



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

July 13, 2018

Dear Partners,

It's that time of year again! We are gearing up for open enrollment number six. Another year in which we partner with you to help Californians get and remain covered. You will be able to assist your consumers with their enrollment and sign-up process beginning **October 15 and continuing through December 15 for a January 1, 2019 effective date**. Consumers signing up between **December 16 and January 15 will have a February 1, 2019 effective date**. Covered California's exchange will 'go live' for active renewals on October 1, 2018.

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

Other important dates – Health plan rates will be announced Thursday, July 19, 2018 and the rate books will be available the week of July 23, 2018.

We look forward to working with you again on another successful enrollment season!

Terri Convey
Director
Outreach and Sales

Health Plans

Health Net Pay Now Functionality

Currently, new consumers enrolling in a Health Net health plan and attempting to pay their binder payment using the **Pay Now** button in CalHEERS, are experiencing an error message within the Health Net online payment system. Health Net is currently working to resolve this issue.

Please Note: For new enrollments that need to make a binder payment to effectuate coverage, please contact the Health Net customer service center directly at 800-539-4193.

Covered California will send an email notification once functionality has been restored.

Latest News

Covered California Renews Navigator Grant Program for 2019

“Despite the recent news that the federal government is decreasing funding for Navigators, we want to assure you that California will continue funding for our Navigator program for the upcoming open enrollment season. Since 2014 when we opened our doors, we have seen the value of the Navigator program in California,” said Peter V. Lee, executive director of Covered California.

Covered California works with dozens of Navigator entities and over 2,000 Certified Enrollment Counselors (CECs) as part of our grassroots outreach campaign that is an important part of a comprehensive program to provide education, assistance, and enrollment, helping communities throughout the state. We appreciate the partnership and dedication of our Navigators and Community Partners, and we look forward to another successful year of collaboration.

Press Release: New Analysis Shows the Health of Californians Enrolled Is a Key Indicator of the Individual Insurance Market’s Stability and Success

A new analysis shows that California continues to benefit from attracting a healthy mix of enrollees to its individual insurance market through significant investments made by Covered California in marketing and outreach. These investments have resulted in more-stable rates and enrollment. The health of California’s consumers is a critical element of the state’s overall stability and will play a significant role in informing Covered California’s rate negotiations for 2019, which determine the

prices consumers will pay regardless of their receiving subsidies. [Read the full press release here>>](#)

Press Release: Covered California’s Board Adopts New Budget and Elects California Health and Human Services Secretary Mike Wilkening to Serve as Board Chair

With California’s uninsured rate at a record low, Covered California’s Board of Directors adopted a \$350 million budget for fiscal year 2018-19 that highlights the agency’s ongoing strength and stability. The budget calls for continuing significant investments in marketing and outreach that are critical to promoting enrollment and maintaining a healthy consumer pool, which helps keep premiums low for everyone in the individual market. [Read the full press release here>>](#)

Consumer Corner

The Importance of Reporting Changes

It is important consumers are [reporting changes](#) to Covered California within 30 days, such as address, family size, or income changes, as they may affect existing coverage. Review our short video below on ways consumers can report changes and the impacts of not reporting changes timely.



Helpful Tips – Preventive Care Benefits

Most health plans offer many preventive services without charging consumers a copayment or coinsurance when they visit a doctor in their network. This is true even if the consumer has not met the yearly deductible. [Consumers can call their health plan](#) directly to obtain more information about their preventive services benefits.

Community Partners can help remind consumer to use the FREE preventive service coverage available to maintain a healthy lifestyle.

FREE Preventive Care Covers:

- Annual checkups and wellness visits
- Common vaccinations
- Cholesterol and blood pressure screenings
- Lung cancer screening for high risk adults
- See the full Preventive Care list here, under [Free Preventive Care](#)

Helpful Tips for Submitting Verification Documents for a Conditional Eligibility Status

Covered California consumers in a [conditional eligibility](#) status receive a [reminder notice](#) from Covered California that informs them they need to [provide documents](#) to prove they are eligible to continue their health insurance and/or financial assistance through Covered California.

When submitting documents that are **mailed** or **faxed**, it is important to include the cover page that was mailed with the reminder notice. The bar code in the footer matches the submitted documents to the consumer's case.

Consumers and Community Partners may also **upload** verification documents to a consumer's online account to clear a conditional eligibility status. Review the [How to Upload Documents Resource Guide](#) for step-by-step instructions.

Special Enrollment



What qualifies as a Special Enrollment? Watch the video to learn more.

Certain Life Events May Qualify for Special Enrollment

Summer is here and for some people that means life changes, such as getting married, graduating from college, having a baby or even moving. If you have consumers who have experienced any of [THESE](#) qualifying life events, they may be eligible to choose a plan from a variety of health plans and may even get help paying for it.

Enrollment Partner Tool Kits

Helpful Resources and Materials

Enrollment Partner Tool Kits are a “one-stop shop” for Covered California’s Certified Enrollers, which 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 for topics on Special Enrollment, Open Enrollment, IRS Form 1095-A, social media content/graphics, and much more.

We encourage you to bookmark the [Enrollment Partner Tool Kit webpage](#) to help you be successful when assisting consumers.

Seen on Social

Facebook



As Seen on Twitter



Covered California @CoveredCA · Jul 7

#ItsLifeCare Tip: Stay hydrated this summer by making your own infused water! Adding fruit to your water is a great way to get extra nutrients and boost your metabolism.

What fruits would you add to your water?



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 Outages*

- Saturday, July 14 at 9:00 p.m. through Monday, July 16 at 6:00 a.m.
- Saturday, July 21 at 6:30 p.m. through Monday, July 23 at 6:00 a.m.

*Outage dates and times are subject to change



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

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