



**COVERED  
CALIFORNIA**

For the  
love of  
Californians

# **Lawfully Present Immigrants (LPI) Eligibility Changes & Consumer Outreach**

**Enroller Webinar** | Wednesday, June 17, 2026 from 2 PM to 3 PM

Hosted by Covered California Outreach and Sales Team: [outreachandsales@covered.ca.gov](mailto:outreachandsales@covered.ca.gov)

*Thank you for joining us! The webinar will begin shortly.*

# Webinar Housekeeping

## Recording & Deck

- Today's virtual webinar is being **recorded and posted** on <https://hbex.coveredca.com/toolkit/webinars-briefings/> web page; by staying on the webinar, you **consent** to the webinar recording. The slide deck will also be available on the same webpage.

## Attendees

**Dial in by phone:**  
+1 (562) 247-8422

**Webinar ID:**  
270-366-555

- Use the **computer audio** or **dial-in** feature to listen.
- **Closed captioning** is available.
- All participants will be muted during the webinar and will remain muted throughout.
- There is time for **questions/comments** at the end of the webinar.
  - **All Attendees:** Please use the **"Questions"** feature on the top right-hand side of your screen to submit your questions or comments.
  - Dedicated staff will review your question, and we will do our best to answer all questions via chat. Selected questions may be presented anonymously by the facilitator on your behalf. Please submit clear, full sentence questions/comments.

## Technical Difficulties

- Use the **"Questions"** feature to submit technical difficulty comments/questions so we can assist you.

## Contact

- Email Covered California at [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov) if you have additional questions or comments after the webinar.

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## Zoom In/Out:

- Press **Ctrl + Plus (+)** or **Ctrl + Minus (-)** (Windows).
- Press **Command + Plus (+)** or **Command + Minus (-)** (Mac).



## Closed Captioning:

- Click the **CC (Closed Captioning)** button to enable subtitles.
- Adjust caption size/position in the settings menu if available.



## Hiding Active Cameras:

- Click on the **camera/video window** and select **hide video/camera** to enlarge slides.
- Use the **full-screen button** for an optimal view.

# Objective

*This webinar will help enrollers:*

- Understand the **Federal Lawfully Present Immigrants (LPI) eligibility provision** and its impact on consumers.
- Use tools, messaging, and outreach resources to **support consumer** conversations.
- Navigate the Enroller Portal: **Consumer Retention Workspace** and prepare consumers for 2027 premium increases.

# Agenda



## **Federal LPI Eligibility Provision**

- Overview and impact on current and new consumers



## **Enroller Tools and Resources**

- Messaging, outreach materials, and supporting consumer conversations



## **Consumer Retention Workspace**

- Walkthrough, book-of-business outreach, and preparing for 2027 premium increases



## **Audience Q&A**

# **H.R.1 - Federal Policy Change Impacting Lawfully Present Immigrants (LPI)**

# Important Federal Policy Update for Plan Year 2027 and Beyond

## Starting in 2027, under H.R. 1:

- Some lawfully present immigrants (LPI) will **no longer qualify** for federal premium tax credits or cost-sharing reductions.
- Non-eligible LPI consumers can still enroll in Covered California coverage, but **no financial assistance** will be available.

## What You Need To Know

- Many affected consumers will experience **higher health care costs**.
- These changes **do not go into effect** until 2027.
- Until then, **non-eligible LPI consumers** can continue to use their health coverage for doctor visits and other health services.

# Eligibility Changes for Lawfully Present Immigrants

## Coverage and Financial Assistance Eligibility by Immigration Status

### **Who Remains Eligible**

#### **2027 Coverage Year**

- Lawful Permanent Residents (**Green Card holders**)
- **Cuban** and **Haitian** Entrants
- **Migrants** from **Compact of Free Association (COFA) countries**, including Micronesia, the Marshall Islands, and Palau

### **Who Will No Longer Be Eligible for Financial Assistance\***

#### **2027 Coverage Year**

- Individuals with **asylum status** or **pending asylum** applications
- **Refugees**
- **Survivors** of trafficking, domestic violence, and other serious crimes
- Individuals with **Temporary Protected Status (TPS)**
- Individuals with **work visas**
- Individuals with **student visas**

\*not a complete list

# Loss of Federal Help: Impact on Californians' Coverage

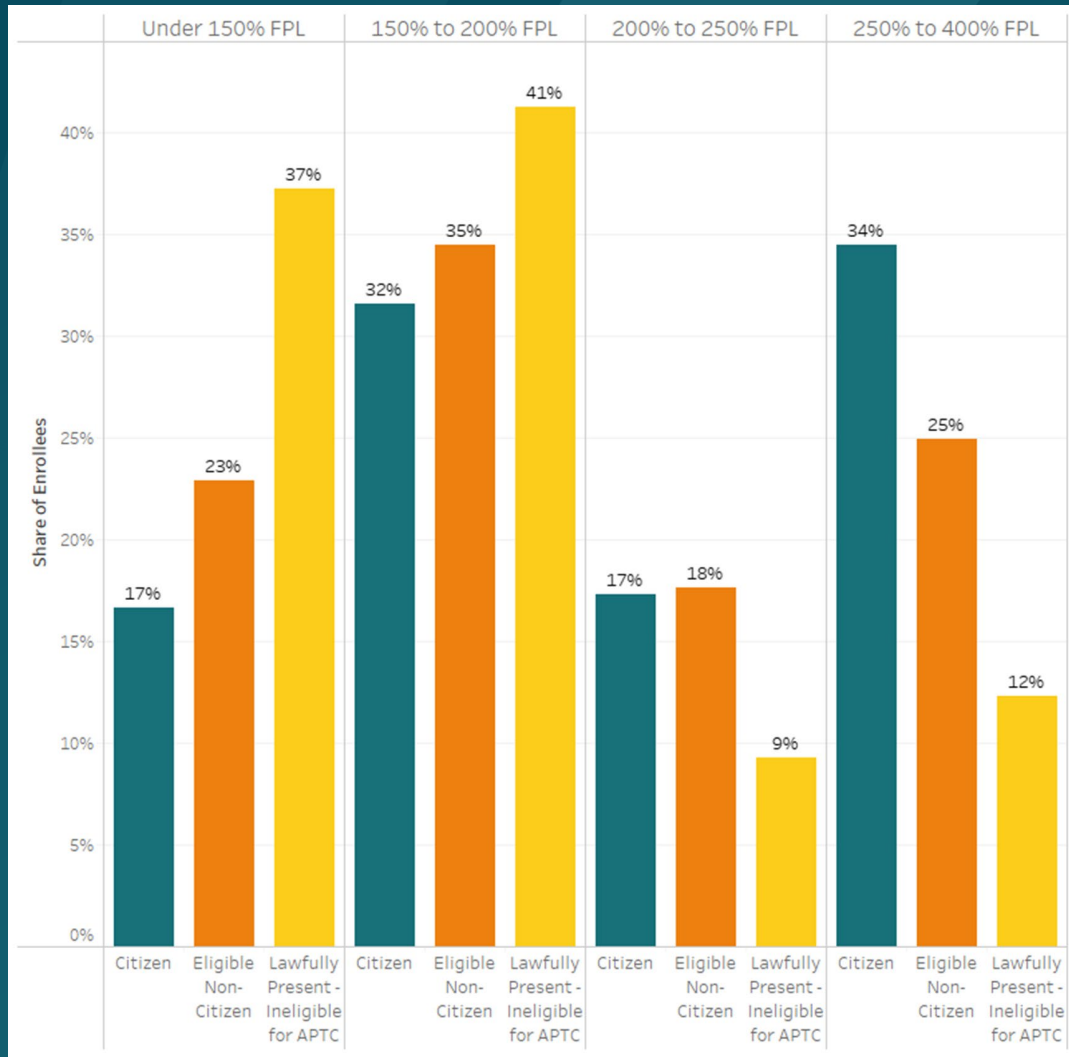
- **140,000+ Californians** expected to be impacted and will no longer be eligible for any federal financial assistance.
- **\$600 million** in federal financial assistance will be lost.
- **Monthly premium costs** may increase by an average of \$500 out-of-pocket.
- Many families may face challenges in **maintaining coverage** as costs increase.

