



Voter Registration Over Phone Training Guide

Overview

This guide assists Service Center Representatives (SCRs), Navigators, Agents, and Certified Enrollment Counselors (CECs) with voter registration over the phone.

Background

Under Federal and State law, Covered California must offer consumers the opportunity to register to vote each time a person seeks service or assistance with:

- An initial application
- A renewal or reenrollment of their application
- A change of address

If a consumer seeks help for one of the above transactions, the assister must provide help with voter registration to the same degree as completing our own Covered California's form, unless assistance is declined.

The Secretary of State website offers voter registration forms in the following languages:

- English
- Spanish
- Chinese
- Hindi
- Japanese
- Khmer
- Korean
- Tagalog
- Thai
- Vietnamese

Situation 1

A consumer seeks assistance over the phone that involves submission of an application, an application renewal, or a change of address. In this case, the consumer will be mailed a voter registration packet, in their preferred language, from Covered California.

What should the assister do?

When the assister is completing the consumer application and comes to the CalHEERS voter registration page, the SCR will click "Continue". The consumer's household will be mailed a



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voter registration package from Covered California, which includes a Voter Registration Card and a letter with additional information on how to register to vote.

Situation 2

A consumer calls and specifically asks about voter registration options through Covered California

What should the assister do?

Explain to the consumer that:

Covered California is a voter registration agency and Covered California offers applicants the opportunity to register to vote. For more information the consumer can visit the Secretary of State's website at www.sos.ca.gov or contact Secretary of State's Elections Division at (800) 345-VOTE (8683).

Situation 3

An assister is working with a consumer for any reason other than to submit an application, renewal, or change of address and consumer does not ask about voter registration.

What should the assister do?

The assister will not discuss voter registration with the consumer.

Situation 4

A consumer calls in to report a problem about a voter registration experience through Covered California.

What should the PBE do?

Say: "If you believe that someone has interfered with your right to register or to decline to register to vote, your right to 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.



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Questions & Answers National Voter Registration Act of 1993 (NVRA)

California Health Benefits Exchange Certified Enrollment Counselor Training

When are voter registration services required to be offered?

Federal and state laws require Covered California to provide the opportunity to register to vote to people who apply for health care through Covered California when a person:

- Applies for **new** health care coverage through Covered California;
- Applies for a **renewal or recertification** of healthcare coverage; or
- Submits a **change of name or address**.

What “voter registration services” must be offered?

For each transaction listed above, Covered California must ensure the following:

- **Online applications:** all consumers will receive the opportunity to register to vote when they apply through CoveredCA.com. Before consumers submit their application they will land on a Voter Preference Form which asks consumers “If you are not registered to vote where you live now, would you like to register to vote?” This form gives the consumer the option to register to vote online, receive a voter registration card in the mail, or not register to vote at all.
- **Paper applications:** consumers will receive a Voter Preference Form asking “If you are not registered to vote where you live now, would you like to register to vote?” The consumer will have the option of receiving a voter registration card in the mail or not registering to vote. If the applicant is receiving assistance from an in person assister, the assister will give the applicant the option of registering to vote online if the internet is available.
- **Phone applications:** Covered California will mail all consumers who apply, renew, and change their address a voter registration card.

Do applicants have to register to vote in order to get health care coverage?

No.



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What if an applicant asks a question about how to vote or political party choice?

Refer all questions about voting to the Secretary of State's website (sos.ca.gov) and toll-free number (800) 345-VOTE (8683). You are not allowed to influence someone's political party preference or express your own political party preference when providing voter registration assistance.

What if an applicant asks for help with registering to vote?

Applicants must receive the same level of assistance with registering to vote as they do with applying for health care coverage. This means assisters and call center staff must be able to answer basic questions about how to register to vote and must refer people to the Secretary of State's website (sos.ca.gov) and toll-free number (800) 345-VOTE (8683) for additional help with voter registration.

What are in-person assisters required to do?

- **Ask the applicant to answer the voter registration question** when it appears on the CoveredCA.com website and make sure applicants know they have the opportunity to register to vote.
- **Allow applicants to register to vote** on the Secretary of State's website (RegisterToVote.ca.gov) if applicants choose to register to vote online.
- **Assist by answering basic voter registration questions, if asked.**
- **Provide the Secretary of State's toll-free number (800) 345-VOTE (8683)** if applicants have further questions about voter registration.

Things to remember:

- A person must register to vote before they can vote.
- Voter registration applications are available in 10 languages.
- Applicants must re-register to vote if they have moved or changed their name.