



Agent Briefing

NEWS FROM COVERED CALIFORNIA

December 15, 2017

Director's Corner

Dear Partners,

What a year! California can now boast that it has the lowest uninsured rate in the nation. After the uncertainty surrounding this year's Open Enrollment, it's clear our certified Agents and Community Enrollment Partners are doing phenomenal work!

As of December 13, more than 182,000 new consumers have signed up for coverage since the beginning of open enrollment, which is a 17 percent increase over this time last year. Given this information, and with more than 38,000 selecting a plan this week, it was announced in a [press release yesterday](#) that we at Covered California have extended the deadline to midnight on **December 22 for consumers to sign up for health care coverage that will begin on January 1, 2018**. Perhaps these increased numbers are due to the fact that most consumers are paying less for coverage, but we know it is in large part due to your hard work and persistence.

At Covered California we stand ready and prepared for the challenges ahead. Congratulations and a huge thank you for the hard work you do on behalf of Covered California and the citizens of our great State!

Happy Holidays to all,

Bob Manzer
Deputy Director
Outreach and Sales & Small Business

Open Enrollment

Deadline Extended for January 1 Coverage

Yesterday, we [announced in a press release](#), that consumers now have until midnight on Friday, December 22 to enroll in coverage starting January 1. This is to accommodate increased interest in enrollment for the new year.

Remind consumers they must enroll and make a plan selection by **December 22, 2017** and also pay the binder payment by December 27, 2017 to ensure their coverage is effective on January 1, 2018.



A full schedule of the remaining application deadlines is included below:

Covered California Receives Application or Application Changes	Effective Date
December 1 - 22, 2017	January 1, 2018*
December 23, 2017 - January 15, 2018	February 1, 2018*
January 16 - 31, 2018*	March 1, 2018

*Changes made after January 15, 2018 to applications with a January 1 or February 1 coverage start date and with a **Pending** enrollment status will push the applicant's coverage start date forward to 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.

Important Reminders When Shopping for a Plan

Covered California remains focused in helping Certified Enrollers understand consumer options. Certified Enrollers can assist consumers shopping for a 2018 Covered California health plan by doing the following:

- Help consumers identify if they qualify for financial assistance

- Compare plans and coverage options to get the best coverage for the consumer's needs
- Check with Covered California's Provider Search Tool (found in Shop and Compare/Plan Preview), and with the health insurance companies, to ensure the doctors or hospitals the consumer wants are included in the plans they are comparing
- Remind consumers to submit a ***new binder payment*** if they **change their plan during Renewal or Open Enrollment**

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>>](#)

Reminder: Open Enrollment Tool Kit 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.

Renewal

Automatic Renewals for January 1 Coverage

This month, Covered California will automatically renew all Covered California consumers who have not taken an active role in renewing into 2018 coverage. This will ensure a January 1, 2018 coverage start date. Review our [Renewal Tool Kit](#) for resources to help consumers through the renewal process. Also, review the [CalHEERS Application \(Renewal Mode\) Video Walkthrough](#) and the [Consent for Verification Quick Guide](#) as you assist consumers this renewal season.

Anthem Blue Cross and Health Net Passive Renewal Notice

Covered California is mailing a notice to affected consumers that did not take action to actively renew or change plans from the exiting regions for Anthem and Health Net. The [passive renewal notice](#) informs the consumer of their new carrier and plan name. It also reminds the consumer to make the new binder payment to avoid cancellation.

Advanced Premium Tax Credit

Important 1095-A Reminders

Consumers will begin to receive IRS Form 1095-A from Covered California later next month. Below are some important 1095-A reminders as we head into the new year.

- 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 are available under Documents & Correspondence within CalHEERS.

Agent Extranet

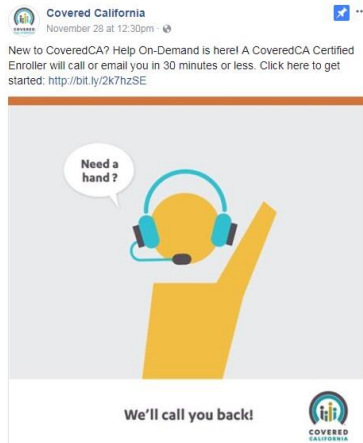
2018 Conditional Eligibility & Medi-Cal Transition Extracts Availability Schedule

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 **December Conditional Eligibility file** was uploaded to your Agent Extranet account on Tuesday, December 12 and the **bi-weekly Medi-Cal Transition file** will be available Tuesday, December 19.

Seen on Social

Facebook Post



As Seen on Twitter



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

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

Holiday Closures:

Monday, December 25, Christmas Day
Monday, January 1, New Year's Day

Monday January 15, Martin Luther King, Jr. Day

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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Contact us at OutreachandSales@covered.ca.gov. We want to hear from you.

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