



Agent Briefing

NEWS FROM COVERED CALIFORNIA

January 19, 2018

Director's Corner

Dear Partners,

Thank you for your hard work and commitment in getting Californians covered during our fifth Open Enrollment period. More than 321,000 new consumers selected a plan through January 15, which remains ahead of last year's pace. The latest data shows approximately 11 percent more than last year, when 290,000 consumers selected a plan during the same time period. Approximately 1,286,000 existing Covered California consumers have renewed their health plan for 2018. Based on the first month's enrollment, most consumers are paying less for their coverage in 2018.

Also, please remind consumers they have until tonight, January 19 at midnight, to enroll in a health plan for a February 1, 2018 coverage start date. To assist Agents working through last minute applications, we have extended our hours of operation at the Agent Service Center for tonight, January 19 to 8:00 p.m.

With your partnership, Certified Agents and Community Partners lead the effort in helping Californians obtain health care coverage. More Californians than ever have access to quality health coverage and peace of mind.

You are making a difference!

Bob Manzer
Deputy Director
Outreach and Sales & Small Business

Open Enrollment

Last Day: Enroll Consumers by Jan 19 for a Feb 1 Coverage Start Date

The plan selection deadline for a February 1, 2018 coverage start date was **extended to Friday, January 19**. To assist Agents working through last minute applications, we have **extended our hours of operation at the Agent Service Center tonight, January 19 to 8:00 p.m.** Agents can contact the Agent Service Center at 877-453-9198. Check out our updated [Agent Service Center schedule](#) for a full list of availability.

See below for the remaining Open Enrollment application deadlines:

Covered California Receives Application	Effective Date
December 23, 2017 - January 19, 2018	February 1, 2018
January 20 - January 31, 2018	March 1, 2018

After the close of Open Enrollment on January 31, 2018, consumers will need to experience a [Qualifying Life Event \(QLE\)](#) in order to apply for coverage.

Update Languages Spoken

With the close of Open Enrollment fast approaching, **Covered California is anticipating a surge in consumers looking for enrollment assistance from Certified Enrollers**. Many of those consumers will search for Certified Enrollers to assist them through ["Find Help" on CoveredCA.com](#) using the criteria "language spoken." For this reason it is important you update all changes including "languages spoken" in your CalHEERS profile. This will also reduce consumers contacting your office requesting assistance in a language you do not speak.

Social Media Tool Kit for Open Enrollment Now Available

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

Animated videos are now available in the Social Media Tool Kit in [English](#) and [Spanish](#) to **help answer frequently asked terms that are searched by consumers, which explain who Covered California is, how to get financial help, the enrollment process, and how to get help.** Please consider sharing on your social channels during the last push for Open Enrollment!

Open Enrollment Tool Kit

Agents have multiple resources available to help with enrolling consumers this Open Enrollment season. Many of the answers to your open enrollment-related questions can be found in our [2018 Open Enrollment Tool Kit](#), which can be used to handle a wide variety of open enrollment scenarios. Included in the Tool Kit is the [updated Income Guidelines](#), [2018 Standard Benefit Design charts](#), [formularies](#), the [Health and Dental Plans contact information](#), and much more.

Latest News

Press Release: Analysis of Potential 2019 Premium Increases across the nation Shows Danger of Dramatic Rate Increases Without Federal Action

On Thursday, January 18, 2018 Covered California issued an analysis that examined the potential impacts of the current open-enrollment period — which remains open in California, but ended in federally facilitated marketplace states on Dec. 15 — and of recent federal decisions on premiums in individual markets across the nation. The analysis found that premiums could increase dramatically in 2019, with increases from 16 to 30 percent if no steps are taken to mitigate these increases. [Review the full press release>>](#)

Advanced Premium Tax Credit

Important 1095-A Reminders

Consumers have begun to receive IRS Form 1095-A from Covered California and will continue to receive throughout the month of January. Form 1095-A will be attached to a Covered California notice that will include details on the form and how consumers should use the form during the 2018 tax season.

Later this month, a pre-recorded webinar will be sent via email in an Agent Alert to help you prepare for consumers questions. The 1095-A Tool Kit, which includes a Quick Guide, Job Aid, and reference material will be released next week. In the meantime, if you are looking for more information check out the "[What is Form 1095-A](#)" section on our website.

Below are some important 1095-A reminders:

- Form 1095-A's will not be sent to forwarding addresses
- If consumers had coverage for ANY part of 2017, even if they canceled the coverage, they will receive a Form 1095-A
- 1095-A's will be available under Documents & Correspondence within CalHEERS
- Consumer can request corrections to the 1095-A Form, by completing the [online dispute form](#)

Agent Extranet

2018 Availability Schedule for Conditional Eligibility & Medi-Cal Transition Extracts

The Conditional Eligibility and Medi-Cal Transition Extract schedule has been *updated* with the new 2018 distribution dates. Review the *updated* [Conditional Eligibility Extract Job Aid](#) and [Medi-Cal Transition Extract Quick Guide](#) as these resources 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 9 and the **bi-weekly Medi-Cal Transition file** was uploaded on Tuesday, January 16.

Seen on Social

Facebook Post



As Seen on Twitter

A screenshot of a tweet from Covered California (@CoveredCA) dated Jan 8. The tweet text says: "Learn more about getting financial help to lower the cost of health insurance through Covered California." Below the text is a video player with the title "HOW CAN I GET FINANCIAL HELP?". The video player shows the Covered California logo and has a play button, "26K views", "0:05 / 1:23", and volume and share icons.

Agent Service Center

Service Center Hours of Operation

Agent Service Center

Phone: 877-453-9198

Monday - Friday, 8:00 a.m. to 6:00 p.m.
Saturdays and Sundays, Closed

Extended Hours of Operation

Friday, January 19, 8:00 a.m. to 8:00 p.m.
Monday, January 29, 8:00 a.m. to 8:00 p.m.
Tuesday, January 30, 8:00 a.m. to 8:00 p.m.
Wednesday, January 31, 8:00 a.m. to 8:00 p.m.

Covered California for Small Business (CCSB) Support Line
Phone: 855-777-6782

Monday - Friday, 8:00 a.m. to 5:00 p.m.
Saturdays and Sundays, Closed

Review the [Agent Service Center schedule](#) for a full list of availability.

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



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.

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