



# community partner briefing

NEWS FROM COVERED CALIFORNIA

## director's corner

Dear Covered California Enrollment Channel Partners,

Covered California's Outreach and Sales team conducted a series of Special Enrollment Period (SEP) workshops throughout California in April. To further support your efforts, the [Virtual Workshop Recording](#) and the accompanying [presentation](#) are now available for your reference. Please review these materials and the additional links within the slide deck for helpful information to use when assisting consumers during this SEP.

I also want to draw your attention to an important topic that was discussed at Covered California's May Board meeting. On May 3, 2024, the [U.S. Department of Health and Human Services issued a final rule](#) expanding health coverage to Deferred Action for Childhood Arrivals (DACA) recipients. Approximately 40,000 Californians are DACA recipients who are currently uninsured and may benefit from this new rule, allowing them to enroll through Covered California with financial help. The rule will take effect on November 1, 2024. We will share more information about enrolling DACA recipients and provide resources to help you assist this population as we approach the effective date.

As always, I encourage you to review all the resources included in this briefing for additional information, materials, and important reminders. Our [Enrollment Partner Toolkits](#) page has everything you need related to the important work you do in helping consumers get coverage. I want to thank you all for your contributions in making a difference for the Californians we serve. I appreciate all your hard work, and I thank you for your partnership in our mission to make high quality, affordable health insurance accessible to all Californians.

**Robert Kingston**  
Interim Director  
Outreach and Sales Division

## important reminders

### State of Emergency Special Enrollment Period

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 counties currently affected by a state of emergency, the date of the Qualifying Life Event (QLE), and the last day to select a plan (SEP End Date).

State of Emergency	Affected Counties	QLE Date	SEP End Date
Spring Storms	Alameda, Contra Costa, Los Angeles, Marin, Mendocino, Monterey, Napa, Nevada, Plumas, San Bernardino, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Solano, Sonoma, Trinity, and Ventura	May 3, 2024	July 2, 2024

### Helping 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, consumers 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.

### Understanding Reasonable Opportunity Period 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.

As a reminder, Covered California certified enrollers must ensure that each application is fully and truthfully completed by the consumer and that the completed application completely discloses the circumstances of all persons included in the application.

Bypassing identification or verification requirements by uploading a “placeholder” image or entering false ID or immigration numbers instead of approved documentation is unlawful and may result in suspension, termination, or other legal action as needed. Covered California audits enrollments and will take remedial action against any certified enroller who bypasses ROP.

## 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, such as Job Aids, Quick Guides, FAQs, Talking Points, and more.

### **Social Media Toolkit**

Please reference the [Social Media Toolkit](#), which provides resources—logos, digital banners, shareable images, and sample posts—to help spread the word about Covered California on social media channels.

We recommend you download the .zip file to save the Toolkit pdf and images to your computer. Review carefully the “Social Media How To and Best Practices” file for instructions and tips on posting messages and images to your social media channels.

## seen on social

### Facebook



Covered California

May 20 at 9:01 AM

If you recently had a major life event, finish enrolling today to get comprehensive health coverage.

**LIFE CHANGES.  
stay covered.**

**COVERED CALIFORNIA**

**Finish enrolling today >**

### X



Covered California @CoveredCA · May 15

If your Medi-Cal is ending, Covered California can help you every step of the way to get quality health insurance for you and your family. In many cases, at no cost to you.

**IS YOUR MEDI-CAL ENDING?**

**Covered California  
is here to help.**

**Medi-Cal** → **COVERED CALIFORNIA**

## service center

### **CEC/PBE Help Line**

**Phone:** (855) 324-3147

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

Saturdays and Sundays, Closed

### **Covered California for Small Business (CCSB) Service Center**

**Phone:** (855) 777-6782

Monday - Friday, 8:00 a.m. to 5:00 p.m.

Saturdays and Sundays, Closed

Review the [Service Centers Hours of Operation schedule](#) for a full list of availability and a list of holiday closures.