



Other Inconsistencies Certified Representative Talking Points

The below talking points are provided to help you assist consumers who have been notified that they need to provide Covered California with proof of their **Social Security Number, Incarceration Status, or Minimum Essential Coverage (lack thereof)** in order to retain their Covered California Health Plan and/or Premium Tax Credits or Cost Sharing Reductions (also known as subsidies, premium or financial assistance).

Some consumers with a Conditionally Eligible status may receive a Covered California letter asking them to verify their Social Security Number, Incarceration Status, or Minimum Essential Coverage. If a consumer contacts you with questions, please indicate:

- You have received this notice because Covered California could not electronically verify your Social Security Number, Incarceration Status, or lack of Minimum Essential Coverage .
- Covered California is required to verify this information in order to continue your coverage, and if applicable, continue providing federal subsidies.
- All of your information will be kept confidential and secured.

Deadline to submit proof of citizenship or lawful presence:

- Consumers have until **August 31st, 2015** to submit the requested documents and verify their citizenship or lawfully present status.
- Consumers may be terminated from their Covered California Health Plan coverage if we cannot verify their status.
- Consumers that have received Advanced Premium Tax Credits (APTC, premium assistance) are required to reconcile their eligibility for APTC when they file taxes in 2016 and may have to repay some or all of APTC they received to IRS.

Types of documents required for verification:

Example of Unverified Information	Examples of Valid Documentation
Social Security Number (SSN)	Social Security Card or SSN Waiver
Incarceration Status	Inmate Release Papers
Minimum Essential Coverage (MEC)	Letter of termination from an employer or a insurance provider on official letterhead

If the consumer is unable to provide one of the above valid documentation types, please visit: <https://www.healthcare.gov/help/how-do-i-resolve-an-inconsistency/> for an exhaustive list of acceptable documents. Refer to the headings: Employer-Sponsored Coverage, No minimum essential coverage, Incarceration, and Social Security Number.

Where to submit acceptable documents:

- Upload the requested verification to your Covered California online account. **Refer to the CalHEERS Job Aid in the Renewal Toolkit – Uploading Verification Documents.**
- Send the documents via fax or mail, **instructions below.**

If the consumer has already submitted acceptable documentation:

- It is possible that Covered California needs additional documents from you, or that we were unable to complete the verification.
- You should resend the specified documents in the notice so that you can maintain your coverage.
- Contact the Covered California Service Center at 1-800-300-1506 to request verification of the uploaded documents.
- Note: At this time, the Certified Representative and Agent Service Centers are unable to verify uploaded documents. Covered California is working to add this

Privacy:

- Covered California keeps all personal information secure. Documents submitted will NOT be shared with unauthorized parties.
- Information submitted will NOT be used for law enforcement or immigration enforcement purposes.

How to Assist Conditionally Eligible Consumers

Help consumers verify their citizenship or lawfully present status by helping them **upload, fax or mail** the required documents to Covered California. Here are the instructions for each of those options:

OPTION 1: UPLOAD documents to the consumer's Covered California online account

- If you are not already the consumer's Certified Enrollment Representative, have the consumer assign you as their Certified Representative via the *Find Local Help* link on CoveredCA.com. Refer to the *Job Aid – Delegating and Removing a CEC Delegation*.
 - If the consumer does not have access to their existing case, they will need to create an account and obtain a linking or access code. Refer to the *Job Aid – Create an Individual Account* in the toolkit for instructions about how to link a newly created account with an existing case.
 - Consumers may obtain a linking or access code by calling the Covered California Service Center. Agents or CECs may also contact their Certified Representative Service Center in the consumer's presence to obtain the code.
- If you are already the consumer's designated Certified Enrollment Representative, login to your portal and access the consumer's account.
- Upload a valid document (a full list of qualifying documents can be found in the sample notice and in the Renewal Toolkit). Refer to the *Job Aid – Uploading Verification Documents* in the Renewal Toolkit.
- If the uploaded document does not match a "Document Type" category on the Covered California online enrollment portal, select "U.S. Passport" and continue.

OPTION 2: FAX documents to Covered California

- **Ensure the consumer includes the "Here's my Proof" cover page.** The cover sheet is included in the notice that was sent to the consumer or can be downloaded from CoveredCA.com. This is also included in the Renewal Toolkit.
- Fax documents to 1-888-329-3700.

OPTION 3: MAIL documents to Covered California

- Make sure the consumer includes the "Here's my Proof" cover page. This is included in the notice that was sent to the consumer or can be downloaded from CoveredCA.com.
- Mail the necessary documents to:
 - Covered California
 - P.O. Box 989725
 - West Sacramento, CA 95798-9725
- Please do not mail original documents; send legible copies only.