# Immigrant Communities Impacted by Policy Changes

- More than **45,000 people with asylum or pending asylum status**
- Nearly **1,000 refugees**
- Over **500 survivors of trafficking, domestic violence, or other serious crimes**
- Nearly **10,000 people with work or student visas.**

SUBSIDY STATUS	Citizen		Eligible Noncitizen		Lawfully Present Ineligible for APTC in 2027		Total	
	ENROLLEES	% OF TOTAL	ENROLLEES	% OF TOTAL	ENROLLEES	% OF TOTAL	ENROLLEES	% OF TOTAL
<b>Receiving Subsidies</b>	1,158,290	80%	214,780	91%	132,580	94%	<b>1,505,650</b>	<b>82%</b>
<b>Unsubsidized</b>	295,030	20%	19,960	9%	8,940	6%	<b>323,930</b>	<b>18%</b>
<b>Grand Total</b>	<b>1,453,320</b>	<b>100%</b>	<b>234,750</b>	<b>100%</b>	<b>141,530</b>	<b>100%</b>	<b>1,829,600</b>	<b>100%</b>

# Immigration Status by Income Level



- **Nearly 80%** of lawfully present enrollees who will lose eligibility for APTC in 2027 have incomes below **200% of FPL**:
  - **\$31,300** for an individual, **\$64,300** for a family of four *compared to*
  - **58%** of eligible non-citizens, **49%** of citizens.
- **Nearly 90%** of lawfully present individuals are eligible for additional financial assistance through **cost-sharing reduction plans**.
- **Premium Costs**:
  - **Gross** Premium Average = \$594
  - **Net** Premium Average = \$67

Source: Covered California February 2026 subsidized effectuated enrollment. Data as of April 1, 2026. Enrollment data may not yet be settled and may be revised in final enrollment reporting.

# Immigration Status by Race/Ethnicity

Race/Ethnicity	Citizen		Eligible Noncitizen		Lawfully Present Ineligible for APTC		Total	
	Enrollees	Column %	Enrollees	Column %	Enrollees	Column %	Enrollees	Column %
American Indian or Alaska Native	3,260	0%	40	0%	30	0%	3,330	0%
<b>Asian American</b>	172,090	18%	92,360	49%	<b>80,740</b>	<b>70%</b>	345,190	28%
Black or African American	31,190	3%	1,110	1%	600	1%	32,900	3%
<b>Latino</b>	301,650	32%	69,670	37%	<b>16,390</b>	<b>14%</b>	387,710	31%
Multiple Races	31,080	3%	2,050	1%	1,170	1%	34,300	3%
Native Hawaiian or Other Pacific Islander	1,170	0%	50	0%	<10	0%	1,230	0%
Other	67,410	7%	12,380	7%	10,640	9%	90,430	7%
<b>White</b>	340,000	36%	11,300	6%	<b>6,440</b>	<b>6%</b>	357,740	29%
<b>Total</b>	<b>947,850</b>	<b>100%</b>	<b>188,960</b>	<b>100%</b>	<b>116,020</b>	<b>100%</b>	<b>1,252,830</b>	<b>100%</b>
(nonrespondents)	212,100	18%	25,840	12%	16,570	12%	254,510	17%

Source: Covered California February 2026 subsidized effectuated enrollment. Data as of April 1, 2026. Enrollment data may not yet be settled and may be revised in final enrollment reporting.

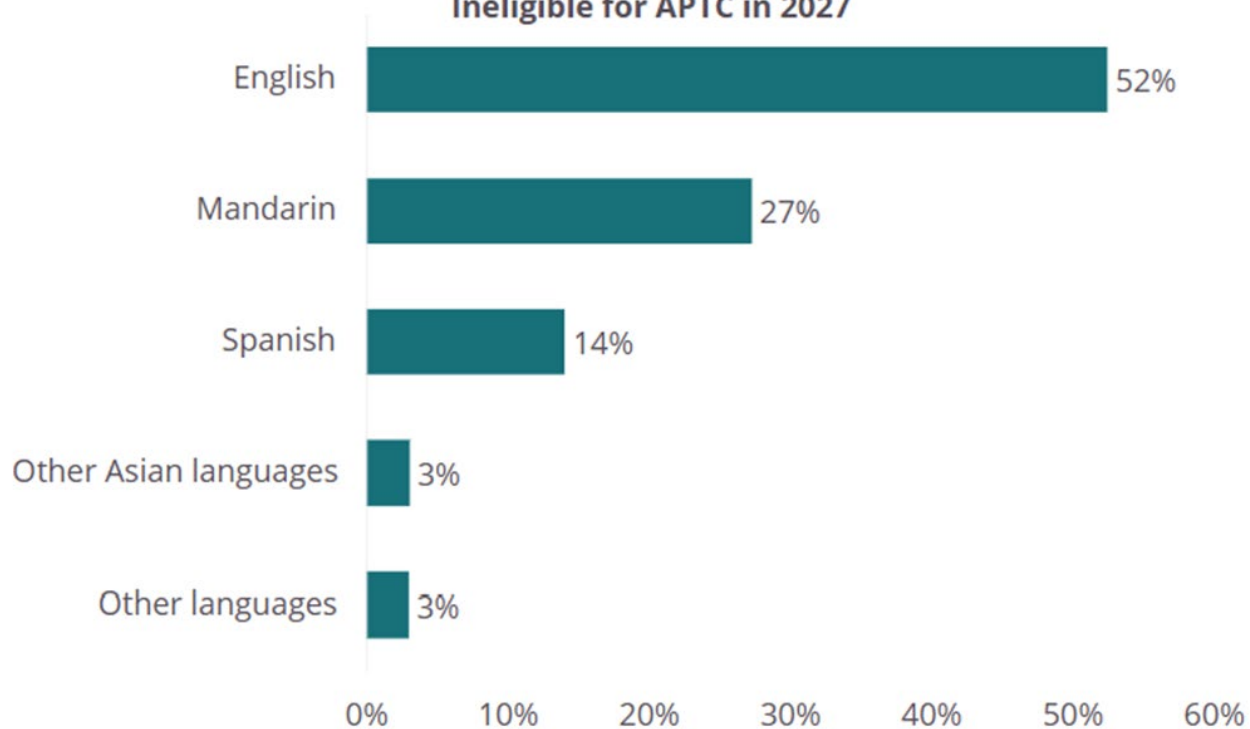
# Impact by Race/Ethnicity

- **70%** of lawfully present enrollees losing APTC eligibility identify as **Asian or Pacific Islander**, compared to:
  - **49%** of eligible noncitizens
  - **18%** of citizens
- **Chinese enrollees** make up **more than half** of the Asian lawfully present group.
- **Latino enrollees** represent the **second largest group** losing eligibility for APTC.

