



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

May 15, 2019

Director's Corner

Dear Partners,

While it might seem like Open Enrollment just ended, Covered California staff are hard at work preparing for our seventh Open Enrollment period. One of the most important developments for you to be aware of is the CalHEERS 19.4 feature release. Be on the lookout for additional information to be sent on Friday with release notes and a walkthrough video highlighting the new functionality, including the new Enrollment Dashboard.

You will want to familiarize yourself with the new Enrollment Dashboard, which will be the hub for enrollment information and action on consumer cases. This dashboard will display an at-a-glance view of eligibility and enrollment information, application progress, and next steps in the enrollment process.

Additionally, Covered California is welcoming a new member to the Covered California Board of Directors. Governor Newsom appointed Dr. Mark Ghaly as Secretary of Health and Human Services and Dr. Ghaly has chosen to serve as a member of the Board. Dr. Ghaly is both a physician and an expert in public health and will lead the Governor's health care agenda in lowering drug costs and expanding access to health care. His first Board meeting will be this Thursday, May 16, 2019. View the agenda and access a live broadcast of the meeting [here](#).

Thank you for the hard work you do to enroll consumers through Covered California.

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

Latest News

New Analysis Finds Record Number of Renewals for Leading State-Based Marketplaces, but Lack of Penalty Is Putting Consumers at Risk

SACRAMENTO, CA — A new analysis reveals that more renewing consumers than ever before are keeping their health insurance in three of the leading state-based exchanges. The analysis provides the first complete picture of the impact of the removal of the federal penalty on the individual insurance market. Earlier data detailed the large drop in new enrollment in many marketplaces that was likely caused by the removal of the penalty, but this analysis finds that consumers are very likely to keep their coverage once they are insured. [Read the full news 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 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](#)

Consumer Corner

Report Changes Within 30 Days

Do you have a consumer who recently married, had a baby, moved, or had a change in income? These are just some of the changes that need to be reported to Covered California as they may affect your consumer's existing coverage or the level of financial assistance they receive to pay for their health insurance.

As a reminder, consumers must report a change if they:

- Got married or divorced
- Had a child or adopted a child
- Had a change in income
- Got health coverage through a job or a government program like Medi-Cal or Medicare
- Moved
- Had a change in disability status
- Gained or lost a dependent
- Had a change in tax filing status
- Had a change in citizenship or immigration status
- Were incarcerated or released from incarceration
- Had a change in status as an American Indian or Alaska Native or changed tribal status
- Had a correction to their name, date of birth, or Social Security number
- Experienced any other changes that may affect income and household size

Please Note: If a consumer is enrolled in Medi-Cal, they must report changes to their local county office within 10 days of the change. If they have health insurance through Covered California, they must report changes within 30 days of the change.

Your Opinion Matters

The Covered California Social Team wants to hear from you!

Several times throughout the year, Covered California's Social Media team produces a Social Media Toolkit for Certified Enrollers to use for posting on their Facebook, Twitter, or Instagram pages promoting their business and Covered California. To ensure the Social Media toolkit is as helpful as possible, please take a few minutes to answer this [5-question survey](#).

Seen on Social

Facebook Post

 **Covered California**
May 8 at 6:00 AM · 🌐

Spring into coverage! If you're no longer qualified for Medi-Cal, you may be eligible for Covered California.

Call us or learn more about enrolling here: <https://covrdca.com/2VnEE4u>



As Seen on Twitter



Covered California @CoveredCA · May 4
Have you taken a bike ride lately?

This #NationalBikeMonth, get out on your two wheels! Cycling improves strength, balance and coordination. #ItsLifeCare



CEC/PBE Help Line

CEC/PBE Help Line

Monday - Friday, 8:00 a.m. to 6:00 p.m.
Saturdays and Sundays, Closed

Phone: 855-324-3147

Holiday Closure:
Monday, May 27, Memorial Day

Review the [CEC/PBE 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, May 18 at 6:30 p.m. through Monday, May 20 at 6:00 a.m.
- Saturday, May 25 at 8:00 a.m. through Sunday, May 26 at 10:00 a.m.

*Outage date and time is 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.