



# Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

April 13, 2018

## Director's Corner

Dear Partners,

With many years of experience working with agents in multiple segments of the health insurance industry, **I am excited to find myself in California as the Director of Outreach and Sales.** As the landscape of the individual insurance market continues to change, I am enthusiastic about the opportunity to work with a team that is mission-driven.

With our upcoming “Five Year Recognition” and Special Enrollment Events being held in San Diego, Pasadena, Fremont, and Sacramento, not only do I get to see more of this beautiful state, but I get the opportunity to meet many of our Certified Insurance Agents and Community Enrollment Partners. **These full day events will formally celebrate your accomplishments and contributions,** while also providing panel discussions, training, and networking opportunities.

In the past few weeks, I have quickly learned that Covered California has a strong appreciation and respect for all sales channels. I am committed to preserving our solid partnership as we assist Californians in enrolling in quality health and dental plans now and in the future. **Covered California will continue to look for innovative programs to assist you with your consumers' needs.**

We value your partnership and the important role you play helping consumers obtain coverage with Covered California.

Terri Convey

*Director*

Outreach and Sales & Covered California for Small Business

## Special Enrollment

### Register Today! 2018 Special Enrollment Kick-off & Recognition Events

Covered California is hosting four “Five Year Recognition” and Special Enrollment kick-off events across the state. Join us as we celebrate the accomplishments and contributions of our Certified Insurance Agents, Navigators, Certified Application Counselors, Counties, Carriers, Community Groups and more.

Each event will be a full day of recognition, including panel discussions, a recognition ceremony, and networking opportunities. [Click here for additional information on these events.](#)

#### Join us at one of these locations!

##### Wednesday, April 25, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

##### San Diego Convention Center

111 W. Harbor Drive  
San Diego, CA 92101

[Click here to RSVP for San Diego](#)

##### Thursday, April 26, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

##### Pasadena Convention Center

300 E Green Street  
Pasadena, CA 91101

[Click here to RSVP for Pasadena](#)

##### Monday, April 30, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

##### Fremont Marriott Silicon Valley

46100 Landing Parkway  
Fremont, CA 94538

[Click here to RSVP for Fremont](#)

##### Tuesday, May 1, 2018

10 a.m. to 5 p.m. (9:30 a.m. Registration)

##### Arden West Hilton

2200 Harvard Street  
Sacramento, CA 95815

[Click here to RSVP for Sacramento](#)

#### RSVP Required. Seats are limited.

For more information or questions regarding these events, please contact [kickoffevents@covered.ca.gov](mailto:kickoffevents@covered.ca.gov) or your [local field operations or account services team representative](#).

#### Special Enrollment Tool Kit Available

Outside of the Open Enrollment Period, consumers may enroll in a Covered California Health or Dental plan, or change their current plan **if they experience a [Qualifying Life Event \(QLE\)](#)**. Consumers who experience a QLE have up to 60 days from the date of the event to enroll. This is called a [Special Enrollment](#).

Review resources available in our [Special Enrollment Tool Kit](#) to assist enrolling consumers that experience a Qualifying Life Event outside of the Open Enrollment Period.

## IRS Form 1095-A

### Tax Deadline Next Week

Tuesday, April 17 is the deadline to file 2017 taxes. **Consumers may be rushing to access their IRS Form 1095-A.** The **ONLY** way to access their Form 1095-A is by downloading it from their Covered California online account. There will not be enough time for Covered California to mail their form unless they have 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\_2017" in their "Documents and Correspondence" section.

**Please Note:** Consumers who enrolled in a **Catastrophic plan in 2017**, 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.**

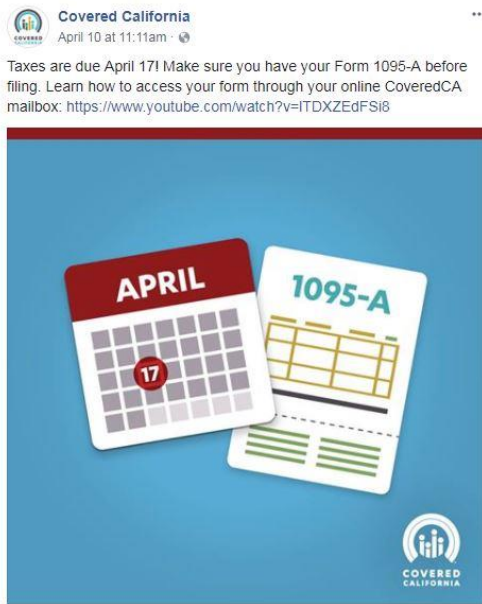
## Resources

### 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 that 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



### As Seen on Twitter



## 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 holiday closures throughout the Open Enrollment season.

## Upcoming Outages

### CalHEERS Outage\*

- Saturday, April 28 at 6:30 p.m. through Monday, April 30 at 6:00 a.m.

\*Outage date and time is subject to change

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | [www.coveredCA.com](http://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](mailto: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](mailto:OutreachandSales@covered.ca.gov).

Visit our [Link To Us](#) webpage to access official Covered California buttons which you  
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