



FAQ: October 2026 Enroller Portal and CalHEERS Webinar

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These FAQs were compiled from the 2026 Enroller Portal and CalHEERS Webinar questions that were received from the attendees. These were the most asked questions.

1. What is “No Change – Renew,” and when should I use it?

Use it when the consumer confirms that nothing has changed and the household qualifies for the Covered California-only streamlined path. From the consumer’s contact card, select “No Change – Renew” to open a shorter CalHEERS review-to-submit flow. If anything changes or the consumer wants another plan, use the standard renewal and Shop and Compare. The link may disappear after the standard renewal is accessed, information is edited, the renewal is submitted, or the mini assessment is exited with an outstanding verification. If it seems eligible but is missing, use the standard flow or submit a Help request. [Renewal Job Aid](#), [No Change Renew Link Quick Guide](#)

2. If no action is taken, will the consumer’s 2027 coverage automatically end?

Not necessarily. An enrolled consumer may be passively renewed into the same plan if that plan is still available on the date in the Covered California renewal notice and the consumer remains eligible. Check the notice for the applicable date and instructions; do not assume every case will renew automatically [Renewal Job Aid](#)

3. How should I handle a mixed household renewal?

Review each member’s coverage situation separately. Complete and document applicable Covered California work, and direct Medi-Cal-related updates or renewal questions to the county. Certified Enrollers may not make changes to household applications with Medi-Cal members; do not treat a mixed household as a single Covered California-only case. [Renewal Job Aid](#), [Consumer Retention Workspace \(CRW\) for Renewals](#)

4. When should I choose “Delegate to existing case” instead of “Continue with this application”?

Choose “Delegate to existing case” when CalHEERS identifies an existing case the enroller should access; this is the recommended option. Choose “Continue with this application” only when there is a valid reason to maintain a separate application. Continuing may affect financial-help eligibility if assistance is already being received on another case, so do not use it simply to bypass a duplicate warning. [Duplicate Prevention Logic Quick Guide](#)

5. If multiple cases are found, which one should I work—and are all matches delegated?

With the consumer’s One-Time Passcode (OTP) consent, the delegation tool delegates all matching cases it finds. In My Active Delegations, open the consumer contact and review each linked CalHEERS case’s enrollment and eligibility to identify the appropriate case. If you cannot determine which one to use, contact the Agent Service Center at 877-453-9198 or Agents@covered.ca.gov. There is no self-service workaround for a true no-match or an unavailable OTP contact; ask for case research rather than creating another application. [Duplicate Prevention Logic Quick Guide](#)



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6. Why do my CRW or Book of Business counts and enrollment-status reports differ?

Individual reports show cases assigned to you; agency/entity reports cover the broader organization. Agency managers can switch between those views. The Book of Business dashboard refreshes nightly and offers a full report export to Excel. It has separate Canceled and Terminated Enrollment reports. Check the detailed enrollment record; submit a Help request if it still conflicts with current carrier or consumer information.

7. What does LPI mean, and who may qualify for financial help in 2027?

LPI means Lawfully Present Immigrant. For 2027, lawful presence alone is not enough for financial assistance. The webinar Q&A identifies Lawful Permanent Residents, Cuban/Haitian Entrants, and Compact of Free Association migrants as eligible non-citizen categories that may qualify. Other lawfully present consumers may still be able to enroll in a Covered California plan without financial help, depending on their eligibility determination. Review the consumer's CalHEERS result; do not determine eligibility from a document label alone.

[Lawfully Present Immigrant \(LPI\) Toolkit](#)

8. Where can I find 2027 plan rates and the FPL chart?

Plan rates for 2027 are available on [Covered California's website](#). The 2027 FPL chart is also available on [CoveredCA.com](#) and in the [toolkits](#). Use the search bar or go to the **Costs and Financial Help** dropdown and select "What is financial help?" The [federal poverty level chart \(PDF\)](#) is located under Eligibility Terms.

Use the consumer's renewal and eligibility notices for case-specific amounts and confirm the current FPL chart location with the appropriate toolkit or policy owner. [Renewal Job Aid](#)

9. Where will the webinar recording and slides be available?

The recording and supporting materials are posted in the Open Enrollment Toolkit; shorter demonstrations are planned for the Covered California Outreach and Sales YouTube channel. Check the [Open Enrollment Toolkit](#) or the [Webinars, Briefings, and Resources](#) on the Enrollment Partners Toolkit and Resources page for availability.

10. What if a portal feature, Training tab, or LMS sign-in is not working?

The Enroller Portal home page varies by role; Current Trainings shows assigned training, with the LMS link at the bottom of that section. For a missing feature, error, or report issue, from the Enroller Portal tabs open Help > Submit a Help Request and include your role, the screen/report, and what happened. You can track the request in the Enroller portal.

11. Please clarify whose signature and PIN should be used when completing the Sign and Submit for a new application, Renewal or Report a change?

The signature field should be the Enroller name and their PIN as the Enroller selects the check box for "I confirm I have permission".



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12. Where can I find information about California's uninsured penalty?

[Individual Mandate and Penalty](#) is in the Enrollers toolkit and provides information and links to the California Franchise Tax Board (FTB) penalty estimator tool and contact information for the FTB. In addition, the Rules for Exemptions are included with links to both Covered CA Exemptions and the FTB.