



# Agent Briefing

NEWS FROM COVERED CALIFORNIA

June 15, 2018

## Director's Corner

Dear Partners,

Over the last few years, the health care landscape has experienced many challenges. Despite these challenges, [a new report](#) reveals that California's uninsured rate is at an all-time low. Covered California's success is a reflection of the groundwork and strong work ethic that our Certified Enrollers possess.

Covered California has begun taking a proactive approach to remind college graduates, losing their health coverage, that they may have a [Qualifying Life Event for Special Enrollment](#) through Covered California. Recently, we contacted commencement speakers at dozens of California colleges and universities, asking them to include the importance of health insurance and graduates' eligibility for Special Enrollment in their speeches. Review a [new video Covered California posted on social media platforms](#) to remind graduates to check out Covered California for affordable health insurance options.

In other news, Governor Jerry Brown recently appointed Diana Dooley as his Chief of Staff. Ms. Dooley has served as Chairman of Covered California's Board of Directors since its inception. We have benefited greatly from her leadership, guidance, and wisdom, and are thankful to Diana for her service, and wish her the best as the Governor's new Chief of Staff.

Lastly, we hope that our Certified Agents and Community Enrollment Partners are taking time in these slower months to enjoy a well-deserved vacation and are able to spend time with friends and family.

**Terri Convey**  
*Director*

## Latest News

### **Press Release: Covered California Wins Creative Award for Second Consecutive Year for Reaching Out to Underserved Spanish-Speaking Audience**

For the second year in a row, the Radio Mercury Awards honored Covered California for its creative marketing, this time for an ad titled “Soccer.” The Spanish-language radio spot was developed to air prior to the 2018 FIFA World Cup to inform consumers that they are eligible to sign up for health care coverage during Covered California’s special-enrollment period if they have lost, or will be losing, their health insurance. [Read the full press release here>>](#)

### **Press Release: Covered California Launches New Campaign Focused on College Graduates to Make Sure They Get Health Coverage**

Last month, Covered California joined commencement speakers throughout the state to remind the over 400,000 graduates and their families not to forget about the importance of health insurance during this busy time of year. [Read the full press 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 includes 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, etc. for topics on Special Enrollment, Open Enrollment, IRS Form 1095-A, social media content/graphics, and much more.

We encourage to bookmark the [Enrollment Partner Tool Kit webpage](#) to easily access the material we have created to help you be successful.

## Important Reminders

## Blue Shield of California Billing Issue

Blue Shield of California switched to a new online automatic billing and payment system on May 11, 2018. During the switch, Blue Shield encountered a delay in issuing consumer billing invoices with a due date of June 1, 2018. The billing invoices were mailed to consumers between May 25 and May 28, 2018; therefore, consumers may not have received their invoice prior to the June 1 due date.

On June 4, 2018, Blue Shield of California's automated system began to send delinquency notices to consumers. If a consumer receives a notice for non-payment of premium, **they should contact Blue Shield *immediately*** at 855-836-9705 and Blue Shield will assist with their reinstatement and/or payment of premium, when applicable.

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

- Engage with your Blue Shield of California consumers to ensure they make their June payment using the appropriate payment address and/or payment stubs.

**Please Note: Reinstatements due to this billing issue must be completed by June 30, 2018.**

## Consumer Corner

### Helpful Tips for Submitting Verification Documents for a Conditional Eligibility Status

Covered California consumers in a [conditional eligibility](#) status receive a [reminder notice](#) from Covered California that informs them they need to [provide documents](#) to prove they are eligible to continue their health insurance and/or financial assistance through Covered California.

When submitting documents that are **mailed** or **faxed**, it is important to include the cover page that was mailed with the reminder notice. The bar code in the footer matches the submitted documents to the consumer's case.

Consumers and Agents may also **upload** verification documents to a consumer's online account to clear a conditional eligibility status. Review the [How to Upload Documents Resource Guide](#) for step-by-step instructions.

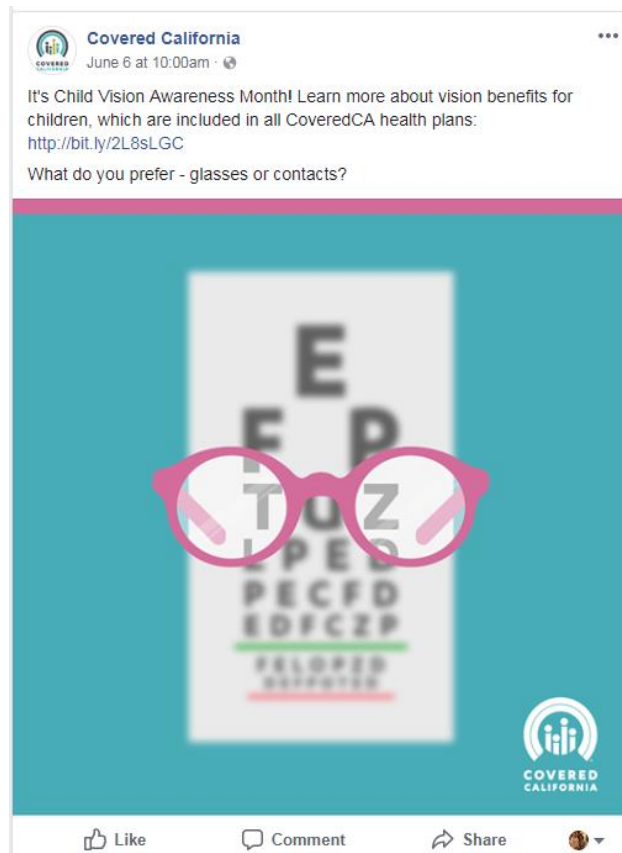
## Agent Extranet

### June Conditional Eligibility Extract Now Available

As a reminder, the **June Conditional Eligibility file was uploaded** to your Agent Extranet account on Tuesday, June 12. 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



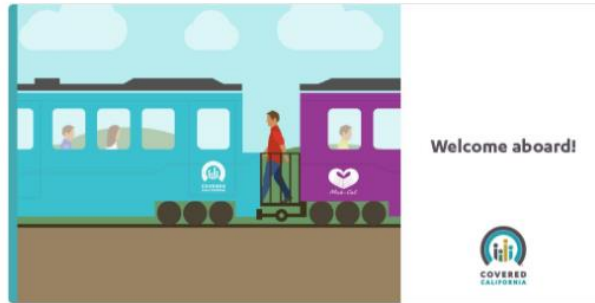
### As seen on Twitter



**Covered California** @CoveredCA · Jun 8

No longer eligible for Medi-Cal? You may be eligible for #CoveredCA! Don't have a gap in coverage.

Learn more: [bit.ly/2IXQMUq](https://bit.ly/2IXQMUq)



## 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

Holiday Closure: Wednesday, July 4, Independence Day

#### 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

Holiday Closure: Wednesday, July 4, Independence Day

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

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | [Small Business](#) | [www.coveredCA.com](http://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](mailto:Agents@covered.ca.gov)

Check the [Agent Service Center schedule](#) for availability.

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