



**COVERED
CALIFORNIA**

MANDATORY VOTER REGISTRATION ASSISTANCE TRAINING



Mandatory

Under Federal and State law, Covered California must offer consumers voter registration services each time a person seeks service or assistance with:

- An application
- A renewal or reenrollment of their application
- Change of address

If a consumer seeks help for one of the above reasons Covered California **must** offer help with voter registration to the same degree as is offered by the representative to complete Covered California's form, unless assistance is declined.

When providing voter registration services you must:

- Be prepared to answer basic questions about how to register to vote and review the application for completeness.
- **Review your task guide, for voter registration information, available at:**
 - CIAs - [In-Person Assistance Task Guide](#) and [Phone-Assistance Task Guide](#)

Important Information when providing voter registration assistance

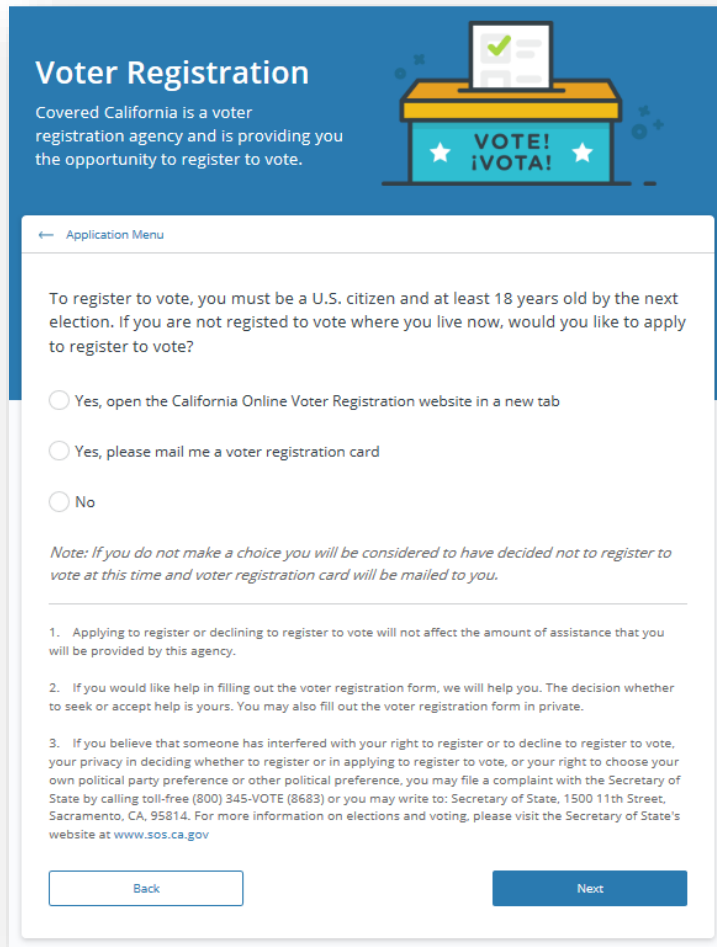
- Allow consumers the opportunity to register to vote in private.
- Never lead applicants to believe that their decision whether or not to register to vote will affect their application for benefits.
- Never influence a consumer's political party registration.
- Never discourage a consumer from registering to vote.
- Never make determinations about voter eligibility. Each consumer must determine his or her eligibility to vote.

Mandatory Voter Registration Assistance for **In-Person Assistance - Online Application**

While providing in-person assistance **Certified Insurance Agents** are required to provide voter registration services to consumers:

- Ask consumers the voter registration question when it appears on the CoveredCA.com website and read aloud or allow the applicant to read all the “Important Notices” to ensure applicants understand their options.
- Allow applicants to answer “Yes,” “No,” “Mail,” or decline to make a selection to the voter registration question.
- If consumer chooses “Yes” to register to vote online a new window with the online voter registration form will open. Allow the applicant to register to vote and provide assistance filling out the form, unless assistance is declined.
- If no answer is selected, the consumer will be mailed a voter registration card.
- Refer consumers to the Secretary of State’s website (sos.ca.gov) and toll-free number (800) 345-VOTE (8683) for additional help with voter registration, if needed.