Source: Covered California February 2026 subsidized effectuated enrollment. Data as of April 1, 2026. Enrollment data may not yet be settled and may be revised in final enrollment reporting.

# Immigration Status by Spoken Language

Spoken Language Preferences among Lawfully Present Enrollees Ineligible for APTC in 2027



- **Nearly 50%** of lawfully present enrollees losing APTC eligibility in 2027 speak a **language other than English**, compared to 20% of overall enrollment.
- **Mandarin** Speakers:
  - **More than 25%** of lawfully present enrollees speak Mandarin, compared to **6%** of overall enrollment.
- **Spanish** Speakers:
  - **14%** of lawfully present enrollees speak Spanish.

Source: Covered California February 2026 subsidized effectuated enrollment. Data as of April 1, 2026. Enrollment data may not yet be settled and may be revised in final enrollment reporting.

# Immigration Status by Service Channel

- **Nearly 90%** of lawfully present enrollees losing APTC eligibility in 2027 are **agent-assisted**, compared to **60%** of Covered California’s overall enrollment.
- **Fewer than 1 in 10** impacted enrollees are enrolled **unassisted**.

Service Channel	Citizen		Eligible Noncitizen		Lawfully Present - Ineligible for APTC		Total	
	Enrollees	Column %	Enrollees	Column %	Enrollees	Column %	Enrollees	Column %
Certified Enrollment Counselor	24,910	2%	11,550	5%	2,630	2%	39,090	3%
Certified Insurance Agent	636,140	55%	146,380	68%	115,960	<b>87%</b>	898,480	60%
Certified Plan-based Enroller	27,410	2%	3,470	2%	900	1%	31,780	2%
County Eligibility Worker	170	0%	40	0%	20	0%	230	0%
Service Center Representative	36,540	3%	7,380	3%	1,660	1%	45,580	3%
Unassisted	434,790	37%	45,980	21%	11,430	9%	492,200	33%
<b>Grand Total</b>	<b>1,159,960</b>	<b>100%</b>	<b>214,800</b>	<b>100%</b>	<b>132,600</b>	<b>100%</b>	<b>1,507,360</b>	<b>100%</b>

Source: Covered California February 2026 subsidized effectuated enrollment. Data as of April 1, 2026. Enrollment data may not yet be settled and may be revised in final enrollment reporting.

# Key Enrollment Insights for Impacted LPI Consumers

These data points represent a highlight key enrollment status of some of the most impacted groups of **LPI consumers**, though they do not represent **all LPI consumers**.

Qualified Health Plans (QHPs)	Metal Tier	Net Premium	Geography
<ul style="list-style-type: none"><li>• <b>Kaiser:</b> 39.2%</li><li>• <b>LA Care:</b> 19.9%</li><li>• <b>Blue Shield CA:</b> 16.5%</li><li>• <b>HealthNet:</b> 8.4%</li></ul>	<ul style="list-style-type: none"><li>• <b>Silver:</b> 82.5% (70% in either Silver 87 or 94)</li><li>• <b>Bronze:</b> 15%</li></ul>	<ul style="list-style-type: none"><li>• <b>44%:</b> \$0</li><li>• <b>15%:</b> \$1-\$50</li><li>• <b>15%:</b> \$51 - \$100</li><li>• <b>18%:</b> \$100 - \$250</li><li>• <b>5%:</b> \$250-\$500</li></ul>	<ul style="list-style-type: none"><li>• <b>Los Angeles:</b> 33.2%</li><li>• <b>Fresno:</b> 7.6%</li><li>• <b>Santa Clara:</b> 7.5%</li><li>• <b>San Bernardino:</b> 6%</li><li>• <b>Alameda:</b> 5.9%</li><li>• <b>Sacramento:</b> 5.8%</li><li>• <b>Orange:</b> 5.5%</li></ul>

# **Supporting Covered California Certified Enrollers and Consumers**

# Covered California's Strategy to Support Impacted Californians



Creating clear, plain-language consumer materials



Developing support tools and referral pathways



Identifying local care and support options for those who may lose affordability



Preparing outreach and education resources



Partnering with community organizations and providers

# Launch of Outreach Tools and Resources\*



June



Training Guides



Stakeholder Webinars



Resource Guide



Fact Sheet



Enroller Webinar



Navigator Enroller Webinar



July



FAQ



Info Page on CoveredCA.com



LPI Consumer Alert Notice



Enroller Portal CRW Launch



October



LPI Consumer Renewal Notice and LPI Consumer Fact Sheet Insert



Renewal/OE Enroller Toolkit with LPI Resources



December



Email and Text

\* Note: Release months may change.

# Important LPI Consumer Messages for 2026 & 2027 Conversations

## 2026: No Changes

- ✓ **Financial Assistance:** You will still qualify for help paying for your health insurance.
- ✓ **Access to Care:** Keep using your current coverage to see doctors and get health services.

## 2027: Key Changes

- 📄 **Enrollment Options:** You can still sign up for health coverage.
- 🇺🇸 **Financial Help:** Some LPI consumers may no longer get the financial help.
- 💰 **Costs May Change:** Be ready for possible changes to what you pay.



# Important LPI Consumer Messages for 2026 & 2027 Conversations *continued...*

## We're Here to Help

👉 **Enrollment Support:** Our certified enrollers are available to provide free help with enrollment.

🏥 **Coverage Options:** You still have choices for health insurance and care.

## Stay Safe & Informed

🔒 **Trusted Sources:** Stick to reliable information to avoid scams or misinformation.

🛡️ **Public Charge:** Health insurance and financial help from Covered California do not count toward Public Charge determinations.



# Supporting Enrollers with Resources and Training



**Training and Webinars:** Stay informed through educational sessions and partner briefings.



**Outreach Tools:** Review toolkits and messaging guidance to help consumers effectively.



**FAQs and Updates:** Get answers to common questions and stay updated on changes.



**Community Resources:** Connect consumers with local health care and support services.

# Outreach Materials Available Soon!

## Marketplace Eligibility Changes for Certain Lawfully Present Immigrants

### What is Changing?

In 2025, Congress passed H.R.1, which specifies that certain Lawfully Present Immigrants (LPI) will no longer be eligible for financial assistance, including premium tax credits and cost-sharing reductions, beginning in coverage year 2027.

Non-eligible LPI consumers will still be able to enroll in Covered California coverage; however, they will not be eligible for any financial assistance. As a result, many of these consumers will see their healthcare costs increase.

These changes will not go into effect until 2027. Until then, non-eligible LPI consumers can continue using their current healthcare coverage to access doctor visits and other healthcare services they need.

### Who Will Be Impacted?

Approximately 140,000 Covered California enrollees will be impacted by this federal change.

#### This includes consumers with:

- Work visas
- Student visas
- Asylum or pending asylum status
- Refugee status
- Survivors of trafficking, domestic violence, and other serious crimes (U visa and T visa)
- Temporary Protected Status (TPS)

\* This is not a complete list

### Who Will Remain Eligible?

Some lawfully present immigrants will continue to be eligible for financial assistance.

#### This includes consumers who are:

- Lawful Permanent Residents, including individuals subject to or exempt from the five-year bar (LPR/Green Card holder)
- Cuban and Haitian Entrants
- Migrants from Compact of Free Association (COFA) countries, including Micronesia, the Marshall Islands, and Palau

Individuals in households with mixed immigration statuses may still qualify for financial assistance if they are citizens or otherwise eligible immigrants.

