



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

November 9, 2018

Director's Corner

Dear Partners,

I would like to thank you for the great start to what beckons to be another great open enrollment season. Thousands of enrollment partners have stepped up, ahead of the marketing messages and reminders, and already enrolled or renewed tens of thousands of Californians in comprehensive, full-coverage plans.

We will be adding our voice to yours starting this week with our “Life can change in an instant” marketing campaign. And, to continue the tradition of getting out to local communities, the Covered California bus, [which was announced in a press release today](#), will be on the road this week stopping at sixteen cities across the state to increase awareness about the importance of getting covered and the availability of financial assistance. We will be joined by local dance troupes who will perform interpretative dance that will also tell the “get covered” story in a lively and entertaining manner.

We hope that you will consider spreading the word about the bus tour to promote enrollment. You can also help promote enrollment by encouraging your followers, friends, family, or subscribers to share information. Follow and share us on Instagram @CoveredCA throughout the tour. You can also like, share, tag, and post photos and videos using the hashtags:

#InAnInstant
#CoveredCADance
#CoveredCA

If you prefer to share content via email, we have links and photos updated daily at www.coveredca.com/dance.

We are here to support you. Together we will have a great 2019 enrollment season!

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

Sign-ups for 2019 Coverage

2019 Sign-ups

Certified Enrollers can enroll consumers in health care coverage for the new year until January 15, 2019, but in order to have coverage beginning January 1, 2019, consumers will need to enroll by **December 15, 2018** and also pay the binder payment by the due date on their first bill. For more information on 2019 Sign-ups, [click here](#).

Sign-up for 2019 Starting October 15, 2018	Effective Date
October 15, 2018 – December 15, 2018	January 1, 2019
December 16, 2018 – January 15, 2019	February 1, 2019

Important Reminders When Shopping for a Plan

Covered California remains focused on helping Certified Enrollers understand consumer options. Certified Enrollers can assist consumers shopping for a 2019 Covered California health plan by doing the following:

- Identify if the consumer qualifies for financial assistance
- Compare plans and coverage options to get the best coverage for the consumer's needs
- Check Covered California's Provider Search Tool found within Shop and Compare, and confirm with the health insurance companies, to ensure

the doctor(s) and/or hospital the consumer wants are included in the plans they are comparing

- Remind consumers to submit a new binder payment if they change their plan during Renewal or 2019 Sign-ups

Shop and Compare

Did you know...

- **9 out of 10** consumers who enrolled with Covered California qualified for help paying for their coverage
- For consumers receiving financial help, the average monthly premium payment has been **less than \$115**

2019 Sign-up Social Media Tool Kit

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

Reminder: 2019 Sign-up Tool Kit Available

Certified Enrollers have multiple resources available to help with enrolling consumers into coverage. Many of the answers to your enrollment-related questions can be found in our [2019 Sign-up Tool Kit](#), which covers a wide variety of enrollment scenarios. Bookmark and check back frequently for updates.

Some of the important resources included in the Tool Kit are:

- [Updated Income Guidelines](#)
- [2019 County Rate and Plan Information](#)
- [2019 Standard Benefit Design chart](#)
- [Formularies](#)
- [Health and Dental Plans contact information](#)

Renewal

Reporting Changes to Medi-Cal or Mixed Household Cases

Many Covered California households have consumers enrolled in a Covered California health plan, as well as a Medi-Cal plan. These households are referred to as Mixed Household cases.

Consumers enrolled in a Medi-Cal or Mixed Household case should contact their local Medi-Cal county office to report changes to their application or case. The local Medi-Cal county office is responsible for Medi-Cal and Mixed Household case management.

Covered California does not have the authority to make changes to these cases; therefore, our Service Center Representatives cannot make these changes either, even upon requests from consumers or Certified Enrollers.

Review [options and best practices](#) for when consumers report changes on a Medi-Cal or Mixed Household case.

Resetting a Consumer's Password

Do you have a consumer who is experiencing problems resetting their password in CalHEERS? Review the [CalHEERS Password Reset Job Aid](#) to assist them this renewal season.

Last Call for Passive Renewal

Reminder: Consumers must be in an “Enrolled or “Pending” status in a 2018 health plan as of December 13, 2018, in order to be automatically renewed for 2019 coverage. Consumers who do not select a 2018 health plan prior to December 13 will not have an automatic renewal, and a Certified Enroller must complete the 2018 plan selection and actively renew that consumer for 2019 coverage.

Review our [Renewal Tool Kit](#) for resources to help consumers through the renewal process. Also, review the [CalHEERS Application \(Renewal Mode\) Video Walkthrough](#) to assist consumers this renewal season.

