



# Agent Briefing

NEWS FROM COVERED CALIFORNIA

November 1, 2017

## Director's Corner

Dear Partners,

It's finally here! Open enrollment for 2018 officially begins today, November 1. We are also excited that our annual Covered California bus tour, which will kick-off our fifth Open Enrollment, is starting in Los Angeles. We will be visiting Agents, Navigators, clinics, and more throughout the state. I encourage you to come out and join us if you can. [Check the schedule here for full bus tour schedule](#). It feels good to get past much of the uncertainty and start actively enrolling consumers into the coverage that provides them the best value and access to care they deserve.

Reflecting on all the uncertainty we faced leading up to this year's open enrollment, it's important to be reminded of the historic nature of what we are doing. Our Executive Director, Peter V. Lee, has often said, "The Affordable Care Act is a work in progress." That statement could not be more true this year, given all of the uncertainty we faced leading up to the 2018 Open Enrollment.

The work you are doing is vitally important. Healthcare is both personal and local, and you are the link to educating and enrolling consumers in the plan that best fits them. Thanks again for partnering with Covered California and your support of our mission to improve the health of all Californians by assuring their access to affordable, high quality care. You are making a difference in people's lives!

Sincerely,

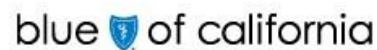
Bob Manzer  
*Deputy Director*  
Outreach and Sales & Small Business

## What's New for Open Enrollment



### Open Enrollment is Finally Here

The Open Enrollment Period for 2018 coverage **begins today, November 1, 2017!** Consumers can now enroll in healthcare coverage through January 31, 2018. In order to have coverage begin January 1, 2018, consumers must make a plan selection by December 15, 2017 and also pay the binder payment by December 27, 2017.

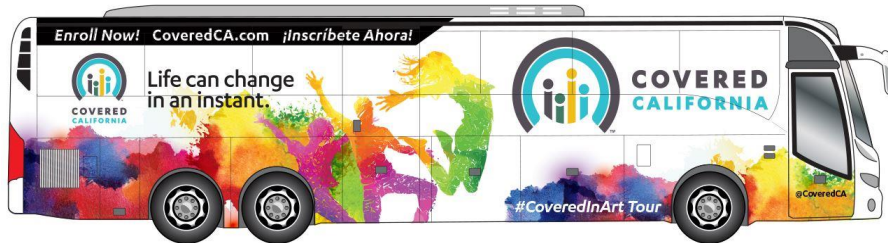


*\*Not all companies are available in all areas.*

## “Covered in Art” – Covered California is Hitting the Road Again

After two successful bus tours, Covered California is hitting the road again, painting the state in aqua, gold, green, and brown to promote the fifth Open Enrollment period.

This colorful display adorns the tour bus with the Covered California logo, which will be prominently displayed on up to 13 murals along the bus route for a project called “Covered in Art.”



The statewide bus tour is scheduled to take place the first week of Open Enrollment, with the first stop in Los Angeles today!

[Click here for the full bus tour schedule](#), which is subject to change, and join us at a location near you.

### Open Enrollment Tool Kit Now Available

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.

### Press Release: Covered California Announces Lower Prices for Most Enrollees in 2018 as Open Enrollment Approaches

On Monday, October 30, Covered California [announced in a press release](#) a new analysis showing 2018 rates may work in the consumer’s favor. For this reason, it is important that consumers shop and compare plans to find the best option for them. The analysis looked at the real-world impact on the price consumers will pay after the cost-sharing reduction (CSR) surcharge, which will most likely increase the amount of financial help available to consumers. [The complete analysis can be found here >>](#)

### New Provider Search Tool

Covered California recently added a NEW online provider search tool that allows consumers the ability to search for a preferred provider prior to selecting a health plan in CalHEERS. The search tool for preferred doctors, children's dentists and hospitals is located within the "Tell us about your health care needs" section of the [Shop and Compare Tool](#)/Plan Preview. The new tool displays:

- Name, address and specialty for doctors and children's dentists
- Name and address for hospitals

Based on the consumer's search, the application page indicates whether the provider is in or out of network for each selected plan. Consumers are encouraged to also check the health plan's provider directory before selecting a health plan. The Covered California provider search tool is updated monthly and each health plan's provider directory is updated weekly. If a consumer has specific questions or concerns about the providers available through their health plan, they should contact the health plan directly.

