



2021 Open Enrollment Toolkit

A “one-stop shop” for 2021 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 2021 Renewal Toolkit [here](#).

2021 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.	8/27/2020
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.	9/24/2019
2021 Open Enrollment Collateral	Portal	Link to downloadable PDF’s of Covered California’s collateral materials.	9/24/2019
2021 Virtual Statewide Carrier Presentation	Video	Individual Carrier presentations for health, dental, and vision plans	9/15/2020
2021 Virtual Statewide Carrier Presentation	Slide Deck	Slide deck for individual Carrier presentations for health, dental, and vision plans	9/15/2020
2021 Medi-Cal Refresher Training presentation with DHCS	Video	2021 Medi-Cal Refresher Training with DHCS reviewing application process, eligibility, enrollment and more	9/15/2020
2021 Medi-Cal Refresher Training presentation with DHCS	Slide Deck	Slide deck for 2021 Medi-Cal Refresher Training with DHCS	9/15/2020
Statewide OE 2021 Kickoff Webinar	Slide Deck	Covered California Statewide Open Enrollment 2021 Kickoff presentation containing Tools and Resources	9/28/2020

2021 Health, Dental and Vision Plans

Resource	Type	Description	Date Updated
Health Plans Booklet – 2021 (Coming Soon)	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	
Standard Benefit Design Chart - 2021	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	9/23/2020
2021 Plan Year Information	Slide Deck	2021 County Rate and Plan Information including statewide rate sheets and a hospital directory from all 19 California Rating Regions.	9/28/2020
Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.	9/23/2020
Family Dental Plans	Reference Documents	Link to website outlining dental insurance companies and plan rates.	9/23/2020
Adult Dental Benefits, Limitations and Exclusions	Handout	Summary of exclusions and limitations found in the adult dental plans.	9/23/2020
Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	9/23/2020
Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers.	2/14/2020
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary.	9/10/2018

Consumer-Facing Documents

Resource	Type	Description	Date Updated
How to Reset and Retrieve your Username	Quick Guide	Form to help consumers reset and/or retrieve their username or password in CalHEERS.	4/16/2020
Consumer Delegation	Quick Guide	Form for consumers to use to delegate a Certified Enroller.	4/16/2020

Helpful Tips & Tools

Resource	Type	Description	Date Updated
Shop and Compare	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	1/29/2020
Income Guidelines	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines current as of March/April 2020. The next update will occur March/April 2021.	10/1/2020
Countable Sources of Income	Guide	Reference guide on what to count for income for APTC/CSR.	10/23/2020
Income Section	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	9/30/2020
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.	2/14/2020
2021 FPL and Maximum Contribution Calculator	Calculator	Excel-based spreadsheet version of the State Subsidy estimator using 2021 rates	9/30/2020
Agent & CEC Portal Search	Training Guide	Instructions on how to effectively use the "Search" functionality in the Agent or CEC Portal.	10/22/2020
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	2/14/2020

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 2020.	2/14/2020
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.	2/14/2020
CalHEERS Password Reset	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	2/14/2020

Agent Resources

Resource	Type	Description	Date Updated
Agent Extranet Toolkit	Toolkit	Step-by-step instructions for accessing your Agent Extranet/Book of Business.	9/23/2020
Book of Business for Agents	Quick Guide	Report of all your Covered California consumers.	9/23/2020
Conditional Eligibility Extract	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	2/14/2020
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.	7/24/2020
Approved Admin Staff Role Toolkit	Toolkit	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.	9/23/2020
Book of Business (Agency Manager Export)	Job Aid	Access an aggregate Agency Book of Business from the CalHEERS Agency portal.	9/23/2020

Health Care Sharing Ministries Policy and Procedures	Policy	Outline of general policies, definitions of roles, and responsibilities of Covered California and Certified Insurance Agents	3/18/2020
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	7/24/2020

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.	9/10/2018

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.	10/22/2020
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.	10/3/2019