### What Consumers Can Do

We know this is not easy news. Covered California is working hard on your behalf to keep your health insurance affordable, and while we do that, we're here to guide you through this change.

#### We encourage consumers to:

- Contact Covered California at (800) 300-1506 for information and support or visit [CoveredCA.com](https://coveredca.com).
- Connect with a certified enroller in your area for free confidential enrollment assistance: [coveredca.com/support/find-an-enroller/](https://coveredca.com/support/find-an-enroller/).
- Access immigration legal services at [cdss.ca.gov/inforesources/immigration](https://cdss.ca.gov/inforesources/immigration).
- Use trusted sources and be aware of scams.

### HAVE QUESTIONS? WE CAN HELP.

For more information, contact: (800) 300-1506 | CoveredCA.com

[Month 2026]

## Find Affordable Healthcare Services Near You

This resource guide is designed to help people connect with affordable healthcare services and support available across California, regardless of insurance or immigration status. It includes information and links to community health centers, free and charitable clinics, county healthcare programs, and other local healthcare resources that may provide low-cost or no-cost services for eligible individuals.

*Eligibility requirements, services provided, appointment availability, costs or payment options, and financial assistance may vary by provider, program, or county. Contact the provider or program directly to confirm current information.*

### Community Health Centers

Community health centers help people get healthcare, regardless of insurance status or ability to pay. Many offer low-cost sliding-scale fees based on income. Services may include primary care, preventive care, behavioral health services, dental care, and prescription assistance.

**CLICK ON YOUR COUNTY BELOW TO FIND A COMMUNITY HEALTH CENTER NEAR YOU**

- |                |                     |                   |              |
|----------------|---------------------|-------------------|--------------|
| • Alameda      | • Kings             | • Orange          | • Shasta     |
| • Alpine       | • Lake              | • Placer          | • Sierra     |
| • Amador       | • Lassen            | • Plumas          | • Siskiyou   |
| • Butte        | • Los Angeles       | • Riverside       | • Solano     |
| • Calaveras    | • South Los Angeles | • Sacramento      | • Sonoma     |
| • Colusa       | • Madera            | • San Benito      | • Stanislaus |
| • Contra Costa | • Marin             | • San Bernardino  | • Sutter     |
| • Del Norte    | • Mariposa          | • San Diego       | • Tehama     |
| • El Dorado    | • Mendocino         | • San Francisco   | • Trinity    |
| • Fresno       | • Merced            | • San Joaquin     | • Tulare     |
| • Glenn        | • Modoc             | • San Luis Obispo | • Tuolumne   |
| • Humboldt     | • Mono              | • San Mateo       | • Ventura    |
| • Imperial     | • Monterey          | • Santa Barbara   | • Yolo       |
| • Inyo         | • Napa              | • Santa Clara     | • Yuba       |
| • Kern         | • Nevada            | • Santa Cruz      |              |

### Resource Guide:

Other health coverage options by County.

# Outreach Material **Coming Soon!**

## **Consumer Fact Sheet:**

What impacted LPI consumers need to know about the federal policy changes for LPI eligibility and actions to take before 2027.

## **Consumer Fact Sheet**

**Coming Soon!**

# Enroller Quick Guide: LPI Consumer Retention Workspace

## Agent Alert

Breaking News from Covered California



Covered California  
Some lawfully pre  
mium tax credits  
and other health c  
information, unde

**The Consumer R**  
**lers work with LF**  
**2027.** Use the CR  
through dashboar

When working the

- review the information
- check if up
- focus first o

## Community Partner Alert

Breaking News from Covered California



June 9, 2026

### Consumer Retention Workspace (CRW) Lawfully Present Immigrants (LPI) Quick Guide

#### Background

This quick guide is for enrollers using the Consumer Retention Workspace (CRW) in their Enroller Portal, to identify and support lawfully present immigrant (LPI) consumers who are at risk of losing financial help.

#### Additional Information

H.R. 1 policy changes specified that certain lawfully present immigrants (LPI) will no longer be eligible for premium tax credits and cost-sharing reductions beginning in 2027.

- These changes affect more than 90% of immigration categories that have historically been eligible for Marketplace financial assistance.
- When eligibility for tax credits is removed, they may face an average premium increase of approximately \$650 or more per member per month.
- Covered California will use a new Exchange Eligible Non-Citizen (ENC) status starting in 2027 to determine who can get exchange financial assistance.
- Consumers who do not fall under an ENC status, even if lawfully present, will be ineligible or discontinued for financial assistance for 2027 coverage.
- "Lawfully present" no longer automatically means "eligible for financial help" in 2027. Only specific ENC statuses will continue to be eligible for Advance Premium Tax Credits, Cost-Sharing Reductions, and state subsidies.

The CRW has been updated to help enrollers identify impacted consumers, support outreach, and monitor outreach activity through dashboards and case documentation.

or federal rule changes that will start in 2027.  
LPI consumers may no longer qualify for pre-  
reductions that lower their monthly premiums  
al is to make sure these consumers get clear  
s, and get support during this change.

ace (CRW) has been updated to help enrol-  
o may be at risk of losing financial help in  
impacted consumers and track your outreach

nt coverage and citizenship or immigration

are needed;

may be at the highest risk, such as people with  
on or those with large premium increases; and

- ✓ **Email Briefs** sent on June 9, 2026
- ✓ **Agents:** [agents@covered.ca.gov](mailto:agents@covered.ca.gov)
- ✓ **Navigators & CACs:**  
[outreachandsales@covered.ca.gov](mailto:outreachandsales@covered.ca.gov)

**CLICK HERE TO ACCESS THE  
QUICK GUIDE**



[https://hbex.coveredca.com/toolkit/downloads/LPI\\_in\\_Consumer\\_Retention\\_Workspace.pdf](https://hbex.coveredca.com/toolkit/downloads/LPI_in_Consumer_Retention_Workspace.pdf)

# SSO, LPI, Consumer Retention Workspace Training Coming Soon!



**Single Sign On (SSO)**

**Supporting  
Lawfully Present Immigrants (LPI)  
using the  
Consumer Retention Workspace (CRW)**



Consumer Retention Workspace (CRW) Training will be available in your **Covered California Learning Management System (LMS)** soon!

Access it through your Enroller Portal in early July!

# **Enroller Portal Overview: LPI Consumer Retention Workspace**

# Enroller Portal Home Page

Search...



- Home
- Agency ▾
- My Team ▾
- My Profile
- My Delegations ▾
- Resources ▾
- Help ▾

## Welcome to your Agency Home Page!

Manage your Book of Business, assist your consumers, and more.