### **Agent Extranet – New Anthem Blue Cross/Health Net File Available**

Agents now have a new file available in their Agent Extranet that provides a list of consumers that will transition from an Anthem Blue Cross or Health Net plan to a new health plan for 2018. The file is loaded under the link "**Urgent Outreach**" in their [Agent Extranet Account](#).

The "Urgent Outreach" file provides a list of the Agent's delegated consumers indicating their current 2017 carrier, along with the new carrier and health plan the consumer will most likely be transitioned into for 2018. In addition, the file will indicate if an [overage dependent](#) is included in their family plan and needs to be switched over to an individual plan.

As a reminder, the **November Conditional Eligibility file** and the **bi-weekly Medi-Cal Transition file** will be uploaded to your Agent Extranet account on Tuesday, November 7. Review the [Agent Extranet Tool Kit](#) to understand how to best utilize each file. For instructions on how to login to your Agent Extranet review the [Agent Extranet Job Aid](#).

### **Social Media Tool Kit for Open Enrollment Now Available**

Access our **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. Download the updated [Social Media Tool Kit now>>](#)

## Renewal

### Passive Renewals Start November 11

Beginning Saturday, November 11 through mid-December, consumers who have not taken an active role in renewing their health plan will automatically begin to renew into 2018 coverage. **In order for a consumer to automatically renew for 2018, the consumer has to be in an “Enrolled” or “Pending” status by October 11, 2017.** Any consumer that did not plan select prior to October 11 will not have an automatic renewal and the certified enroller ***must*** actively renew that consumer.

Review our [Renewal Tool Kit](#) for resources to help consumers through the renewal process. Also, review [CalHEERS Application \(Renewal Mode\) Video Walkthrough](#) and the [Consent for Verification](#) as you assist consumers this renewal season.

### Shop and Compare – Active Renewal

Remember, 2018 marketplace rates have changed. Use the Shop and Compare tool to review both health and dental plan rates. Agents can access the updated tool by clicking on “Start New Application” in their Agent Portal, then click “Shop and Compare” under the More Actions Pane in the footer. Agents can also add a plan directly to a consumer’s Cart from the Shop and Compare tool and complete the application. These cases will be delegated to the agent. Click “Shop and Compare” at any time to begin a new quote.

### Resetting a Consumer’s Password

Do you have a consumer who is experiencing problems resetting their password in CalHEERS? Review the [CalHEERS Password Reset Job Aid](#) to assist them this renewal season.

## Health Reform Landscape

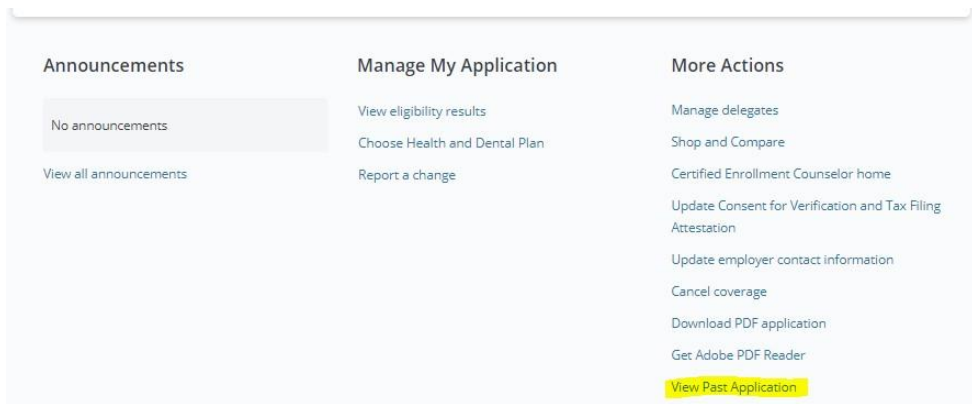
**California’s Office of the Patient Advocate (OPA) Releases Annual ‘Report Cards’**

On Tuesday, October 31, the Office of the Patient Advocate released the 2017-2018 Edition of the annual report cards for health plans and medical groups. The tool is meant to help guide consumers as they shop for coverage during Open Enrollment. [Access the report cards here >>](#)

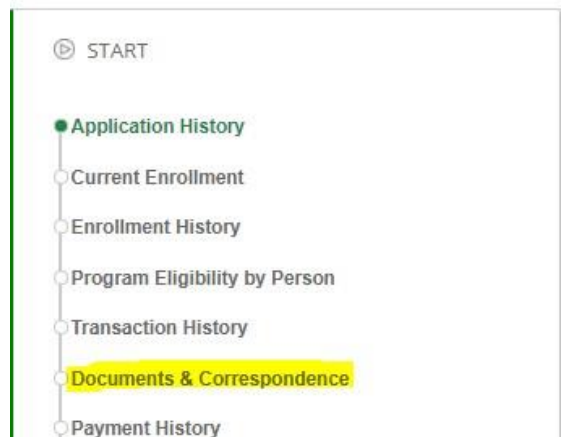
## CalHEERS – The Online Application

### New Location for Documents & Correspondence

The Documents & Correspondence page within CalHEERS can now be found on the “View Past Application” page found on the Consumer home page footer.



