



Agent Briefing

NEWS FROM COVERED CALIFORNIA

January 11, 2019

Director's Corner

Dear Partners,

With a few days remaining to get consumers enrolled, we want to encourage you to keep up the very good pace we are seeing from our agent and community enrollment partners this open enrollment season. We know you won't let up, finish strong and make this sixth year as successful as the previous years!

Please stay tuned to our alerts to make sure you don't miss important announcements as we get close to the finish line.

Once open enrollment has ended, consider implementing some onboarding practices for your consumers—particularly the new members—that will help make their experience of working with you and having health coverage rewarding and beneficial.

Some best practices that help earn loyalty are connecting with your consumers early after enrollment, educating them about the benefits of their health plan and how to use those benefits to get the most value, and stressing the importance of choosing and seeing their primary care physician. You'll gain their trust and loyalty because, as their trusted advisor, you got them covered and on the road to improved health and well-being.

We appreciate your partnership in our mission to help get California covered! Best of luck in finishing strong!

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

Open Enrollment

Select a Health Plan by Jan. 15

The plan selection deadline for coverage effective February 1, 2019 is quickly approaching. Remind consumers they must enroll, **make a plan selection by January 15, 2019**, and pay their binder payment to ensure their coverage is effective on February 1, 2019.

Remind Consumers to Make Their First Payment

Remind enrolled consumers to make their first binder payment, by the specified due date for their health coverage to take effect and avoid a gap in coverage. Here are the options for how consumers can pay:

- Login to their [Covered California account](#) and look for the **PAY NOW** button, located in the Household Enrollment Summary section. *Please note that this option is not available for all health plans.*
- Submit payment using the invoice statement sent from the health plan – instruct the consumer to follow the instructions on the invoice to submit the payment.

Please note: If the consumer has not received a bill, it is important they [contact the health plan](#) or make the payment using the specific information listed on our [Paying Your Premium](#) webpage for each health plan.

Advanced Premium Tax Credit

Important 1095-A Reminders

Consumers will begin to receive [IRS Form 1095-A](#) from Covered California this month. Below are some important 1095-A reminders:

- If a consumer had coverage for **ANY** part of 2018, even if they canceled the coverage, they will receive a Form 1095-A
- Form 1095-A will not be sent to forwarding addresses

- If a consumer's communication preference is EMAIL, they will **not be mailed** a Form 1095-A, but instead be **notified via email** when it is ready to download from their online account
- Form 1095-A is available in a consumer's CalHEERS account under "Documents & Correspondence"

Visit our updated [1095-A Tool Kit](#) for more detailed information.

Webinars

Webinar Now Online – Program Eligibility by Federal Poverty Level

In case you missed the Program Eligibility by Federal Poverty Level (FPL) webinar on Tuesday, December 18, the [Slide Deck](#) and [Video Recording](#) are now available online.

Learn valuable information about the FPL Chart, program eligibility, and income guidelines for Covered California and Medi-Cal programs.

Enrollment Partner Tool Kits

Helpful Resources and Materials

[Enrollment Partner Tool Kits](#) are a “one-stop shop” for Covered California's Certified Enrollers and include resources and materials to help you support Covered California consumers. Our Tool Kits provide a wide range of consolidated documents, such as Job Aids, Quick Guides, FAQs, Talking Points, and more.

Updated Social Media Tool Kit for January 2019

Access our **newly updated** [Social Media Tool Kit](#), which provides resources and best practices, along with pre-approved content in English and Spanish and shareable images for [Facebook](#), [Twitter](#), and [Instagram](#).

Agent Extranet

2019 Availability Schedule for Conditional Eligibility

The Conditional Eligibility schedule has been updated with the new 2019 distribution dates. Review the updated [Conditional Eligibility Extract Job Aid](#) as this resource will provide the dates the extracts will be available in your [Agent Extranet](#) each month.

As a reminder, the **January Conditional Eligibility file** was uploaded to your Agent Extranet account on Tuesday, January 8.

Seen on Social

Facebook Post



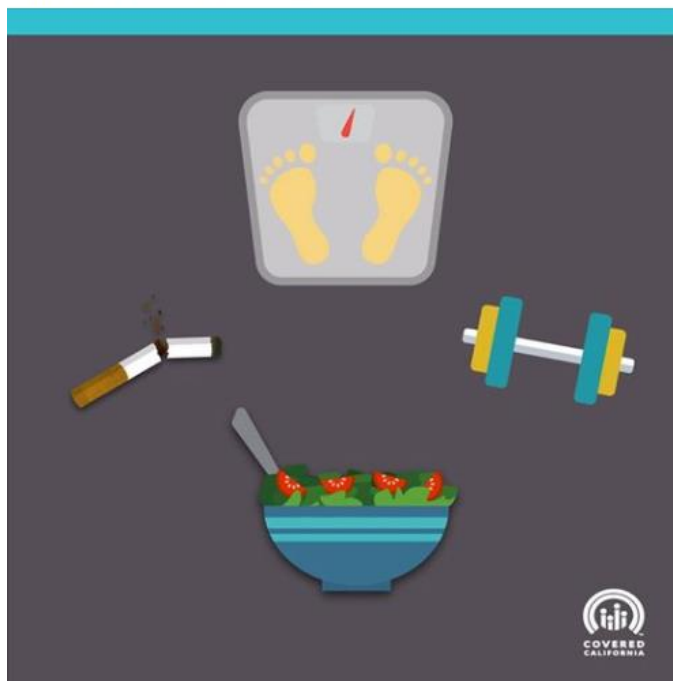
Covered California

December 26 at 10:00 AM · 🌐



Hard to believe, but 2019 is almost here! Take a moment to think about how you can lead a healthier life.

What's your New Year's Resolution?



As Seen on Twitter



Covered California @CoveredCA · Dec 23

#ItsLifeCare Tip: Get more fiber and nutrients on your plate! If you're making tamales this holiday season, try adding chicken, beans or vegetables.



Agent Service Center

Agent Service Center

Phone: 877-453-9198

Monday - Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Extended Hours

Tuesday, January 15, 8:00 a.m. to 8:00 p.m.

Covered California for Small Business (CCSB) Service Center

Phone: 855-777-6782

Monday - Friday, 8:00 a.m. to 5:00 p.m.

Saturdays and Sundays, Closed

Holiday Closure: Agent and CCSB Service Center

Monday, January 21, Martin Luther King, Jr. Day

Review the [Agent and CCSB Service Center schedule](#) for a full list of availability, extended hours of operation, and a list of holiday closures throughout the enrollment season.



Covered California's Agent Service Center
Phone: 877-453-9198 Monday - Friday 8:00 a.m. - 6:00 p.m.

E-mail: Agents@covered.ca.gov

Check the [Agent Service Center schedule](#) for availability.

Do you have suggestions for how we can make this newsletter better?
Contact us at OutreachandSales@covered.ca.gov. We want to hear from you.

Visit our **Link To Us** webpage to access official Covered California buttons which you can include on your website or any other digital marketing materials.