- Home
- Enroller Portal Notifications
- Notifications Archive
- Agency Book of Business
- My Book of Business
- More ▾

### Welcome!

Explore additional choices by navigating through the tabs on the right or My Reports from the menu

### Quick Links

[Consumer Retention Workspace](#)

[Secure Mailbox](#)

Count Unavailable

[Delegation Tool](#)

[Start Application](#)

[Enroller Toolkits](#)

[My Reports](#)

[Shop and Compare](#)

[Affordability Calculator](#)

# Enroller Portal Quick Links

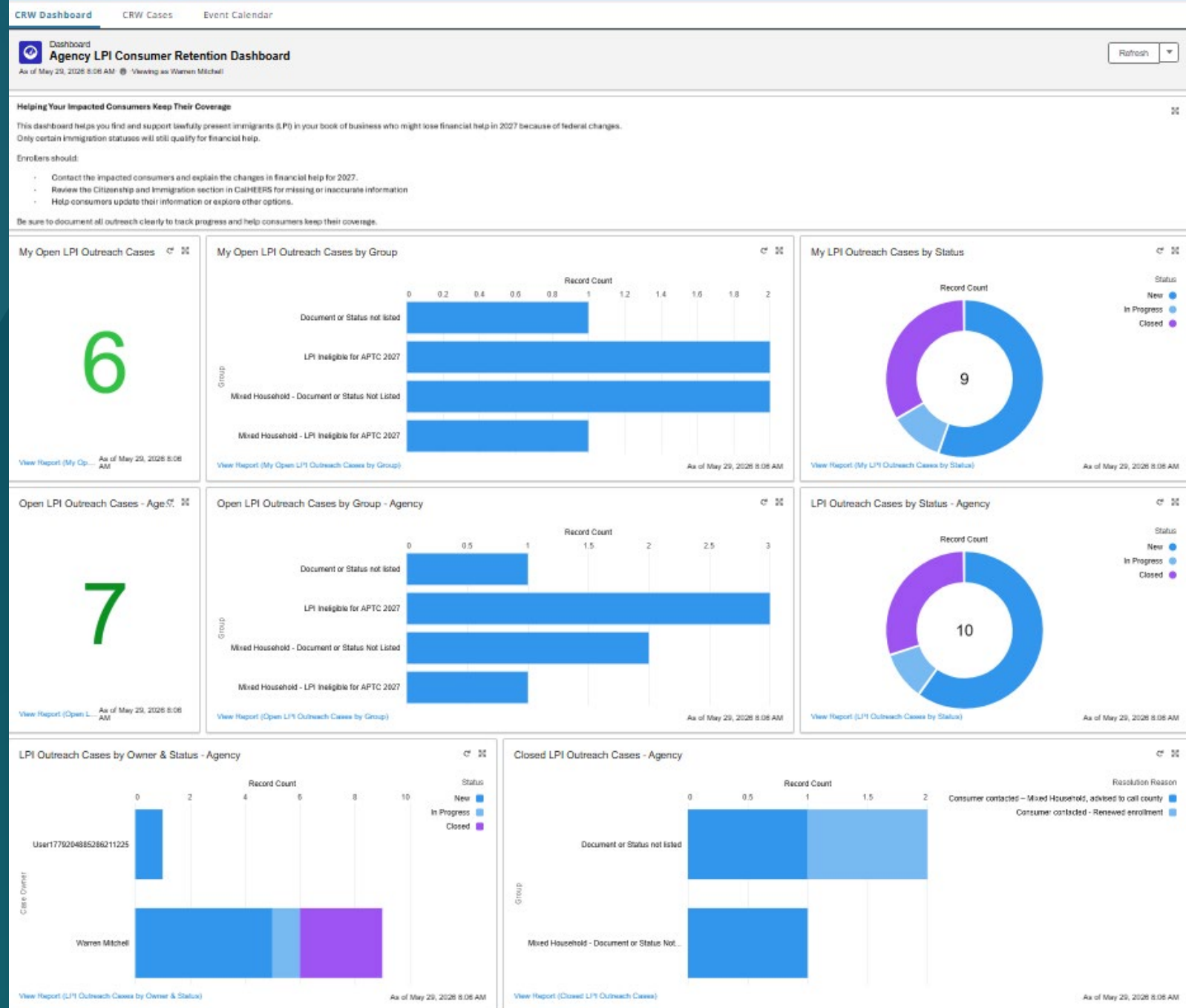
Quick Links

- [Consumer Retention Workspace](#)
- [Secure Mailbox](#)  
Count Unavailable
- [Delegation Tool](#)
- [Start Application](#)
- [Enroller Toolkits](#)
- [My Reports](#)
- [Shop and Compare](#)
- [Affordability Calculator](#)



# CRW Dashboard At-a-Glance

\*Note: Data shown is fictional and for test purposes only.



# CRW Dashboard: Agent Case Reports

1

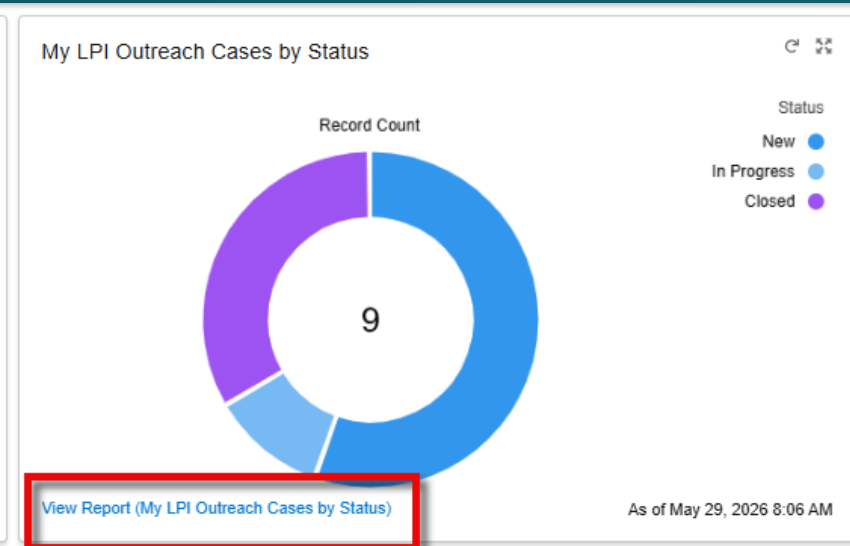
View Report:  
Case Count

2

View Report  
by Group

3

View Report  
by Status



\*Note: Data shown is fictional and for test purposes only.