Covered California makes voter registration quick and easy.



Voter Registration

Covered California is a voter registration agency and is providing you the opportunity to register to vote.

← Application Menu

To register to vote, you must be a U.S. citizen and at least 18 years old by the next election. If you are not registered to vote where you live now, would you like to apply to register to vote?

Yes, open the California Online Voter Registration website in a new tab

Yes, please mail me a voter registration card

No

Note: If you do not make a choice you will be considered to have decided not to register to vote at this time and voter registration card will be mailed to you.

1. Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.
2. If you would like help in filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may also fill out the voter registration form in private.
3. If you believe that someone has interfered with your right to register or to decline to register to vote, your privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party preference or other political preference, you may file a complaint with the Secretary of State by calling toll-free (800) 345-VOTE (8683) or you may write to: Secretary of State, 1500 11th Street, Sacramento, CA, 95814. For more information on elections and voting, please visit the Secretary of State's website at www.sos.ca.gov

Back Next

This is the Covered California voter registration page in the online application.

If consumers choose “Yes, open the California Online Voter Registration website”, the California Secretary of State’s Online Voter Registration page will open in a new window.

California's Secretary of State's Online Voter Registration Page

Online voter registration is available in 10 languages. Allow consumers to select the language of their choice. Remember, a consumer has the right to register in private. Consumers must register to vote before they can vote, and must re-register to vote if they have moved or changed their name. If a consumer has a question you can't answer, call the Secretary of State's office at (800) 345-VOTE (8683) for additional help.



The screenshot shows the California Online Voter Registration website. At the top, there are links for "Skip to Main Content" and "Skip to Footer". Below that is the header for Alex Padilla, California Secretary of State, with the state seal and a decorative image of yellow flowers. A "Website Help" link is visible. The main heading is "California Online Voter Registration" with a welcome message. A "Language Preference" section offers 10 language options: Español Spanish, 中文 Chinese, हिन्दी Hindi, 日本語 Japanese, ខ្មែរ Khmer, 한국어 Korean, Tagalog, తెలుగు Thai, and Tiếng Việt Vietnamese. Two buttons are present: "Register to Vote Now" and "Pre-register to vote". A "Safe at Home Participants" section includes a disclaimer and contact information. At the bottom, a "Registration Deadline" section states the deadline is 11:59:59 p.m. Pacific Time on the 15th calendar day before the election.

Skip to Main Content | Skip to Footer

 Alex Padilla
California Secretary of State

Website Help

California Online Voter Registration

Welcome to the California Online Voter Registration website.

Language Preference

If you wish to continue in a language other than English, please select your language below.

Español Spanish	한국어 Korean
中文 Chinese	Tagalog
हिन्दी Hindi	తెలుగు Thai
日本語 Japanese	Tiếng Việt Vietnamese
ខ្មែរ Khmer	

[Register to Vote Now](#)

[Pre-register to vote](#)

Safe at Home Participants

Please do **NOT** use this form to register or re-register to vote if you are enrolled in a confidential address program such as [Safe at Home](#). If sharing your address could put you in life-threatening danger, you may be eligible to register to vote confidentially.

For more information, contact the Safe at Home program at [\(877\) 322-5227](tel:877-322-5227) or visit www.sos.ca.gov/registries/safe-home/.

Registration Deadline

The deadline to register or re-register to vote for any election is 11:59:59 p.m. Pacific Time on the 15th calendar day before that election.

