



## **Agent Alert**

BREAKING NEWS FROM COVERED CALIFORNIA

September 22, 2017

### **CalHEERS Feature Release 17.9 – Understand the Update**

CalHEERS will be unavailable this weekend, **Friday, September 22 at 8:00 p.m. through Monday, September 25, 2017 at 6:00 a.m.** due to a system update, known as CalHEERS Release 17.9.

With this release Covered California is updating the CalHEERS online application, which aims to improve the consumer experience by dynamically displaying only those questions that are relevant to the consumer based on prior data entered. Plus, the application will have a new crisp and uncluttered look and feel.

Review the following available resources to stay up-to-date on the important changes in CalHEERS Feature Release 17.9:

- [Video Application Walkthrough](#)\* – watch this video to review the new layout of the online application
- [Release Notes](#) – overview of what has changed in the online application
- [Job Aid](#) – step-by-step instructions to complete the online application

\*This video reflects a testing environment and is subject to change with CalHEERS Feature Release 17.9.

**Reminder:** The [Agent Extranet](#), found outside of CalHEERS where Covered California uploads your Book of Business, will also be unavailable this weekend from Friday, September 22 at 8:00 p.m. through Monday, September 25 at 6:00 a.m. due to system maintenance.

### **2018 Renewal Season Is Fast Approaching**

Are you ready for **Covered California's renewal period, which starts on October 11, 2017?** Many of the answers to your renewal-related questions can be found in the new [2018 Renewal Tool Kit](#)\*, which includes information, documents, and materials you can use to handle a

wide variety of renewal scenarios and quickly identify Covered California consumer's needs.

Here are a few resources found within our 2018 Renewal Tool Kit:

- [Renewal Quick Guide](#)
- [Renewal Job Aid](#)
- [2018 Preliminary Health Plans Rate Booklet](#)
- [2018 Standard Benefit Design Chart](#)
- [2018 Regional Rate and Plan Information](#)
- [Income Guidelines](#)
- [Health & Dental Providers Directories](#)

\*Bookmark the Renewal Tool Kit link and check back frequently for updates, as we will add additional resources as they become available.

### **Webinar Reminder – Renewal Consumer Journey & CalHEERS Release 17.9**

Mark Your Calendar for **Tuesday, October 10 at 10:00 a.m.** as the Outreach and Sales team will present a webinar on the consumer renewal journey and will also review CalHEERS Feature Release 17.9. **We will review the new layout of the CalHEERS online application and review the dynamic features for the Renewal season.** [Register for this important webinar here>>](#)

### **CalHEERS Outage\***

- Friday, September 22 at 8:00 p.m. through Monday, September 25 at 6:00 a.m.

### **Agent Extranet Outage\***

- Friday, September 22 at 8:00 p.m. through Monday, September 25 at 6:00 a.m.

\*Outage date and time are subject to change

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | [Small Business](#) | [www.coveredCA.com](http://www.coveredCA.com)

LMS Help Desk Support  
Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).

This message was sent to [hbexallsalesstaff@covered.ca.gov](mailto:hbexallsalesstaff@covered.ca.gov) from [agents@covered.ca.gov](mailto:agents@covered.ca.gov)

Covered California  
Covered California  
1601 Exposition Blvd  
Sacramento, CA 95815

**iContact**<sup>®</sup>  
TRY IT FOR FREE ▶  
[Unsubscribe](#)