# CRW Dashboard: Agency Case Report

1

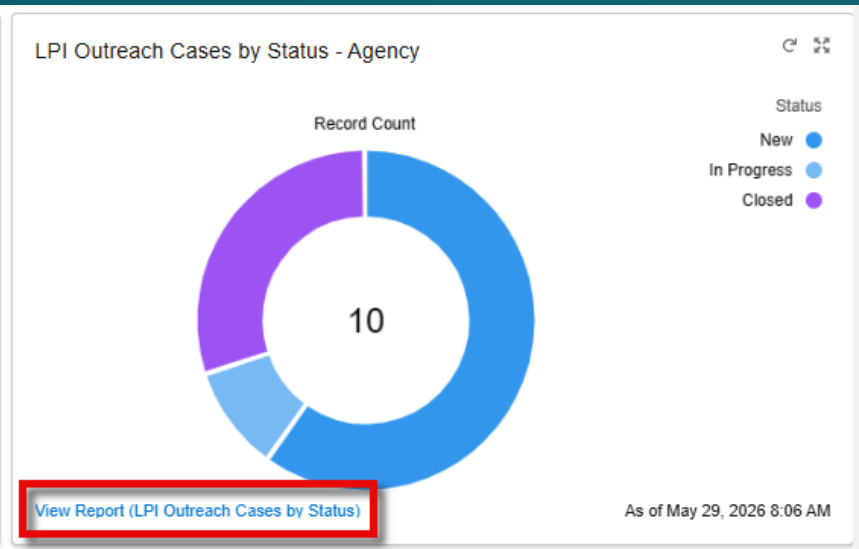
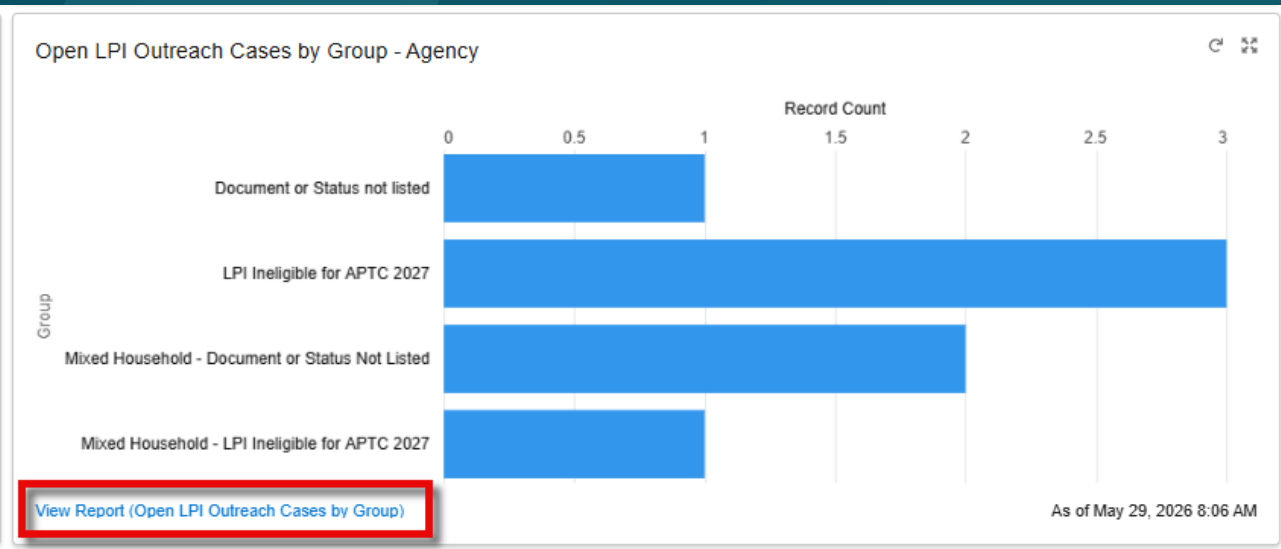
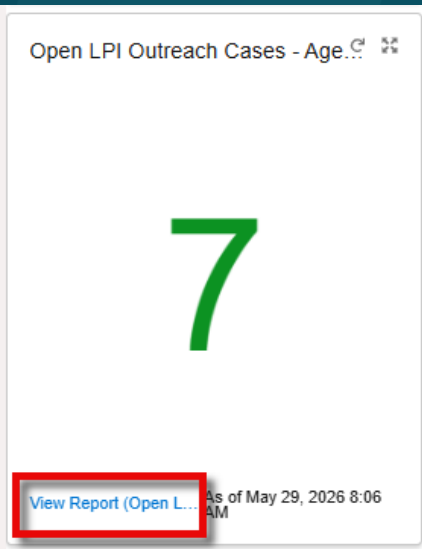
View Report:  
Case Count

2

View Report  
by Group

3

View Report  
by Status

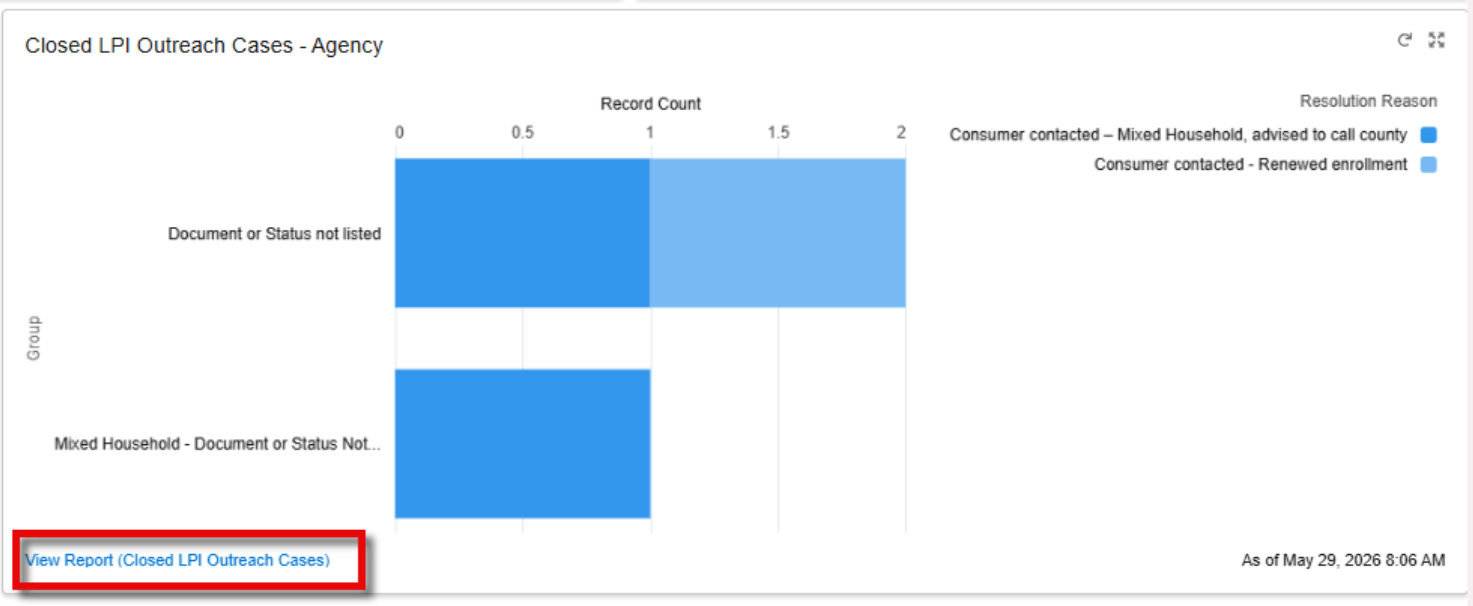
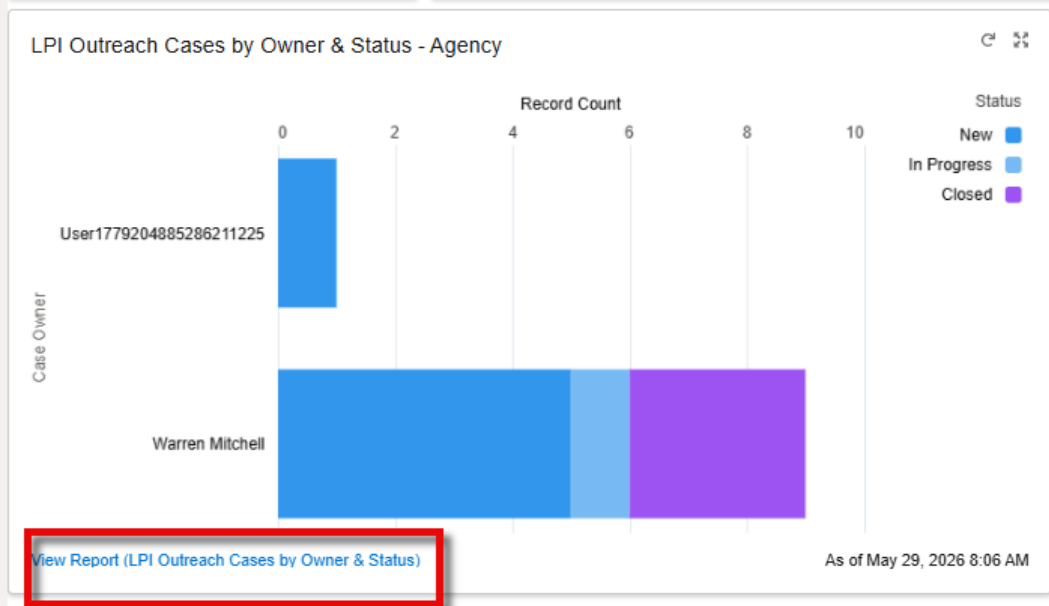


\*Note: Data shown is fictional and for test purposes only.