If this deadline has passed:

Mandatory Voter Registration Assistance for **In-Person Assistance - Paper Application**

While providing **in-person assistance** **Certified Insurance Agents and Certified Enrollment Counselors** are required to provide voter registration services to consumers:

- Read aloud or allow the applicant to read all the “Important Notices” to ensure applicants understand their options.
- Allow applicants to answer “Yes,” “No,” “Send,” or decline to make a selection to the voter registration question.
- If the consumer wants to register to vote and internet is available, choose “Yes, I will go online” and take the consumer to <https://www.coveredca.com/resources/voter-registration/>. Select “Yes”, then choose the registration form in the consumer’s preferred language if it is offered and provide assistance filling out the form, unless assistance is declined.
- If the consumer wants to register to vote and internet is not available, choose “Yes, send me a voter registration form” and a card will be mailed to the consumer.

Mandatory Protocol for **Phone Assistance**.

For **Certified Insurance Agents, Certified Enrollment Counselors in, and Certified Plan-Based Enrollers** who are permitted to provide assistance **over the phone**, do not ask the voter registration question over the phone, you **must** select the “Continue” option on the voter registration screen and Covered California will send a voter registration preference form and voter registration card directly to the applicant.

VOTER REGISTRATION ASSISTANCE



Certified Insurance Agents must review the In-Person Assister Procedure Task Guide for Voter Registration and Phone Procedure Task Guide available at:

<https://assisters.ccgrantsandassisters.org/>

CIAs - [In-Person Assister Procedure Task Guide for Voter Registration](#)

[Phone Assistance Task Guide for Voter Registration](#)

The task guides include Frequently Asked Questions about registering to vote to prepare you to provide equal assistance with voter registration.

Regulations are found at 10 California Code of Regulations Section 6462. [Click here to access the regulations](#)

For additional information on voter registration you can contact the Secretary of State's Office:

Contact the Secretary of State:

(800) 345-VOTE (8683) - English	(800) 339-2957 - Tagalog
(800) 232-VOTA (8682) - español / Spanish	(855) 345-3933 - ภาษาไทย / Thai
(800) 339-2857 - 中文 / Chinese	(800) 339-8163 - Việt ngữ / Vietnamese
(888) 345-2692 - हिन्दी / Hindi	(800) 833-8683 - TTY/TDD
(800) 339-2865 - 日本語 / Japanese	(866) 575-1558 - 한국어 / Korean
(888) 345-4917 - ខ្មែរ / Khmer	

Email: elections@sos.ca.gov

Website: sos.ca.gov/elections/new-voter/

Or contact your county elections office.



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EXERCISES



EXERCISE 1



Exercise 1 (Multiple Choice)

A consumer wants to register to vote **online** during an in-person online application with the Certified Insurance Agent. What should the Certified Insurance Agent do?

- A. Inform the consumer that Covered California will mail a voter registration packet, in their preferred language. Take no other action.
- B. Do not discuss voter registration with the consumer, unless other job related requirements outside of Covered California's training call upon them to do so.
- C. Select the "Yes, Open the Online Voter Registration Website" option in the online application to access the secretary of state's website . Select the registration form in the consumer's preferred language if it is offered. Also, inform the consumer that answers to the online voter registration form may be filled out in private.
- D. None of the above

C.) Select the “Yes, Open the Online Voter Registration Website” option in the online application to access the secretary of state’s website . Select the registration form in the consumer’s preferred language if it is offered. Also, inform the consumer that answers to the online voter registration form may be filled out in private.

- **Exercise 2 (True or False)**

A Certified Insurance Agent is working with a consumer for any reason **other than** to submit an application, renewal, or change of address but the **consumer specifically asks about voter registration options** through Covered California. The CIA should inform the consumer about the voter registration options.

(TRUE)

Inform the consumer that:

- Covered California will provide voter registration opportunities to consumers when they apply, renew, or change their address.
- Covered California is a voter registration agency and we offer applicants for health insurance the opportunity to register to vote.
- The decision of whether or not to register will not affect the ability to obtain health insurance or financial aid.
- To learn more or register, visit “RegisterToVote.ca.gov”, call (800) 345-VOTE (8683), or go in person to county elections office.
- Language help: Numbers for voter registration help in other languages can be found here:
<http://www.sos.ca.gov/elections/new-voter/voter-assistance-hotlines.htm>