coverage benefits and network summary | 09/10/2018 |

Helpful Tips & Tools

| Resource | Type | Description | Date Updated |
|----------------------------------|---------|---|--------------|
| Shop and Compare | Job Aid | Instructions on how to navigate the updated Shop and Compare tool. | 10/02/2019 |
| Income Section | Job Aid | A step by step guide to assist enrollers with the income section of the online application. | 10/02/2019 |



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| Income Guidelines | Handout | Handout provided to consumers showing Federal Poverty Level Guidelines current through March/April 2020. The next update will occur March/April. | 09/24/2019 |
| 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. | 09/24/2019 |
| Agent & CEC Portal Search | Training Guide | Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal. | 05/16/2019 |
| Assisting Medi-Cal Eligible Consumers | FAQ | Questions and answers regarding assisting consumers in Medi-Cal. | 07/25/2019 |
| 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 in 2018. | 09/24/2019 |
| Delegation and Delegation Change | Policy | Guidance on consumer delegation for Certified Enrollers. | 12/14/2017 |
| CalHEERS Password Reset | Job Aid | Instructions for how to assist consumers on resetting their password in the online application (CalHEERS). | 09/07/2018 |

Contact Covered California

| Resource | Type | Description | Date Updated |
|---|----------|--|--------------|
| Covered California Service Center Operating Hours | Schedule | Service Center hours of operation for consumers and certified enrollers. | 09/10/2019 |
| Regional Field & Account Representatives | Handout | Contact information for our field and account team representative by region within California. | 10/03/2019 |

Agent Resources

| Resource | Type | Description | Date Updated |
|---|----------|--|--------------|
| Agency Manager Tool Kit | Tool Kit | Resources for Agency Managers to assist with viewing and exploring a Book of | 10/03/2019 |

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| | | Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more. | |
| Approved Admin Staff Role Tool Kit | Tool Kit | Resources for Approved Admin Staff to with the online application support, managing Agency delegations (Level 2 only) crating new profiles and Agents (Level 2 only), and much more. | 10/03/2019 |
| Agent Extranet Tool Kit | Tool Kit | Step-by-step instructions for accessing your Agent Extranet/ Book of Business. | 10/03/2019 |
| Book of Business for Agents | Quick Guide | Report of all your Covered California consumers. | 05/03/2018 |
| Book of Business (Agency Manager Export) | Job Aid | Access an aggregate Agency Book of Business from the CalHEERS Agency portal. | 05/04/2018 |
| Conditional Eligibility Extract | Quick Guide | Instructions on how to help consumers with a conditional eligibility status in your Book of Business. | 09/05/2018 |

Documentation

| Resource | Type | Description | Date Updated |
|--|------|--|--------------|
| Attestation of Non-Incarcerations Status | Form | Form for consumers to use to attest to their Non-Incarcerations Status, if applicable. | 09/10/2018 |