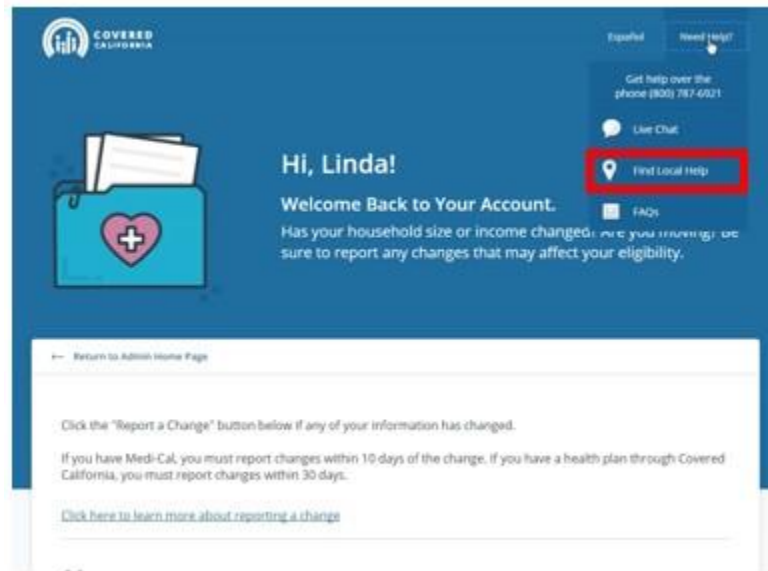
From there the “Documents & Correspondence” link is located on the top left side of the page.



### Find Local Help Link has Moved

Within the CalHEERS application the Find Local Help link to delegate a Certified Enroller has moved. Certified Enrollers can be delegated to a case using the following steps:

- Have the consumer login to their CalHEERS account
- From the CalHEERS homepage, select " Need Help?" located at the top right of the page
- Click the "Find Local Help" link



## Seen on Social

**Facebook**



Covered California added a new photo.

24 mins · 🌐

The #CoveredInArt bus tour starts today! CoveredCA's Executive Director Peter V. Lee & staff will be on the bus reminding all that Open Enrollment is here!



### Bus Tour Dates and Stops

NOV. 1	<b>Los Angeles</b> <b>Hacienda Heights</b>	NOV. 4	<b>Bakersfield</b> <b>Visalia</b> <b>Fresno</b> <b>Modesto</b>
NOV. 2	<b>San Diego</b> <b>Huntington Beach</b> <b>Wilmington</b>	NOV. 6	<b>Sacramento</b> <b>San Francisco</b> <b>Visalia</b> <b>Fresno</b>
NOV. 3	<b>Santa Barbara</b> <b>San Luis Obispo</b> <b>Bakersfield</b>	NOV. 7	<b>Santa Cruz</b> <b>Salinas</b> <b>San Jose</b> <b>Oakland</b>



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## As Seen on Twitter

🔄 Covered California Retweeted



**CoveredCAnews** @CoveredCAnews · 18h

Tomorrow: #CoveredCA sets off on statewide bus tour to launch open enrollment.



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## Agent Service Center

### Service Center Hours of Operation

Agent Service Center  
Phone: 877-453-9198

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

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

### Holiday Closure:

Friday, November 10, 2017, Veterans Day  
Thursday, November 23, 2017, Thanksgiving Day  
Friday, November 24, 2017, Day after Thanksgiving Day

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

## Upcoming Outages

### CalHEERS Outages\*

- Sunday, November 5 at 6:00 p.m. through Monday, November 6 at 6:00 a.m.
- Saturday, November 11 at 7:30 p.m. through Monday, November 13 at 6:00 a.m.
- Saturday, November 25 at 7:30 p.m. through Monday, November 27 at 6:00 a.m.

\*Outage dates and times are subject to change

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

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