




CalHEERS 21.2 Release Toolkit Agents and 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.

21.2 Release Resources

Resource	Type	Description	Date Updated
21.2 CalHEERS Updates	Release Notes	Notes with information about important changes and enhancements occurring in CalHEERS	2/8/2021
 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	2/8/2021
Self-Delegation How-to Video	Video	Short video showing the steps for enrollers to delegate a consumer’s case to their Book of Business	1/26/2021
Service Center Operating Hours	Schedule	Service Center hours of operation for Certified Enrollers and consumers	2/2/2021