# CRW Dashboard: Agency Cases 2

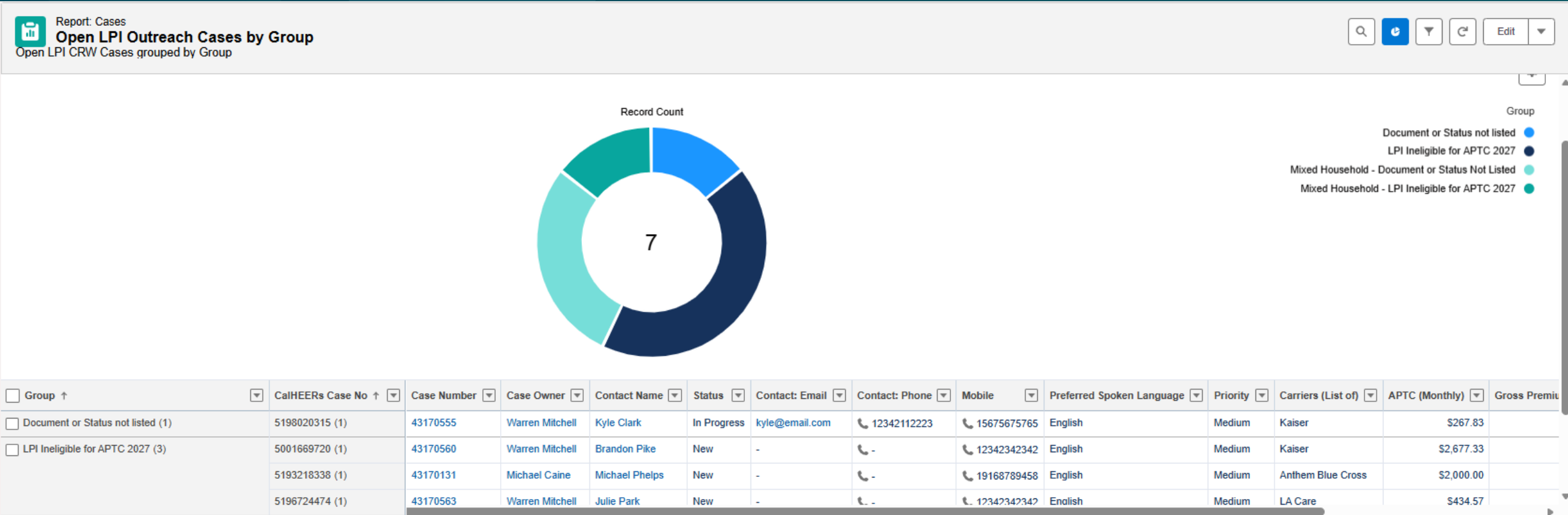
1 View Report by Owner & Status

2 View Report by Closed Cases



\*Note: Data shown is fictional and for test purposes only.

# Example: CRW Open Report



\*Note: Data shown is fictional and for test purposes only.

# Export Report & View by Case Number

Report: Cases  
Open LPI Outreach Cases by Group  
Open LPI CRW Cases grouped by Group

Record Count

7

Document or Status not listed  
LPI Ineligible for APTC 2027  
Mixed Household - Document or Status Not Listed  
Mixed Household - LPI Ineligible for APTC 2027

Group	CalHEERs Case No	Case Number	Case Owner	Contact Name	Status	Contact: Email	Contact: Phone	Mobile	Preferred Spoken Language	Priority	Carriers (List of)	APTC (Monthly)	Gross Premium
Document or Status not listed (1)	5198020315 (1)	43170555	Warren Mitchell	Kyle Clark	In Progress	kyle@email.com	12342112223	15675675765	English	Medium	Kaiser	\$267.83	
LPI Ineligible for APTC 2027 (3)	5001669720 (1)	43170560	Warren Mitchell	Brandon Pike	New	-	-	12342342342	English	Medium	Kaiser	\$2,677.33	
	5193218338 (1)	43170131	Michael Caine	Michael Phelps	New	-	-	19168789458	English	Medium	Anthem Blue Cross	\$2,000.00	
	5196724474 (1)	43170563	Warren Mitchell	Julie Park	New	-	-	12342342342	English	Medium	LA Care	\$434.57	

\*Note: Data shown is fictional and for test purposes only.

# Understanding LPI Cases

# Outreach Case Categories


Resolution Reason	Explanation
<b>Document or Status Not Listed</b>	Consumer is missing information in CalHEERS related to immigration status or immigration documents
<b>LPI Ineligible for 2027</b>	Consumer currently has an immigration status that would make them ineligible for financial assistance in 2027
<b>Mixed Household – LPI Ineligible for 2027</b>	Consumer currently has an immigration status that would make them ineligible for financial assistance in 2027 and is in a mixed household
<b>Mixed Household – Document or Status Not Listed</b>	Consumer is missing information in CalHEERS related to immigration status or immigration documents and is in a Mixed Household, consumer should be referred to make updates with the County

# Full View: LPI Case Example

**Case Enroller**

Subject	Contact Name	Priority	Status	Case Number	CalHEERs Case No
Retention - LPI Consumer Outreach	<a href="#">Kyle Clark</a>	Medium	In Progress	43170555	5198020315

**DETAILS** RELATED

Contact Name <a href="#">Kyle Clark</a>	Case Owner  <a href="#">Warren Mitchell</a>
Contact Phone (234) 211-2223	
Contact Mobile (567) 567-5765	CalHEERs Case No 5198020315
Contact Email <a href="mailto:kyle@email.com">kyle@email.com</a>	Case Origin CalHEERS
Preferred Spoken Language English	Priority Medium
Case Reason Retention	Date Received
Case Sub-Reason LPI	
Status In Progress	
Group Document or Status not listed	
▼ Coverage Information	
Gross Premium Amount \$452.02	Coverage Level BRONZE
APTC (Monthly) \$267.83	Plan Type Health
Carriers (List of) Kaiser	
▼ Summary of Issue and Resolution	

### Consumer Outreach

\* Status  
In Progress

Notes  
note!

Save

### Transfer Case

\* Case Owner  
Select a case owner . . .

