



Agent Briefing

NEWS FROM COVERED CALIFORNIA

April 13, 2018

Director's Corner

Dear Partners,

With many years of experience working with agents in multiple segments of the health insurance industry, **I am excited to find myself in California as the Director of Outreach and Sales.** As the landscape of the individual insurance market continues to change, I am enthusiastic about the opportunity to work with a team that is mission-driven.

With our upcoming “Five Year Recognition” and Special Enrollment Events being held in San Diego, Pasadena, Fremont, and Sacramento, not only do I get to see more of this beautiful state, but I get the opportunity to meet many of our Certified Insurance Agents and Community Enrollment Partners. **These full day events will formally celebrate your accomplishments and contributions,** while also providing panel discussions, training, and networking opportunities.

In the past few weeks, I have quickly learned that Covered California has a strong appreciation and respect for all sales channels. I am committed to preserving our solid partnership as we assist Californians in enrolling in quality health and dental plans now and in the future. **Covered California will continue to look for innovative programs to assist you with your consumers' needs.**

We value your partnership and the important role you play helping consumers obtain coverage with Covered California.

Terri Convey
Director

Outreach and Sales & Covered California for Small Business

Special Enrollment

Register Today! 2018 Special Enrollment Kick-off & Recognition Events

Covered California is hosting four “Five Year Recognition” and Special Enrollment kick-off events across the state. Join us as we celebrate the accomplishments and contributions of our Certified Insurance Agents, Navigators, Certified Application Counselors, Counties, Carriers, Community Groups and more.

Each event will be a full day of recognition, including panel discussions, a recognition ceremony, and networking opportunities. [Click here for additional information on these events.](#)

Join us at one of these locations!

Wednesday, April 25, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

San Diego Convention Center

111 W. Harbor Drive
San Diego, CA 92101

[Click here to RSVP for San Diego](#)

Thursday, April 26, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

Pasadena Convention Center

300 E Green Street
Pasadena, CA 91101

[Click here to RSVP for Pasadena](#)

Monday, April 30, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

Fremont Marriott Silicon Valley

46100 Landing Parkway
Fremont, CA 94538

[Click here to RSVP for Fremont](#)

Tuesday, May 1, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

Arden West Hilton

2200 Harvard Street
Sacramento, CA 95815

[Click here to RSVP for Sacramento](#)

RSVP Required. Seats are limited.

For more information or questions regarding these events, please contact kickoffevents@covered.ca.gov or your [local field operations or account services team representative](#).

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.

IRS Form 1095-A

Tax Deadline Next Week

Tuesday, April 17 is the deadline to file 2017 taxes. **Consumers may be rushing to access their IRS Form 1095-A.** The **ONLY** way to access their Form 1095-A is by downloading it from their Covered California online account. There will not be enough time for Covered California to mail their form unless they have filed for an extension with the IRS.



Review this short [instructional video](#) to assist with accessing a consumer's Form 1095-A online. Form 1095-A will be listed as "CalNOD62A_IRSForm1095A_2017" in their "Documents and Correspondence" section.

Please Note: Consumers who enrolled in a **Catastrophic plan in 2017**, will not receive a Form 1095-A from Covered California, but may have received Form 1095-B from their health insurance company. **Remind consumers to keep this form for their records, but it is not required to file their taxes.**

Important Reminders

Contact the Carrier When Updating your Covered California Agreement

Reminder: When making any changes to your Agreement with Covered California or profile in the CalHEERS system, it is the Agent's sole responsibility to contact all Covered California carriers. This ensures the carrier appointment reflects the most up-to-date information for commission purposes. Changes include, but are not limited to, address, Tax ID, company name, and contact information.

Resources

Submit Your Enrollment Event to be Listed on CoveredCA.com

Increase your visibility during Special Enrollment by listing your events on CoveredCA.com. When you host an event, it provides the opportunity for you to engage with consumers that require enrollment assistance. [Submit your event](#) to Covered California and if your event is approved, it will appear on [Covered California's event schedule](#). Consumers across the state will then be able to view your event and plan to attend.

March Conditional Eligibility & Medi-Cal Transition Extracts Now Available

As a reminder, the **April Conditional Eligibility file** and the **bi-weekly Medi-Cal Transition file** were both uploaded to your Agent Extranet account on Tuesday, April 10. Review the [Conditional Eligibility Extract Job Aid](#) and [Medi-Cal Transition Extract Quick Guide](#) to learn about each of these files, which are 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*

- Saturday, April 28 at 6:30 p.m. through Monday, April 30 at 6:00 a.m.

*Outage date and time is subject to change



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.

Do you have suggestions for how we can make this newsletter better?
Contact us at 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.