



Agent Briefing

NEWS FROM COVERED CALIFORNIA

May 15, 2019

Director's Corner

Dear Partners,

While it might seem like Open Enrollment just ended, Covered California staff are hard at work preparing for our seventh Open Enrollment period. One of the most important developments for you to be aware of is the CalHEERS 19.4 feature release. Be on the lookout for additional information to be sent on Friday with release notes and a walkthrough video highlighting the new functionality, including the new Enrollment Dashboard.

You will want to familiarize yourself with the new Enrollment Dashboard, which will be the hub for enrollment information and action on consumer cases. This dashboard will display an at-a-glance view of eligibility and enrollment information, application progress, and next steps in the enrollment process.

Additionally, Covered California is welcoming a new member to the Covered California Board of Directors. Governor Newsom appointed Dr. Mark Ghaly as Secretary of Health and Human Services and Dr. Ghaly has chosen to serve as a member of the Board. Dr. Ghaly is both a physician and an expert in public health and will lead the Governor's health care agenda in lowering drug costs and expanding access to health care. His first Board meeting will be this Thursday, May 16, 2019. View the agenda and access a live broadcast of the meeting [here](#).

Thank you for the hard work you do to enroll consumers through Covered California.

Terri Convey
Director

Latest News

New Analysis Finds Record Number of Renewals for Leading State-Based Marketplaces, but Lack of Penalty Is Putting Consumers at Risk

SACRAMENTO, CA — A new analysis reveals that more renewing consumers than ever before are keeping their health insurance in three of the leading state-based exchanges. The analysis provides the first complete picture of the impact of the removal of the federal penalty on the individual insurance market. Earlier data detailed the large drop in new enrollment in many marketplaces that was likely caused by the removal of the penalty, but this analysis finds that consumers are very likely to keep their coverage once they are insured. [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.

Special Enrollment Tool Kit

Review valuable information in our [Special Enrollment Tool Kit](#) to assist in enrolling consumers who experience a Qualifying Life Event. Also, learn more about Covered California's Special Enrollment verification process.

Below are just a few of the resources in the Tool Kit:

- [Quick Guide](#)
- [Job Aid](#)
- [FAQ](#)
- [Qualifying Life Event Chart](#)
- [Verification Quick Guide](#)

Consumer Corner

Report Changes Within 30 Days

Do you have a consumer who recently married, had a baby, moved, or had a change in income? These are just some of the changes that 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.

Agent Extranet

May Conditional Eligibility Extract Now Available

As a reminder, the May Conditional Eligibility file was uploaded to your Agent Extranet account on Tuesday, May 14. 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.

Your Opinion Matters

The Covered California Social Team wants to hear from you!

Several times throughout the year, Covered California's Social Media team produces a Social Media Toolkit for Certified Enrollers to use for posting on their Facebook, Twitter, or Instagram pages promoting their business and Covered California. To ensure the Social Media toolkit is as helpful as possible, please take a few minutes to answer this [5-question survey](#).

Seen on Social

Facebook Post



Covered California

May 8 at 6:00 AM · 🌐



Spring into coverage! If you're no longer qualified for Medi-Cal, you may be eligible for Covered California.

Call us or learn more about enrolling here: <https://covrdca.com/2VnEE4u>



As Seen on Twitter



Covered California @CoveredCA · May 4
Have you taken a bike ride lately?

This [#NationalBikeMonth](#), get out on your two wheels! Cycling improves strength, balance and coordination. [#ItsLifeCare](#)



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

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 and CCSB Service Center

Monday, May 27, Memorial 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.

Upcoming Outages

CalHEERS Outage*

- Saturday, May 18 at 6:30 p.m. through Monday, May 20 at 6:00 a.m.
- Saturday, May 25 at 8:00 a.m. through Sunday, May 26 at 10:00 a.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.