



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

January 19, 2018

Director's Corner

Dear Partners,

Thank you for your hard work and commitment in getting Californians covered during our fifth Open Enrollment period. More than 321,000 new consumers selected a plan through January 15, which remains ahead of last year's pace. The latest data shows approximately 11 percent more than last year, when 290,000 consumers selected a plan during the same time period. Approximately 1,286,000 existing Covered California consumers have renewed their health plan for 2018. Based on the first month's enrollment, most consumers are paying less for their coverage in 2018.

Also, please remind consumers they have until tonight, January 19 at midnight, to enroll in a health plan for a February 1, 2018 coverage start date. To assist Community Partners working through last minute applications, we have extended our hours of operation at the CEC/PBE Help Line for tonight, January 19 to 8:00 p.m.

With your partnership, Certified Agents and Community Partners lead the effort in helping Californians obtain health care coverage. More Californians than ever have access to quality health coverage and peace of mind.

You are making a difference!

Bob Manzer
Deputy Director
Outreach and Sales & Small Business

Open Enrollment

Last Day: Enroll Consumers by Jan 19 for a Feb 1 Coverage Start Date

The plan selection deadline for a February 1, 2018 coverage start date was **extended to Friday, January 19**. To assist Community Partners working through last minute applications, we have **extended our hours of operation at the CEC/PBE Help Line tonight, January 19 to 8:00 p.m.** Community Partners can contact the CEC/PBE Help Line at 855-324-3147. Check out our updated [CEC/PBE Help Line schedule](#) for a full list of availability.

See below for the remaining Open Enrollment application deadlines:

Covered California Receives Application	Effective Date
December 23, 2017 - January 19, 2018	February 1, 2018
January 20 - January 31, 2018	March 1, 2018

After the close of Open Enrollment on January 31, 2018, consumers will need to experience a [Qualifying Life Event \(QLE\)](#) in order to apply for coverage.

Update Languages Spoken

With the close of Open Enrollment fast approaching, **Covered California is anticipating a surge in consumers looking for enrollment assistance from Certified Enrollers.** Many of those consumers will search for Certified Enrollers to assist them through ["Find Help" on CoveredCA.com](#) using the criteria "language spoken." For this reason it is important you update all changes including "languages spoken" in your CalHEERS profile. This will also reduce consumers contacting your office requesting assistance in a language you do not speak.

Social Media Tool Kit for Open Enrollment Now Available

Download our **newly updated** [Social Media Tool Kit](#), which provides resources and best practices, along with pre-approved Open Enrollment content in English and Spanish and shareable images for Facebook and Twitter.

Animated videos are now available in the Social Media Tool Kit in [English](#) and [Spanish](#) to **help answer frequently asked terms that are searched by consumers, which explain who Covered California is, how to get financial**

help, the enrollment process, and how to get help. Please consider sharing on your social channels during the last push for Open Enrollment!

Latest News

Press Release: Analysis of Potential 2019 Premium Increases across the nation Shows Danger of Dramatic Rate Increases Without Federal Action

On Thursday, January 18, 2018 Covered California issued an analysis that examined the potential impacts of the current open-enrollment period — which remains open in California, but ended in federally facilitated marketplace states on Dec. 15 — and of recent federal decisions on premiums in individual markets across the nation. The analysis found that premiums could increase dramatically in 2019, with increases from 16 to 30 percent if no steps are taken to mitigate these increases. [Review the full press release>>](#)

Advanced Premium Tax Credit

Important 1095-A Reminders

Consumers have begun to receive IRS Form 1095-A from Covered California and will continue to receive throughout the month of January. Form 1095-A will be attached to a Covered California notice that will include details on the form and how consumers should use the form during the 2018 tax season.

Later this month, a pre-recorded webinar will be sent via email in a Community Partner Alert to help you prepare for consumers questions. The 1095-A Tool Kit, which includes a Quick Guide, Job Aid, and reference material will be released next week. In the meantime, if you are looking for more information check out the "[What is Form 1095-A](#)" section on our website.

Below are some important 1095-A reminders:

- Form 1095-A's will not be sent to forwarding addresses
- If consumers had coverage for ANY part of 2017, even if they canceled the coverage, they will receive a Form 1095-A
- 1095-A's will be available under Documents & Correspondence within CalHEERS

- Consumer can request corrections to the 1095-A Form, by completing the [online dispute form](#)

Seen on Social

Facebook Post



As Seen on Twitter



Covered California @CoveredCA · Jan 8

Learn more about getting financial help to lower the cost of health insurance through Covered California.



CEC/PBE Help Line

Service Center Hours of Operation

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

Phone: 855-324-3147

Extended Hours of Operation

Friday, January 19, 8:00 a.m. to 8:00 p.m.
Monday, January 29, 8:00 a.m. to 8:00 p.m.
Tuesday, January 30, 8:00 a.m. to 8:00 p.m.
Wednesday, January 31, 8:00 a.m. to 8:00 p.m.

Review the [CEC/PBE Help Line schedule](#) for a full list of availability, extended hours of operation, and holiday closures throughout the Open Enrollment season.

[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.

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