



# Agent Briefing

NEWS FROM COVERED CALIFORNIA

March 21, 2018

## Director's Corner

Dear Partners,

Although open enrollment is officially over, we are still hard at work here at Covered California making improvements in our operations and technology, for our consumers, our Certified Insurance Agents, and Community Enrollment Partners. The Outreach and Sales Team is planning **four Special Enrollment events highlighting a “Five Year Recognition”** to thank our partners and launch our Special Enrollment efforts. More details on these events will be announced in the coming weeks.

On Monday, April 2, 2018 **Terri Convey will join the Outreach and Sales Division at Covered California as our new Director.** This announcement was made last week in a [press release](#). Terri will oversee Covered California's sales strategy in both the individual and small-business markets, including working with our Certified Enrollers to ensure Californians have in-person assistance.

Also of note, Covered California recently [announced in a press release](#), **two new Governor appointees to our Board of Directors, Dr. Sandra Hernandez and Jerry Fleming.** With their broad health insurance expertise we can continue to reach and effectively serve California's diverse population. Our departing Board members, Marty Morgenstern and Genoveva Islas, have served Covered California since our second Open Enrollment period. We are thankful for their leadership, dedication, and steadfast commitment throughout their many years of service.

As the healthcare landscape continues to change at the federal level, we are committed to adapting to changes and keeping you informed.

Thank you again for your continued partnership, we could not do what we do without you!

Bob Manzer  
*Deputy Director*  
Outreach and Sales & Covered California for Small Business

## Special Enrollment

### 2018 Special Enrollment Kick-off Events

At the end of April, Covered California is holding four “Five Year Recognition” and Special Enrollment kick-off events across the state. These events will celebrate the accomplishments and contributions of our Certified Insurance Agents, Navigators, Certified Application Counselors, Counties, health/dental/vision plans, community groups and more. Each event will be a full day of recognition, including panel discussions, a recognition ceremony, trainings, and networking opportunities.

Save-the-date and join us at one of the kick-off events below. More details about the event and registration information to come.

- San Diego – April 25, 2018
- Los Angeles – April 26, 2018
- Fremont – April 30, 2018
- Sacramento – May 1, 2018

### Special Enrollment Tool Kit Available

Outside of the Open Enrollment Period, consumers may enroll in a Covered California Health or Dental plan, or change their current plan if they **experience a [Qualifying Life Event \(QLE\)](#)**. Consumers who experience a QLE have up to 60 days from the date of the event to enroll. This is called a [Special Enrollment](#).

Review resources available in our [Special Enrollment Tool Kit](#) to assist enrolling consumers that experience a Qualifying Life Event outside of the Open Enrollment Period.

- Life Events and Special Enrollments Webinar [Slide Deck](#) and [Video Recording](#)
- [Special Enrollment Quick Guide](#)
- [Special Enrollment Job Aid](#)
- [Qualifying Life Event Chart](#)

## Latest News

### **Covered California's Covered in Art Tour**

As part of Covered California's fifth open enrollment, Covered California commissioned artists up and down California to paint murals in the heart of their communities. The "Covered in Art" bus tour made stops at locations from San Diego all the way to Redding. Local artists painted these murals to bring attention to enrollment locations and promote health and wellness.



To see all of the inspiring murals from our Open Enrollment "Covered in Art" tour, [visit our website here](#).

### **Covered California Announces Appointment of Terri Convey, Director, Outreach and Sales Division**

On Thursday, March 15, Covered California announced Terri Convey as the director of the Outreach and Sales Division. [Read the full press release](#) to learn more about Terri's health care industry experience and also her strategic initiatives for the Outreach and Sales Division.

### **Covered California Thanks Two Departing Board Members and Welcomes New Governor's Appointees to The Board**

On Tuesday, February 13, Covered California Board Chair Diana Dooley thanked two departing members of the Board of and welcomed two new members appointed by Gov. Jerry Brown to oversee the agency. [Review the full press release here.](#)

## Online Application Feature Release

### Feature Release 18.3 – Understand the Update

On Monday, March 12, CalHEERS Release 18.3 went live. The release included an updated look and feel to the enrollment and eligibility results pages. Also, included was the implementation of the new 2018 Federal Poverty Level (FPL) guidelines for Medi-Cal determinations. **No functionality changes were made to the CALHEERS application.** For more information on this release, review our [CalHEERS 18.3 Release Notes](#) and [Video Walkthrough](#).

## Consumer Corner

### Helpful Tips – Preventive Care Benefits

Remind your consumers to use the FREE preventive Service coverage available to maintain a healthy lifestyle.

FREE Preventive Care Covers:

- Annual checkups and wellness visits
- Common vaccinations
- Cholesterol and blood pressure screenings
- Lung cancer screening for high risk adults
- See the full Preventive Care list here, under [Free Preventive](#)

## IRS Form 1095-A

### Important 1095-A Reminders

By now, consumers should have received their IRS Form 1095-A from Covered California. Consumers will need Form 1095-A to file their taxes if they, or anyone in their family, were enrolled in a Covered California health plan during **ANY PART OF 2017**.



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.

The [IRS Form 1095 Tool Kit](#) contains a wealth of information about the 1095-A form and the premium assistance reconciliation process. You can also 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 a consumer had coverage for ANY part of 2017, even if they canceled the coverage, they will receive a Form 1095-A
- A consumer enrolled in a Minimum Coverage Plan will receive a 1095-B Form from the health plan directly
- If the consumer's communications preference is EMAIL, they will not be mailed a Form
- 1095-A – the consumer will receive an email when it is ready for downloading from their online account 1095-A's will be available under Documents & Correspondence within CalHEERS
- Consumers can request corrections to the 1095-A Form, by completing the [online dispute form](#)
- [Tax Preparation Help for Consumers Handout](#) that will include details about where consumers can find a licensed or registered tax preparer or low-cost tax preparations services.

Review our short [instructional video](#) to assist with accessing a consumer's 1095-A Form online. You can also share the video with consumers.

Please Note: If the consumer's account is currently terminated or they did not create an online account they should call the Covered California Service Center at 800-300-1506 for assistance to obtain a copy of their IRS Form 1095-A.

## Resources

### Inspiring Stories From Covered California Consumers

Life is unpredictable. It can throw something your way when you least expect it. These Covered California consumers' lives were changed when they received coverage and were brave enough to share their experiences with us. Use the following **NEW** "Real Stories" below or others videos found here: <http://www.coveredca.com/real-stories/> to share with consumers as you promote Covered California during Special Enrollment.



## Agent Extranet

### March Conditional Eligibility & Medi-Cal Transition Extracts Now Available

As a reminder, the **March Conditional Eligibility file** was uploaded to your Agent Extranet account on Tuesday, March 6 and the **bi-weekly Medi-Cal Transition file** was uploaded on Tuesday, March 13. Review the [Conditional Eligibility Extract Job Aid](#) and [Medi-Cal Transition Extract Quick Guide](#) to review the dates the extracts will be available in your [Agent Extranet](#) each month.

## 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

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

## Upcoming Outages

### CalHEERS Outage\*

- Friday, March 23 at 8:00 p.m. through Monday, March 26 at 6:00 a.m.

\*Outage date and time is 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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