

Agent Briefing

News from Covered California



**COVERED
CALIFORNIA**

For the
love of
Californians

Director's Corner

Dear Covered California Enrollment Channel Partners,

I'd like to share an update on recent federal litigation that affects planning for the 2027 Open Enrollment period.

On June 12, 2026, the federal district court in Maryland issued a ruling overturning the shortened annual Open Enrollment period requirement for the 2027 plan year. As a result, Covered California will return to its traditional three-month Open Enrollment period from November 1 through January 31. This means consumers in California will continue to have the fullest possible opportunity to enroll in and keep coverage for themselves and their families.

The full Open Enrollment period allows us all to focus on supporting Lawfully Present Immigrants (LPI) who may lose eligibility for financial help in 2027 due to the H.R. 1 law passed last year. As part of that work, Covered California has updated the Consumer Retention Workspace (CRW) to help enrollers support LPI consumers. The updated workspace helps enrollers identify impacted consumers, conduct outreach, and track follow-up work through dashboards and case notes. Additional information, including instructions on how to access and use the CRW, is available in the [Consumer Retention Workspace \(CRW\) for Lawfully Present Immigrant \(LPI\) Consumers Guide](#). We have already seen some activity in the workspace with hundreds of cases closed, indicating that the consumer's immigration information has been updated to a status that will allow them to remain eligible for financial help next year. Thank you to each of you who has already made such a critical difference for these consumers.

We will continue to monitor all related federal and state developments closely and will share additional information as it becomes available.

As always, I want to thank you for your continued partnership and for the important work you do each day in support of our mission. Your ongoing dedication helps consumers access high-quality, affordable health care coverage, and your efforts make a meaningful difference in the lives of the Californians we serve.



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 [State of Emergency Special Enrollment Period Guide](#).

State of Emergency	QLE Date	SEP End Date
Orange County – Orange County Chemical Incident	May 23, 2026	July 22, 2026
Los Angeles County – Palos Warehouse Fire	June 20, 2026	August 19, 2026

Strike, Lockout, or Labor Dispute Subsidy Program Eligibility and Enrollment

In the event of a strike, lockout, or labor dispute in which members lose their health benefits, approved workers will be eligible for state strike lockout subsidies and Cost Sharing Reductions (CSR) as if they were at 138.1% of the [Federal Poverty Level \(FPL\)](#).

Please reference our [Subsidies for Strike/Lockout Guide](#) for more details, including a list of approved Covered California strikes and instructions for assisting consumers with selecting the appropriate Qualifying Life Event (QLE) on the Special Enrollment page of the application.

Now Available: Enroller Portal LMS Single Sign On Link

A new Single Sign-On (SSO) link for the Learning Management System (LMS) is now available in the Enroller Portal. The LMS Single Sign On button is located at the bottom of the Quick Links section, making it easier to access required training and available courses directly from the Enroller Portal without a separate LMS login. For additional details on this new feature, please reference our [Enroller Portal LMS Single Sign On Guide](#).

Privacy and Information Security Guide

Covered California has a new resource to help certified enrollers understand the types of sensitive and confidential information that must be protected under the law.

Certified enrollers play an important role in protecting consumer privacy and keeping personal information secure. Our new [Privacy and Information Security Quick Guide](#) explains the expectations for handling sensitive information when supporting consumers through the application and enrollment process. These requirements help protect consumers, support compliance with state and federal privacy standards, and reduce the risk of unauthorized access, use, or disclosure of Personally Identifiable Information (PII).

Reporting Suspected Fraud Activity Guide

Covered California has a new resource to help certified enrollers report suspected fraud activity identified during the consumer application process.

Certified enrollers play an important role in protecting consumers, preserving program integrity, and supporting appropriate follow-up when suspicious activity is identified. If you observe potential fraud indicators while assisting a consumer, continue the application as usual. Do not delay the application, ask additional questions about the concern, or inform the consumer that a referral may be made. After you submit the application, document what you observed, complete the [Integrated Fraud Management \(IFM\) Fraud Referral Form](#), and submit it to the IFM team at stopfraud@covered.ca.gov using a secure external method.

