



Agent Briefing

NEWS FROM COVERED CALIFORNIA

June 14, 2019

Director's Corner

Dear Partners,

We know that one of consumers' biggest financial concerns is "the cliff": the annual household income at which a consumer no longer qualifies for financial help in the form of an advance premium tax credit (APTC). As you know, Governor Newsom has proposed expanding state subsidies to those earning 400-600% of the federal poverty level (FPL), which would increase the number of Californians eligible for financial help paying for their Covered California plan. While no legislation is final yet, Covered California has been working to make sure that the necessary programs are ready to launch should Governor Newsom's proposal be enacted; this will include training for you, our partners, so you can best serve your expanded consumer markets, as well as tools and other resources to maximize your success.

We encourage you to be on the lookout for news regarding new financial help for consumers, and we will do our best to keep our Certified Enrollers informed.

As always, thank you for your hard work. We look forward to our continued partnership.

Terri Convey

Director

Outreach and Sales & Covered California For Small Business

Latest News

Covered California Partners with Community-Based Organizations to Help Educate and Enroll Consumers in their Neighborhoods

SACRAMENTO, Calif. — Covered California announced Friday that it intends to partner with 105 community-based organizations to educate consumers about their health care options, offer in-person enrollment and renewal assistance and provide ongoing support on how to get the best value from their health plan. The Navigator grants announced are part of Covered California’s ongoing commitment to support robust marketing and outreach, including working with trusted organizations throughout the state to help hard-to-reach people understand this new era of health care. [Read the full news release here>>](#)

Important Reminders

Terminate, Disenroll, or Cancel Coverage

When assisting consumers who want to terminate their current health and/or dental plan, it is important to note that Covered California requires a 14-day notice for processing time. When disenrolling on behalf of the consumer, please note that the only available options to terminate are:

- Last day of the current month
- Last day of the next month
- Last day of the month after next

For step-by-step instructions on assisting consumers who want to disenroll or cancel their current health and/or dental plan, view the [Cancel and Disenroll in Coverage Job Aid](#).

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.

Updated Social Media Tool Kit

Access our *newly updated* [Social Media Tool Kit](#), which provides resources

and best practices along with pre-approved content in English and Spanish and shareable images for [Facebook](#), [Twitter](#), and [Instagram](#).

Agent Extranet

June Conditional Eligibility Extract Now Available

As a reminder, the February Conditional Eligibility file was uploaded to your Agent Extranet account on Tuesday, June 11. 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

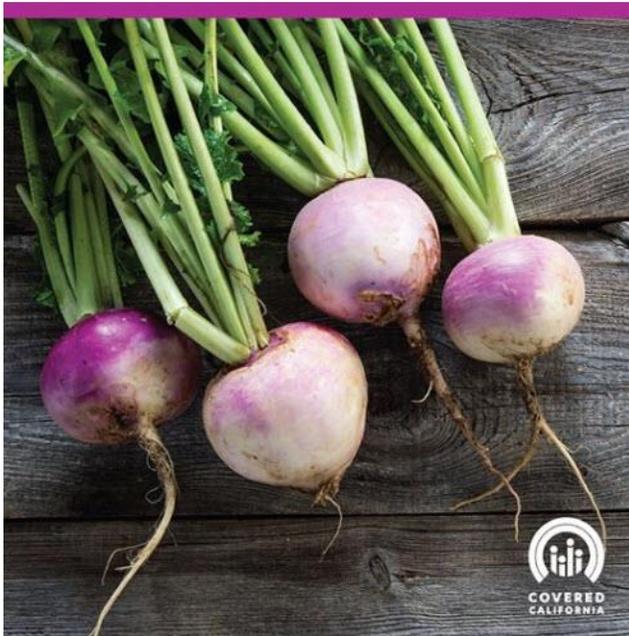
Facebook Post



Covered California
May 22 at 7:00 AM · 🌐



Turn it up for turnips! They are loaded with fiber, vitamin C and potassium. Try swapping out a potato recipe with this low-carb alternative. Do you have a favorite dish where you could use turnips?



As Seen on Twitter



Covered California @CoveredCA · Jun 4
Squinting, straining and blinking. Oh my! This [#ChildrensVisionMonth](#), be sure to schedule an eye appointment for your little ones.

Learn more about children's vision coverage included in all [#health](#) plans through [#CoveredCA: covrdca.com/2JHnuZq](#)



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
Thursday, July 4, Independence 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, June 15 at 6:00 p.m. through Sunday, June 16 at 6:00 p.m.
- Friday, June 21 at 8:00 p.m. through Monday, June 24 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



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.