



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

April 12, 2019

Director's Corner

Dear Partners,

As “Tax Day” approaches on April 15th, I’d like to recognize the hard work you do to guide consumers through health insurance decision points, many of which carry complicated financial considerations. Whether it’s explaining the difference between copays and coinsurance, helping consumers access their 1095 forms, or providing information to help in plan selection, your guidance and expertise benefit Californians every day of the year.

From speaking with our partners and consumers, we know that every consumer case is different and each comes with unique challenges. We value the relationship we have with you—and the thousands of certified enrollers statewide—who make the effort to cut through the complexity and help consumers get covered. We are working on improving the resources we provide to you, so be on the lookout for updates to our tool kits, including new maps showing enrollment trends. Also, watch for training on new system developments likely to be released next month.

Thank you for your continued work this Special Enrollment Period season! We appreciate your partnership each and every day.

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

IRS Form 1095-A

Tax Deadline April 15

Monday, April 15 is the deadline to file 2018 taxes. **Consumers may be rushing to access their IRS Form 1095-A.** The **ONLY** way to access their Form 1095-A before the deadline is by downloading it from their Covered California online account. There will not be enough time for Covered California to mail their form unless a consumer has filed for an extension with the IRS.

Review this short [instructional video](#) to assist with accessing a consumer's Form 1095-A online. Form 1095-A will be listed as "CalNOD62A_IRSForm1095A_2018" in their "Documents and Correspondence" section.

Please Note: Consumers who enrolled in a Catastrophic plan in 2018 will not receive a Form 1095-A from Covered California, but may have received Form 1095-B from their health insurance company. Remind consumers to keep this form for their records, but it is not required to file their taxes.

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](#)

Important Reminders

Contact the Carrier When Updating your Covered California Agreement

Reminder: When making any changes to your Agent Agreement with Covered California or profile in the CalHEERS system, it is the Agent's sole responsibility to contact all Covered California carriers. This ensures the carrier appointment reflects the most up-to-date information for commission purposes. Changes include, but are not limited to, address, Tax ID, company name, and contact information.

Consent, Income, and Tax Attestation Notice

Beginning April 12, 2019, Covered California will send [a notice](#) to consumers who are at **risk of losing their Advanced Premium Tax Credit (APTC) and/or cost-sharing reductions (CSR)** for their 2019 health insurance coverage.

Review the [Consent, Income, and Tax Attestation Quick Guide](#) for direction on how you can help consumers.

Important: Because of laws around identifying consumers who may/may not be tax filers, Covered California staff **will NOT know** which consumers were sent a notice. Covered California is unable to advise our Certified Enrollers of which, if any, of their consumers were sent a notice and are at risk.

Resources

Submit Your Enrollment Event to be Listed on CoveredCA.com

Increase your visibility during Special Enrollment by listing your events on CoveredCA.com. When you host an event, it provides the opportunity for you to engage with consumers who require enrollment assistance. [Submit your event](#) to Covered California and if your event is approved, it will appear on [Covered California's event schedule](#). Consumers across the state will then be able to view your event and plan to attend.

Seen on Social

Facebook Post

 **Covered California**
April 4 at 10:00 AM · 🌐

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#ItsLifeCare Tip: Looking for something delicious and nutritious? Try artichokes! One medium-sized artichoke has almost 7 grams of fiber, 4 grams of protein and is full of antioxidants to improve overall health.

Do you like yours grilled, baked or steamed?



👍❤️👤 2.7K

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As Seen on Twitter



Covered California @CoveredCA · Apr 5

Don't get caught without coverage! If you no longer qualify for Medi-Cal, you may be eligible for health insurance through #CoveredCA.

Call us or learn more about enrolling here: covrdca.com/2FB90q9



CEC/PBE Help Line

Monday - Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Phone: 855-324-3147

Review the [CEC/PBE Help Line 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, April 27 at 6:30 p.m. through Sunday, April 28 at 6:00 p.m.

*Outage dates and times are subject to change

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | www.coveredCA.com



CEC/PBE Help Line Hours

Covered California's CEC/PBE Help Line

Phone: 855-324-3147 Monday thru Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Click [here](#) for the CEC/PBE Help Line schedule.

The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737

LMS Help Desk Support

Contact LMS Help Desk Support at CCULearning@covered.ca.gov.

Questions or comments about our articles or to suggest articles on other important informational topics to us, email: OutreachandSales@covered.ca.gov.

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.