For additional details, please review the [Reporting Suspected Fraud Activity Enroller Guide](#) and the [Consumer Protection webpage](#).

Security Alert: Phishing Scams

We have received reports of a phishing scam targeting Covered California enrollment partners. Recent reports indicate emails that appear to come from Covered California employees, requesting that recipients send payments via Zelle; other attempts may include requests to click a secure link to verify personal information, bank account numbers, or passwords. Emails from Covered California will always come from @covered.ca.gov addresses. Please verify the sender's actual email address is correct before opening messages. Many phishing scams use familiar contact names with fake email addresses.

If you have any questions or need to report suspected or confirmed security or privacy incidents, please contact Covered California's Information Security or Privacy Office:

Informationsecurity@covered.ca.gov

PrivacyOfficer@covered.ca.gov

Reasonable Opportunity Period (ROP) and Auto-Discontinuance

Covered California provides a 95-day Reasonable Opportunity Period (ROP) during which a conditionally eligible consumer can submit verification documents to clear inconsistencies in their application. If the consumer does not resolve the inconsistency by providing the [required documentation](#) by the end of the 95-day ROP, Covered California may change or discontinue Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions (CSR), or terminate plan coverage.

Our [Understanding ROP and Auto-Discontinuance Guide](#) has additional information about ROP and Auto-Discontinuance, including how to prevent coverage terminations and how to

assist impacted consumers who have had their coverage terminated because Covered California did not receive the verification documents or because the consumer did not submit the correct eligibility verification documents.

Help Consumers with Periodic Data Matching Findings

Through a process called Periodic Data Matching (PDM), Covered California is required to check federal records twice a year to verify if a consumer enrolled in a plan through Covered California has Medicare eligibility, enrollment, or deceased status. If consumers do not respond and act within 30 days of the PDM letter ([NOD70A](#) or [NOD70B](#)) being sent, they will automatically be discontinued from Covered California programs based on the data inconsistency.

Notice ID “NOD70A” or “NOD70B” will appear on your [Daily Summary Email](#) for any affected consumers that you can contact to assist with taking the required action(s). To resolve any inconsistencies for each household member where a response is needed, sign in to the consumer’s application and either Agree or Disagree with any noted inconsistency.

Awareness: New Medi-Cal to Covered California Consumer Messages Start July 10

We want to let you know about exciting new messages that will be sent to consumers transitioning from Medi-Cal to Covered California starting July 10, and how you can support a new engagement campaign.

Beginning July 10, consumers who no longer qualify for Medi-Cal may be encouraged to sign up for a Covered California Plan through the Medi-Cal to Covered California process. In addition to the Medi-Cal to Covered California Automatic Plan Selection notices, consumers will receive emails and text messages asking them to confirm they want to enroll in the selected plan or choose a different plan. These emails and text messages will be sent periodically unless consumers opt out or sign up for a plan.

We do not anticipate an increase in consumer questions; however, we want you to be aware of these messages in case consumers reference emails or text messages they have received.

How you can help:

- Confirm that the messaging is from Covered California and is not a scam or fraud.
- Offer to review the plan options with consumers using the [Medi-Cal to Covered California Enrollment Program Toolkit](#).
- Inform consumers that once they select a plan, they will no longer receive emails or text messages. Consumers can also opt out of text messages by replying STOP to any message.

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

Covered California Social Press Kit

[Covered California's Social Press Kit](#) includes resources to help bring awareness and educate consumers about the importance of taking action to stay insured.

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.

Special Enrollment Period Workshops

The Covered California Outreach and Sales Team hosted a series of Special Enrollment Period workshops across California in April. To support your efforts in assisting consumers during this Special Enrollment Period, we’re pleased to share the [Virtual Workshop Recording](#) and the accompanying [Slide Deck](#) for your reference.

Seen on Social

Facebook



Covered California
June 12 at 8:45 AM · 🌐

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Whether you're in the stands or on the go, health coverage helps keep you in the game. Explore your options with Covered California.



X



Covered California @CoveredCA · Jun 19

At CoveredCA, we embrace that same spirit in our daily mission: making health coverage more accessible, more supportive, and always centered on the people we serve.

When you have the care you need, you can move forward with confidence to continue your own legacy.



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.