Consumer Corner

Inspiring Real Stories From Covered California Consumers

Despite having a pre-existing condition, Jennifer was able to enroll with Covered California as soon as it opened its doors. Free from having to rely on employer-sponsored coverage, she and her husband can now focus on

running their own small business. Use the below “Real Stories” or [others found here](#) to share with your consumers as you promote Covered California when enrolling consumers for 2019 coverage.



CalHEERS – The Online Application

Automatic Scanning of Eligibility Documents

Covered California has recently implemented a system that will streamline the manual verification process by automating the verification and matching of documents for those consumers in a [conditional eligibility](#) status. The goal is to quickly remove the conditional eligibility status when consumers submit appropriate documentation.

Ensure you submit legible and “good quality” document reproductions and that only one document per page is submitted in order to maximize the performance of the system. Please be aware that an automatic pass does not always occur. Covered California encourages Certified Enrollers to assist their consumers by uploading documents to help this tool improve its accuracy. If the document does not pass, a Service Center Representative (SCR) will review the document and compare it against the consumer data in CalHEERS.

At this time, the automatic system will review and accept or reject documents in the categories below:

- Citizenship
- Lawful Presence
- Proof of Income
- Incarceration

Review the [Conditional Eligibility Automated Document Verification Resource Guide](#) for more information and best practices when submitting documents to Covered California.

Self-attestation Income Form

Covered California has recently updated the [Self-attestation Income Form](#), which is used to report income when no other documentation is available. **Remember, self-attestation income in a written statement is signed under the penalty of perjury and is accepted on a case-by-case basis.** The form is available in [English](#) and [Spanish](#).

Latest News

News Release: Covered California Launches Iconic Bus Tour to Promote Enrollment and Show How “Life Can Change in an Instant”

Covered California launched its open-enrollment tour to encourage consumers to sign up for health care coverage during the current open-enrollment period. The tour comes just days after voters across the country listed health care as a top issue in the midterm elections. [Read the full news release here>>](#)

Important Reminders

Loss of Short-Term Insurance

Short-term limited duration insurance plans will be banned in California beginning January 1, 2019. Some carriers have decided to stop selling these plans now, while other carriers will continue to sell new policies through December 31, 2018. Covered California will allow a [Special Enrollment Period \(SEP\)](#) for consumers who will be affected by this ban.

Consumers affected by this ban may contact you inquiring about health insurance options. Consumers affected by the short-term insurance ban will have 60 days following the last day of their short-term coverage to enroll in a Covered California health plan. You can use the special SEP circumstance to assist consumers with their applications.

Please Note: The last lawful short-term plan in California will expire on March 31, 2019; therefore the last possible day to enroll in a Covered California health plan for consumers affected by this ban will be May 30, 2019.

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.

Seen on Social

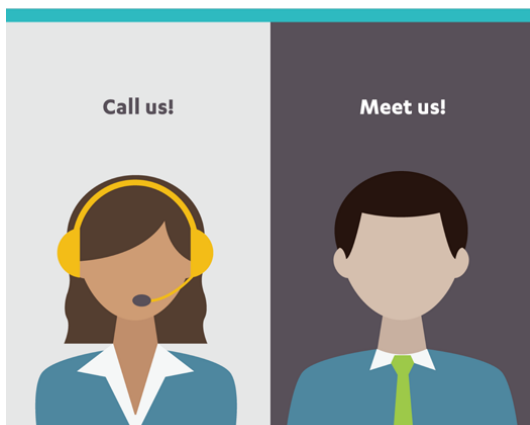
Facebook Post



Covered California

October 28 at 10:00 AM · 🌐

Need assistance with your CoveredCA application or account? Free expert help is available: <http://bit.ly/2C3hkih>



Help near you!



As Seen on Twitter



Covered California @CoveredCA · Oct 27

#ItsLifeCare Tip: Don't just carve it — eat it! Pumpkins contain a lot of fiber, which can reduce the risk of heart disease, diabetes and colon cancer.



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, November 12
Observance of Veterans Day

Review the [CEC/PBE Service Center schedule](#) for a full list of availability, extended hours of operation, and a full list of holiday closures throughout the Sign-ups for 2019 coverage.

Upcoming Outages

CalHEERS Outages*

- **Cancelled:** ~~Saturday, November 10 at 6:30 p.m. through Sunday, November 11 at 6:00 p.m.~~
- Saturday, December 8 at 8:00 p.m. through Sunday, December 9 at 10:00 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.

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