

Agent Briefing

News from Covered California



For the
love of
Californians

Director's Corner

Dear Covered California Enrollment Channel Partners,

On April 20, CalHEERS was updated to version 26.4, introducing two major enhancements: the Case Overview Hub and the Go Green Initiative. The new Case Overview Hub features improved navigation and streamlined access to case details, including account information, important dates, household information, eligibility summaries, and more. The Case Overview Hub is designed to simplify the Enroller experience by consolidating information into one area, making it easier to manage complex cases and better serve consumers.

Another enhancement that occurred in CalHEERS with this release is the Go Green Initiative. CalHEERS sets the default communication method as email or phone, if provided, and allows consumers to modify this preference later. Now, new messaging encourages consumers to use electronic communications through their Secure Mailbox to reduce printing and postage. Consumers who previously selected mail as their communication method will now see a "Go Paperless" pop-up when logging in to their Account Home Page.

For full details on both the Case Overview Hub and the Go Green Initiative, please refer to the [Case Overview Hub Guide](#) and the [CalHEERS 26.4 Release Notes](#).

I also want to emphasize the important work of Covered California's Outreach and Sales team, which successfully hosted a series of Special Enrollment Period workshops across California in April. Please watch for the presentation deck, recordings, and other resources that will help you support consumers during this Special Enrollment Period.

Additionally, I encourage you to review all the resources included in this briefing as well as the [Enrollment Partner Toolkits and Resources page](#) for additional information, materials, and important reminders. Thank you for your hard work and partnership in our mission to make high-quality, affordable health insurance accessible to all Californians.

A handwritten signature in black ink that reads 'Robert Kingston'.

Robert Kingston

Director

Outreach and Sales Division

Important Reminders

Special Enrollment Period

During the Special Enrollment Period (SEP), consumers can enroll in a health plan or make changes only if they experience a [Major Life Change](#). Certified enrollers may assist consumers eligible for Special Enrollment, but they cannot complete new or in-progress applications without a defined major life change. To help you support eligible consumers in understanding their options during this time, review our [Special Enrollment Period Toolkit](#) and [Covered California's Social Press Kit](#), both of which contain valuable information and resources. Please also review our [Federal Changes Quick Guide](#), which highlights key provisions and effective dates to keep you informed about important upcoming changes.

State of Emergency SEP

Californians affected by a natural or human-caused disaster that results in a Governor's State of Emergency proclamation may qualify for a Special Enrollment Period (SEP). The table below shows the current state of emergency list, the qualifying life event (QLE) date, and the last day to select a plan (SEP End Date). For more detailed information, including the steps to assist consumers who may qualify for this SEP, please reference our newly created [State of Emergency Special Enrollment Period Guide](#).

State of Emergency	QLE Date	SEP End Date
Imperial County – Late September 2025 Storm	April 17, 2026	June 16, 2026
Santa Barbara and Santa Cruz Counties – November 2025 Storm	April 17, 2026	June 16, 2026
Mendocino, Sonoma, and Ventura Counties – Late December 2025 Storms	April 17, 2026	June 16, 2026
Sonoma – Early January 2026 Storms	April 17, 2026	June 16, 2026
City of Arcata – Arcata Fire	April 17, 2026	June 16, 2026

YouTube Channel for Enrollers

The Outreach and Sales YouTube channel for enrollers features informal educational videos and system walkthroughs of CalHEERS and the Enroller Portal. These videos include helpful updates, practical tips, and relevant information to support your work with consumers. Please note that the content on this channel is not formal training, is not affiliated with our Learning Management System (LMS), and does not replace our official toolkits, quick guides, or job aids. These videos are intended as a resource to support your learning and understanding, and to offer insights into the tools and processes you use every day.

We encourage you to subscribe to our YouTube channel, explore the videos currently available, and stay tuned for more content coming soon:

<https://www.youtube.com/@CoveredCaliforniaSales>

Resources

Helpful Resources and Materials

[Enrollment Partner Toolkits](#) are a “one-stop shop” for Covered California’s Certified Enrollers and include resources and materials to help you support Covered California consumers. Our Toolkits provide a wide range of consolidated documents, including job aids, Quick Guides, FAQs, Talking Points, and more.

Seen on Social

YouTube

[Covered California - YouTube](#)



For the Love of Californians :90 | Covered California

6,330 views • 5 months ago

We love Californians. All 39 million of them. So we show up with answers that are straight and clear, financial help that makes coverage more affordable and health plans that always put people first.

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Covered California

April 22 at 9:00 AM · 🌐

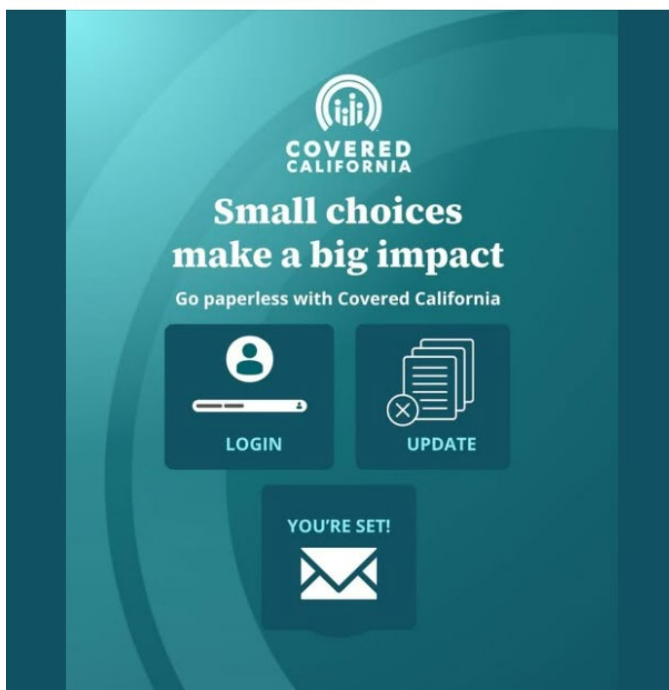
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🌱 Celebrate Earth Day by making a difference! 🌱

Switch to paperless with Covered California and help reduce paper waste while staying informed about your health coverage. It's easy and eco-friendly.

👉 Log in to your account today to update your communication preferences. Let's protect the planet together, one step at a time. 🌱

#EarthDay #GoGreen #Paperless #CoveredCalifornia



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Covered California @CoveredCA · 6h

Navigating healthcare costs can be challenging. Use our Shop & Compare tool to find a plan that best fits your budget. See how much you can save today.



Service Center

Agent Service Center

Phone: (877) 453-9198

Monday - Friday, 8:00 AM to 6:00 PM
Saturdays and Sundays, Closed

Covered California for Small Business (CCSB) Service Center

Phone: (855) 777-6782

Monday - Friday, 8:00 AM to 5:00 PM
Saturdays and Sundays, Closed

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