



# Agent Briefing

NEWS FROM COVERED CALIFORNIA

December 18, 2018

## Director's Corner

### **Full-steam ahead for enrollment and coverage in 2019!**

Dear Partners,

Covered California's Executive Director, Peter V. Lee announced soon after the Texas District Court's ruling that the ACA is unconstitutional and that "Open enrollment is full-steam ahead in California." The case will wind its way through the courts and Lee stated "I'm confident the Supreme Court will once again do the right thing and uphold the Affordable Care Act."

**Health coverage and financial assistance remain in place for Covered California consumers and will continue for the foreseeable future** while the defendants in the suit, including the State of California, start the lengthy legal process of appealing the decision.

Over the weekend we saw a brisk spike in new enrollment and we expect to see this trend continue as we approach the **December 21 midnight deadline to enroll for a January 1, 2019** coverage start date.

As always, we stand ready to support and serve you as you undertake the important role of helping Californians get and keep their health coverage. Let us know how we can help you.

All the best,

**Terri Convey**

Director

Outreach and Sales & Covered California for Small Business

## Sign-ups for 2019 Coverage

### Extended Deadline for January 1 Coverage

The plan selection deadline for a January 1, 2019 coverage start date has been extended to Friday, December 21.

Certified Insurance Agents can start new applications and complete or make changes to existing applications through Friday, December 21 for a January 1, 2019 coverage start date. Plans selected between December 22, 2018 and January 15, 2019 will have a February 1, 2019 coverage start date.

See below for deadline dates:

Covered California Receives Application or Application Changes	Coverage Start Date*
December 1 – 21, 2018	January 1, 2019
December 22, 2018 – January 15, 2019	February 1, 2019

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

\*Coverage start date is contingent upon the binder payment being made by the due date on the first bill

### Ensure Consumer Plan Selection and Binder Payment

As we approach the deadline for January 1 coverage, it is important to ensure consumers select a plan and also pay their binder payment by the due date on their first bill.

To access your consumers who need to plan select and help them avoid missing the deadline, please login to your CalHEERS portal and follow the instructions below:

- Navigate to the "Active Consumers" list
- Filter "Next Steps" as "Complete Plan Selection"
- Filter "Application Year" as "Next Year"
- Click "Go" to display the list

## Active Consumers

The Active Consumer List displays up to 2000 consumers. If you have more than 2000 active consumers, use the Search Filters for more results.

Q Search

First Name <input type="text"/>	Last Name <input type="text"/>	Application Type Select Application Type	Issuer Select Issuer
Current Status Select Current Status	Next Steps Complete Plan Selection	Enrollment Status Select Enrollment Status	Application Year Next Year

GO

## Advanced Premium Tax Credit

### Important 1095-A Reminders

Consumers will begin to receive [IRS Form 1095-A](#) from Covered California in January. Below are some important 1095-A reminders as we head into the new year:

- 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 notified via email when it is ready to download from their account
- Form 1095-A is available in a consumer's CalHEERS account under "Documents & Correspondence"

## Webinars

### Webinar: Program Eligibility by Federal Poverty Level (FPL)

Mark your calendar for **today, December 18th at 2:00 p.m.** to learn more about the FPL Chart, program eligibility, and income guidelines for *Covered California* and *Medi-Cal* programs.

Don't miss out on this webinar, it will provide valuable information as you assist consumers this enrollment season. There will also be a Q&A session at the end of the webinar to help address any unanswered questions.

**Tuesday, December 18, 2018**

2:00 p.m. — 3:00 p.m.

[Click here to register today >>](#)

## Latest News

### **News Release: Covered California Extends Deadline for Jan. 1 Coverage Until Friday, Dec. 21**

Covered California announced an extension of the first major deadline to have health insurance starting Jan. 1 in response to a surge of interest in enrollment and to ensure consumers have ample time to enroll amid news reports of a legal ruling on the Affordable Care Act. The announcement comes on the final day of the federal open enrollment period, and hours after a Texas United States Court District Court Judge declared the Affordable Care Act unconstitutional. [Read the full news release here>>](#)

### **News Release: Covered California's Open Enrollment is off to a Solid Start as the First Key Deadline Approaches**

Covered California announced today that more than 90,500 new consumers signed up for coverage through Nov. 30. The number of plan selections is well ahead of the pace set in 2016, which marked the last time Covered California delayed its marketing push until after Election Day, when 80,000 consumers signed up through November. [Read the full news release here>>](#)

## 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.

### **2019 Social Media Tool Kit**

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

## Agent Extranet

### November Conditional Eligibility Extract Now Available

As a reminder, the November Conditional Eligibility file was uploaded to your Agent Extranet account on Tuesday, November 6. This file provides you a consolidated list of your delegated consumers who need to provide documentation to prove eligibility to continue health insurance and/or financial assistance through Covered California.

Review the [Conditional Eligibility Extract Job Aid](#) to learn about the file available in your [Agent Extranet](#) each month.

## Seen on Social

### Facebook Post



## As Seen on Twitter



Covered California @CoveredCA · Nov 21

#ItsLifeCare Tip: Sweet potatoes are a superfood! They're loaded with nutrients including vitamin A, which is great for healthy bones, vision, and the immune system. One cup contains over 370% of daily recommended vitamin A.



## 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

Friday, December 21, 8:00 a.m. to 8:00 p.m.

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 Service and CCSB Service Center

Tuesday, December 25, Christmas Day

Tuesday, January 1, New Year's 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](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.