



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

May 11, 2018

Director's Corner

Dear Partners,

Thank you for your help in making our “Five Year Recognition” and Special Enrollment Period (SEP) kick off events a success! With over 1,000 attendees, the theme “Five Years Strong” proved to be fitting given this incredible turnout. It was a great opportunity for me to meet many of our Certified Insurance Agents and Community Enrollment Partners at the San Diego, Pasadena, Fremont, and Sacramento events.

The events kicked off with topics discussed by Peter Lee, Executive Director, which provided insight into the direction of federal policy and how Covered California is responding to help ensure more “years strong” ahead. Included in the day were panel discussions with officials from the Division of Managed Health Care (DMHC), Medi-Cal and counties, as well as breakout sessions for our Certified Insurance Agents and Community Enrollment Partners.

If you were unable to attend one of our “Five Years Strong” events, please know that the purpose of the events was to celebrate your contribution toward our combined success. I continue to be amazed by the support of our Certified Insurance Agents, Community Enrollment Partners, and elected officials, as it speaks to the strength of our partnerships and the value in what we do to help more Californians receive health coverage.

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

Important Changes

Blue Shield of California Consumers Need to Re-Enroll in New Payment System Easy\$PaySM by May 11

Blue Shield of California is moving Covered California Individual and Family Plans (IFP) consumers to a new billing and payment system. On April 23, 2018, Blue Shield notified, via email and mail, Covered California IFP consumers about the actions they need to take to continue making payments with the new system.

Depending on how your consumers currently pay, here is what they will need to do:

- **Automatic payments (Easy\$PaySM): ACTION NEEDED BY MAY 11.** Your Covered California IFP consumers who do not re-enroll by May 11 will NOT have their **automatic payment** processed in time for June and they will need to make their June Payment manually online, by mail, or by calling the number on the back of their membership card.
- **Online payments:** Consumers can continue making their online monthly payments as usual. Blue Shield's new billing and payment system will be down May 12-15 and is scheduled to resume on May 16.
- **Payments by check:** Consumers **must use the new address** on the tear-off portion of their June bill, which will look different and should be sent with their payment.
- **Payments by phone:** Consumers can continue paying by phone as usual. The system will be down May 12-15 and is scheduled to resume on May 16.
- **Payments through banks or other financial institutions (Bill pay):** After May 15, consumers who use their bank's bill pay service must delete the old Blue Shield payee information and then re-enter Blue Shield of California as a new payee with the new account number on their new bill.

As a Certified Enroller, what do I need to do?

- Reach out to your Covered California Blue Shield IFP consumers who use Easy\$PaySM to pay their monthly premium. They need to re-enroll by May 11 to remain in good standing.
- Engage with your consumers to ensure they make their payment using the appropriate payment address and/or payment stubs. Check their payment status before Blue Shield switches systems on May 12.

Review the [Frequently Asked Questions](#) and [Billing Instructions](#) from Blue Shield for additional information on assisting with your Covered California IFP Blue Shield consumers.

Please Note: If consumers have questions, please have them call the number on the back of their membership ID card.

Special Enrollment

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.

Consumer Corner

Report Changes Within 30 Days

Do you have a consumer who has been recently married, had a baby, moved, or had a change in income? These are just some of the changes that will 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.

Resources

Updated Special Enrollment Social Media Tool Kit

Access our *updated* [Special Enrollment Social Media Tool Kit](#), available in English and Spanish, which provides resources and best practices, along with logos, digital banners, shareable images, and sample posts to effectively spread the word about Covered California on social media channels.

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*

- Sunday, May 13 from 5:00 a.m. to 1:00 p.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.

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