



Consent, Income, and Tax Attestation Notice Quick Guide Certified Enrollers

Summary

Beginning April 12, 2019, Covered California will send notices to consumers to notify them they are at risk of losing their Advance Premium Tax Credit (APTC) and/or cost-sharing reductions for health insurance coverage through Covered California in 2019. Because of laws around identifying consumers who may/may not be tax filers, Covered California staff will have no way of knowing which consumers were sent a notice, so we are unable to advise our Certified Enrollers of which, if any, of their consumers were sent a notice and at risk.

Consumers will receive [this notice](#) due to one or more of the following reasons:

- The consumer received premium tax credits in 2017 and **did not file** a federal tax return
- The consumer received premium tax credits in 2017 and filed a federal tax return, but **did not include** IRS Form 8962 with their return
- The consumer received premium tax credits in 2017 and asked the IRS for an extension **but has yet to file** their 2017 tax return, including their IRS Form 8962

Consumers were advised to contact Covered California or their Covered California Certified Enroller for assistance in [updating their Consent for Verification](#) and/or to check their income and family size. Consumers were advised to contact ONLY Covered California to provide an “Attestation to File a Federal Tax Return for 2017” by phone or via their [CalHEERS online account](#).

Guidance:

- If a consumer indicates they are contacting you about the [notice](#) they received, offer to review their Consent for Verification and income and family size information with them.
- If the Consumer specifically states, they would like to provide attestation that they filed their taxes or they need help with tax attestation they may contact their Covered California Certified Enroller.
You can assist them via:
 - **Online** by logging in to their [CoveredCA.com Account](#) and selecting the **Update Consent for Verification and Tax Filing Attestation** link located under the More Actions column of the consumer Homepage.
- Do not provide any tax filling advice under any circumstance or answer any tax filing questions – refer them to a Tax Professional.
- **To protect consumer’s privacy, the notice will NOT be located under Documents and Correspondence and Service Center Representatives will not be able to identify recipients.**