



CalHEERS 20.2 Release Toolkit Certified Enrollers

A “one-stop shop” where enrollers can find information on important changes in CalHEERS and other resources in order to support Covered California consumers.

20.2 Release Resources

Resource	Type	Description	Date Updated
Release Notes	Quick Guide	Summary of important changes occurring in CalHEERS with this release	1/29/2020
Account Home Job Aid	Job Aid	Information regarding the functions within each section of the consumer Account Home page	1/29/2020
Account Home Crosswalk	Reference Guide	Side-by-side images and charts for Certified Enrollers to use to adjust to the new Account Home page	1/29/2020
Video Walk Through	Video	Video demonstration of consumer view from Agent Portal	1/29/2020
Agent and CCSB Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and Certified Enrollers.	2/3/2020