



Agent Briefing

NEWS FROM COVERED CALIFORNIA

May 11, 2018

Director's Corner

Dear Partners,

Thank you for your help in making our “Five Year Recognition” and Special Enrollment Period (SEP) kick off events a success! With over 1,000 attendees, the theme “Five Years Strong” proved to be fitting given this incredible turnout. It was a great opportunity for me to meet many of our Certified Insurance Agents and Community Enrollment Partners at the San Diego, Pasadena, Fremont, and Sacramento events.

The events kicked off with topics discussed by Peter Lee, Executive Director, which provided insight into the direction of federal policy and how Covered California is responding to help ensure more “years strong” ahead. Included in the day were panel discussions with officials from the Division of Managed Health Care (DMHC), Medi-Cal and counties, as well as breakout sessions for our Certified Insurance Agents and Community Enrollment Partners.

If you were unable to attend one of our “Five Years Strong” events, please know that the purpose of the events was to celebrate your contribution toward our combined success. I continue to be amazed by the support of our Certified Insurance Agents, Community Enrollment Partners, and elected officials, as it speaks to the strength of our partnerships and the value in what we do to help more Californians receive health coverage.

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

Your Opinion Matters

Book of Business Survey – Help Us Improve Your Experience

Your feedback matters! Covered California is seeking your assistance to improve the format of the Book of Business extract to better sort, manipulate, and maintain consumer data. **Please participate in a brief survey to identify which fields currently in your Book of Business extract do not provide value for your daily operations.** The results of this survey will be used in a future enhancement of the Book of Business extract.

You can review our Book of Business [Template](#) and [Description Chart](#) to familiarize yourself with the fields we are inquiring about in your Book of Business extract. **It is important to have these resources available while answering the survey questions to help you reference the definitions of the columns.** The chart provides a description of each column in your book of business outlined by column letter, and the template provides sample data for each column.

The survey should take less than 5 minutes of your time.

[Click this link to access the survey now.](#)

For more information or questions you may have regarding this survey, please contact outreachandsales@covered.ca.gov.

Important Changes

Blue Shield of California Consumers Need to Re-Enroll in New Payment System Easy\$PaySM by May 11

Blue Shield of California is moving Covered California Individual and Family Plans (IFP) consumers to a new billing and payment system. On April 23, 2018, Blue Shield notified, via email and mail, Covered California IFP consumers about the actions they need to take to continue making payments with the new system.

Depending on how your consumers currently pay, here is what they will need to do:

- **Automatic payments (Easy\$PaySM): ACTION NEEDED BY MAY 11.** Your Covered California IFP consumers who do not re-enroll by May 11 will NOT have their **automatic payment** processed in time for June and they will need to make their June Payment manually online, by mail, or by calling the number on the back of their membership card.
- **Online payments:** Consumers can continue making their online monthly payments as usual. Blue Shield's new billing and payment system will be down May 12-15 and is scheduled to resume on May 16.
- **Payments by check:** Consumers **must use the new address** on the tear-off portion of their June bill, which will look different and should be sent with their payment.
- **Payments by phone:** Consumers can continue paying by phone as usual. The system will be down May 12-15 and is scheduled to resume on May 16.
- **Payments through banks or other financial institutions (Bill pay):** After May 15, consumers who use their bank's bill pay service must delete the old Blue Shield payee information and then re-enter Blue Shield of California as a new payee with the new account number on their new bill.

As a Certified Enroller, what do I need to do?

- Reach out to your Covered California Blue Shield IFP consumers who use Easy\$PaySM to pay their monthly premium. They need to re-enroll by May 11 to remain in good standing.
- Engage with your consumers to ensure they make their payment using the appropriate payment address and/or payment stubs. Check their payment status before Blue Shield switches systems on May 12.

Review the [Frequently Asked Questions](#) and [Billing Instructions](#) from Blue Shield for additional information on assisting with your Covered California IFP Blue Shield consumers.

Please Note: If consumers have questions, please have them call the number on the back of their membership ID card.

Special Enrollment

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.

Consumer Corner

Report Changes Within 30 Days

Do you have a consumer who has been recently married, had a baby, moved, or had a change in income? These are just some of the changes that will need to be reported to Covered California as they may affect your consumer's existing coverage or the level of financial assistance they receive to pay for their health insurance.

As a reminder, consumers must report a change if they:

- Got married or divorced
- Had a child or adopted a child
- Had a change in income
- Got health coverage through a job or a government program like Medi-Cal or Medicare
- Moved
- Had a change in disability status
- Gained or lost a dependent
- Had a change in tax filing status
- Had a change in citizenship or immigration status
- Were incarcerated or released from incarceration
- Had a change in status as an American Indian or Alaska Native or changed tribal status
- Had a correction to their name, date of birth, or Social Security number

- Experienced any other changes that may affect income and household size

Please Note: If a consumer is enrolled in Medi-Cal, they must report changes to their local county office within 10 days of the change. If they have health insurance through Covered California, they must report changes within 30 days of the change.

Resources

Updated Special Enrollment Social Media Tool Kit

Access our *updated* [Special Enrollment Social Media Tool Kit](#), available in English and Spanish, which provides resources and best practices, along with logos, digital banners, shareable images, and sample posts to effectively spread the word about Covered California on social media channels.

May Conditional Eligibility Extract Now Available

As a reminder, the **May Conditional Eligibility file was uploaded** to your Agent Extranet account on Tuesday, May 8. Review the [Conditional Eligibility Extract Job Aid](#) to learn about the file, which is available in your [Agent Extranet](#) each month.

Seen on Social

Facebook Post

 **Covered California** 2 hrs · 

#ItsLifeCare Tip: Looking to eat more in-season veggies? Try asparagus! Each spear is packed with vitamins and minerals, plus they're low in calories.

Do you like yours grilled, sautéed, or baked?



As seen on Twitter

 **Covered California**  @CoveredCA · May 2 

Recently have a life-changing event? You may be eligible for a limited time to enroll in health insurance through #CoveredCA! Learn more: bit.ly/2J8yATy



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*

- Sunday, May 13 from 5:00 a.m. to 1:00 p.m.

*Outage date and time is subject to change

[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.

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.

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