Save

*\*Note: Data shown is fictional and for test purposes only.*


# Consumer Case Information

Subject Retention - LPI Consumer Outreach	Contact Name <a href="#">Kyle Clark</a>	Priority Medium	Status In Progress	Case Number 43170555	CalHEERS Case No 5198020315
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<b>DETAILS</b>	RELATED
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Contact Name <a href="#">Kyle Clark</a>	Case Owner  <a href="#">Warren Mitchell</a>
Contact Phone (234) 211-2223	CalHEERS Case No 5198020315
Contact Mobile (567) 567-5765	Case Origin CalHEERS
Contact Email <a href="#">kyle@email.com</a>	Priority Medium
Preferred Spoken Language English	Date Received
Case Reason Retention	
Case Sub-Reason LPI	
Status In Progress	
Group Document or Status not listed	

- ✓ Contact Details
- ✓ Preferred Spoken Language
- ✓ Case LPI Status & Group
- ✓ CRW Case Number
- ✓ CalHEERS Case No.

*\*Note: Data shown is fictional and for test purposes only.*

# Consumer Coverage Information

## ✓ Coverage Information

Gross Premium Amount

\$452.02

APTC (Monthly)

\$267.83

Carriers (List of)

Kaiser

Coverage Level

BRONZE

Plan Type

Health

- ✓ Gross Premium Amount
- ✓ APTC (Monthly)
- ✓ Carriers (List of)

- ✓ Coverage Level
- ✓ Plan Type

*\*Note: Data shown is fictional and for test purposes only.*

# Case Summary and Resolution Section

## Summary of Issue and Resolution

Subject

Retention - LPI Consumer Outreach

Description

Retention of Lawfully Present Immigrant

Resolution Reason

Steps to Resolve ⓘ

Notes

note!

- ✓ Subject
- ✓ Description
- ✓ Resolution Reason
- ✓ Steps to Resolve
- ✓ Notes

*\*Note: Data shown is fictional and for test purposes only.*

# Consumer Outreach Case Status

Consumer Outreach

\* Status

In Progress

--None--

In Progress

Closed

Save

✓ Status Dropdown Options: In Progress or Closed

# Steps to Close the Consumer Case

**Consumer Outreach**

\* Status  
Closed

\* Resolution Reason  
--None--

\* Steps to Resolve

Notes  
note!

Save

- ✓ Resolution Reason drop down options
- ✓ Steps to Resolve
- ✓ Notes

# Consumer Case Resolution Reasons

**Consumer Outreach**

\* Status  
Closed

\* Resolution Reason  
--None--

- None--
- Consumer contacted – Updated immigration status and document information
- Consumer contacted – Will not be eligible for financial assistance
- Consumer contacted – Does not wish to renew for 2027
- Consumer contacted – Mixed Household, advised to call county
- Contact attempted – No response
- Unable to contact

Save

- ✓ Consumer contacted with **four outcome options**
- ✓ Consumer attempted
- ✓ Unable to contact


# Case Resolution Reason Explanation

Resolution Reason	Explanation
<b>Consumer Contacted – Updated Immigration Status and Document Information</b>	Outreach to the consumer was completed, the application was updated to include accurate immigration status and immigration document info
<b>Consumer Contacted – Will not be eligible for financial assistance</b>	Outreach to the consumer was completed, confirmed consumer does not have eligible non-citizen status and will not be eligible for financial assistance for 2027
<b>Consumer Contacted – Does not wish to renew for 2027</b>	Outreach to the consumer was completed, the consumer understands the federal changes and does not wish to enroll for 2027 due to loss of financial assistance.
<b>Consumer contacted – Mixed Household, advised to call County</b>	Outreach to the consumer has been completed, application updates are needed but due to mixed household status, the consumer has been advised to contact their County for assistance
<b>Contact Attempted – No Response</b>	Enroller has attempted to reach the consumer and has likely left messages/emails. The consumer has not returned calls
<b>Unable to Contact</b>	Enroller is unable to reach the consumer – likely due to outdated contact info, disconnected phone or missing phone/email.

# Transferring Consumer Cases within the Agency

**Transfer Case**

\* Case Owner

Select a case owner . . . 

**Save**

- ✓ **Agency Managers** can reassign cases within the agency.
- ✓ **Delegation does not transfer** with the case.
- ✓ Transfer to **Agency Manager or Agent Level 2** for easy access and support.

# Steps for Outreach Case Management

## 1. Review Case Categories:

- Identify consumer groups to prioritize.

## 2. Choose Focus:

- Decide which category to address first.

## 3. Contact Consumers:

- Reach out via phone, email, or text.

## 4. Assess Needs:

- Review each case to provide the best support for their eligibility.

# Reviewing and Updating Consumer Application Case in CalHEERS



**Check Household Information:** Verify lawful presence for all members.



**Complete Application Details:** Fill out Citizenship and Immigration sections thoroughly.



**Ensure Accuracy:** Review for errors and correct document information.



**Refer for County Support:** Guide Mixed Household consumers to contact their county for updates.

# Immigration Information Needed in Application

Members with valid immigration documents will need to:

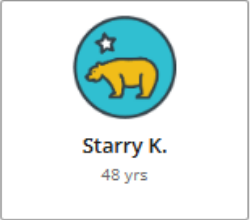
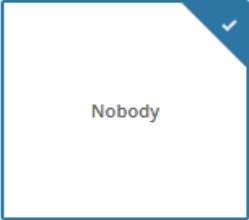
- Share their **status**.
- Provide **document details**.

*\*Note: Data shown is fictional and for test purposes only.*

Household Menu Your answers will be saved

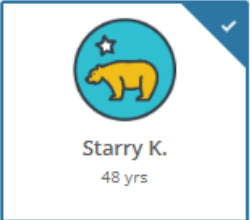
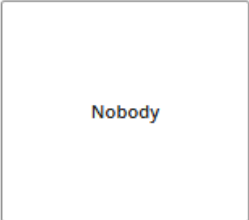
Select all household members who are U.S. citizens or U.S. nationals. ⓘ

Hint: U.S. citizens include Naturalized or Derived citizens.

	
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Select all household members who have valid immigration documents.

Hint: This only applies to non-citizens. We may need to ask more documentation questions later in the application, so it could be helpful to have all paperwork on hand. ⓘ

	
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Tell us about Starry:

Is Starry an active duty or honorably discharged member of the military, or the spouse or child of a person who is?

Yes  No

# CalHEERS Section: Immigration Status & Document

## Citizenship & Immigration

Social Security number (SSN):	<input type="text"/>	<a href="#">Show</a>
Immigration status:	—	
Additional immigration status:	—	
Immigration document type:	—	
Lived in the U.S. since August 1996:	—	
First name on document:	—	
Middle name on document:	—	
Last name on document:	—	
Suffix on document:	—	
Date of birth on document:	—	

## Handling Missing Immigration Information

- ✓ Consumers with missing information will be in the **“Document or Status Missing”** category.
- ✓ **Best Practice:** Submit a **Report a Change** to update their information for accurate 2027 eligibility.

# Partnering for Consumer Support



Use the **Enroller Portal: Consumer Retention Workspace** to connect with impacted LPI consumers and update their information.



Share what you are **seeing in your communities**.



Help us improve **messaging** and **materials**.



Collaborate on **outreach and education efforts**.



Stay informed with **updates and resources**.



Share **community stories** and lived experiences.



# Questions?

# Thank you!

**Covered California Outreach and  
Sales Channel Management Team**

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**Email:**

[OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov)

**Regional Account / Field Representatives:**

<https://hbex.coveredca.com/toolkit/webinars-briefings/downloads/Regional-Staff-FINAL.pdf>

**Enroller Resources:**

<https://hbex.coveredca.com/toolkit/>

# Please take our survey!

