



# Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

August 18, 2017

## Director's Corner

Dear Partners,

The busiest time of the year is fast approaching! It's game time for our Community Enrollment Partners, with outreach, education and enrolling consumers into coverage. For Agents it's the time of year that most business is done with Individual and Medicare open enrollment periods, and most small businesses are shopping and renewing for January coverage.

In preparation for the next several months, we invite you to join us at our ["In It, To Win It" kickoff tour](#), which starts on Wednesday, September 6 and runs throughout the state, ending on Tuesday, October 3 in Sacramento. **We will deliver the new health plan rates in your region, provide application updates, and refresh you on the renewal and open enrollment consumer journey.**

As always, thank you for your dedication to excellence.

Bob Manzer  
*Deputy Director*  
Sales and Outreach & Covered California for Small Business

## Open Enrollment

### Open Enrollment Period Begins November 1, 2017

**Mark your calender!** The Covered California Open Enrollment Period for 2018 coverage will run from Wednesday, November 1, 2017 through Wednesday, January 31, 2018.

## Enrollment Kick-off Meetings

### **“In It, To Win It!” Open Enrollment 5 – 2017 Kick-off Tour**

Covered California’s Outreach and Sales Team will facilitate our statewide kick-off meetings in the month of September and early October 2017. From Redding to San Diego, come and engage with the Outreach and Sales team to learn and ask us about this year’s Open Enrollment period.

Be ahead of the curve as we **deliver the new health plan rates in your region, provide CalHEERS application updates, and refresh you on the renewal and open enrollment consumer journey.** [Click here for meeting dates and locations and to reserve your spot today>>](#)

## Health Plans

### **Now Available – Overview of Statewide Health Plan Rates and Offerings**

Earlier this month, **Covered California announced rates and plan participation for 2018.** The weighted average rate change for 2018 is 12.5 percent, while all 11 health insurers will continue to offer coverage for 2018. You can review [the full press release](#) and [2018 Regional Rate and Plan Information Booklet](#) to obtain more information.

Covered California has created an overview of the 2018 rates and offerings by the 19 California Rating Regions, [which you can access here>>](#)

### **2018 Health Net and Oscar New Region Changes**

Health Net is introducing an Enhanced care PPO plan to Region 3 in Sacramento, Placer, Yolo, Los Angeles, San Diego and other parts of Southern California, while removing its HMO from Region 1, 3, 7, and 11.

Oscar is expanding and offering an EPO product in some ZIP codes within Region 15 (northeast), at six levels of coverage: Platinum, Gold, Silver, Bronze, minimum coverage and HDHP.

### **2018 Anthem Blue Cross Coverage Regions Updates**

Beginning January 1, 2018, **Anthem coverage will only be available in Regions 1, 7 and 10, where it covers more than 108,000 consumers (41 percent of its current enrollment).** Impacted consumers will have various options when they make a new plan selection for 2018. Covered California has

worked with our carrier partner to ensure that **there are no “bare” counties or areas where consumer have no plan options.**

#### **Important Details:**

- 10% of those enrolled in Covered California will need to pick a new plan
- 82% of consumers will be able to choose from three or more health insurance companies
- 84% of the doctors are currently contracted by Anthem are also available through another health plan
- 88% of hospitals in California will be available through at least one Covered California health insurance company in 2018

Anthem consumers who need to move to a new plan and do not actively shop will be renewed automatically into the lowest-cost plan in their same metal tier. **They can change that plan during open enrollment if they choose, but the new plan effectuation date will depend on when they plan select - standard open enrollment start date rules apply.** Region coverage changes also apply to consumers enrolled directly with Anthem.

Review the [Covered California’s Individual Market in 2018: Competition and Choice Fact Sheet](#) and [Anthem Blue Cross Blue Shield Quick Guide](#) to assist consumers with questions.

## Renewal

### **Ensure Consumer Consent for Verification is Current**

The annual renewal period will begin in October. Consumers need to **provide their consent** in order to benefit from an automated renewal process without losing their Advanced Premium Tax Credit (APTC).

Review the [Consent for Verification Notice](#) that **Covered California will be sending to consumers beginning next week** and the [Consent for Verification Quick Guide](#) for more information.

### **Update Consumer Contact Information Before Renewal Begins**

**Reminder:** Ensure your consumer’s account is up-to-date with Covered California. If your consumer has had any changes to the following contact information: Residence (and Mailing) Address, Email, and Phone Number, please make sure that it is updated in the system to ensure that they receive all of their notifications.

After updating their information with Covered California, they should contact their health insurance plan to make sure they also have their new contact information.

## Look For It!

### Certification and Re-Certification Training

Each year, certified enrollment counselors are required to complete re-certification training. **This year, re-certification training will become available starting the first week in September.**

If a counselor is in the process of becoming certified and is currently enrolled in Certification Training, they are also required to complete re-certification training when it becomes available. **In order to reduce duplication, Covered California encourages counselors to wait to enroll in Certification Training until the new modules are released in September.**

The current training will be removed from the online Learning Management System (LMS) on August 25, 2017. **No training will be available from August 25 until the new training becomes available** during the first week in September.

### Coming Soon: New Certification Portal

Covered California is excited to announce the launch of a new Certification Portal that will replace the IPAS and the PBE Portals in the Fall of 2017. **Look for an email in early September with the subject line “Welcome to Covered California’s New Certification Portal” that will provide login instructions.** Additionally, you will be asked to confirm your profile information, and you will be provided updates regarding the new Portal launch and functionality!

For urgent matters, such as a Counselor withdrawal, please email [CCCertificationServices@covered.ca.gov](mailto:CCCertificationServices@covered.ca.gov) for assistance.

## Seen on Social

### Facebook Post

 **Covered California**  
Yesterday at 8:00am · 🌐

It's Immunization Awareness Month! All CoveredCA health plans offer vaccines as part of preventive care services with no additional cost to you. Learn more: <http://bit.ly/2v27jyG>



### As Seen on Twitter

 **Covered California** @CoveredCA · Aug 3  
Happy #NationalWatermelonDay! Did you know that watermelon contains about 91% water? Grab a slice and stay hydrated! #ItsLifeCare

A photograph of several slices of watermelon on a wooden cutting board. The slices are arranged to form the "i i i" logo of Covered California. A "COVERED CALIFORNIA" logo is in the bottom right corner.

## CEC/PBE Help Line

Monday - Friday, 8:00am to 6:00pm  
Saturdays and Sundays, Closed

Phone: 855-324-3147

**Holiday Closure:**

Monday, September 4, 2017, Labor Day

Review the [CEC/PBE Help Line schedule](#) for a full list of availability.

## Upcoming Outages

### CalHEERS Outages

Saturday, August 19 at 6:30 p.m. through Monday, August 21 at 6:00 am

Saturday, August 26 at 6:30 p.m. through Monday, August 28 at 6:00 am

[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 can include on your website or any other digital marketing materials.

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