



## PHONE SERVICE TASK GUIDE: VOTER REGISTRATION

<b>Function</b>	<b>Protocol for phone assisters when offering voter registration services.</b>
<b>Task Group</b>	
<b>Process</b>	<b>Voter Registration</b>
<b>Identifier</b>	
<b>Job Roles</b>	Phone assisters include: Service Center Representatives (SCR), Navigators, Agents, and Certified Enrollment Counselors.
<b>Background</b>	Under Federal and State law, Covered California must offer consumers voter registration services each time a person seeks service or assistance with their application, a renewal or reenrollment of their application, or change of address.

Description	Protocol Steps
<b>Situation 1</b>	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.
<b>What should the Assister do?</b>	When the assister is editing the consumer application and comes to the CalHEERS voter registration page, the SCR will click "Continue". The consumer's household will be mailed a voter registration package from Covered California, which includes a Voter Registration Card and a letter with additional information on how to register to vote.
<b>Situation 2</b>	Consumer calls and specifically asks about voter registration options through Covered California.
<b>What should the Assister do?</b>	<p>Explain to the consumer that:</p> <ul style="list-style-type: none"> <li>- Covered California is a voter registration agency and Covered California offers applicants for health insurance the opportunity to register to vote. For more information the consumer can visit <a href="https://www.coveredca.com/resources/voter-registration/">https://www.coveredca.com/resources/voter-registration/</a>.</li> </ul>

<b>Situation 3</b>	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.
<b>What should the Assister do?</b>	Assister does not discuss voter registration with the consumer.
<b>Situation 4</b>	Consumer calls in to report a problem about a voter registration experience through Covered California.
<b>What should the PBE do?</b>	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 <a href="http://www.sos.ca.gov">www.sos.ca.gov</a> ."

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

**California Health Benefit Exchange**  
**Certified Enrollment Counselor Training**

**Voter Registration Services through Covered California**

**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:

For **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.

For **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 internet is available.

For **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.

**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](http://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](http://sos.ca.gov)) and toll-free number (800) 345-VOTE (8683) for additional help with voter registration. (See Basic Questions below.)

**What are in person assisters required to do?**

✓ **Encourage 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](http://RegisterToVote.ca.gov)) if applicants choose to register to vote online.

✓ **Assist by answering basic voter registration questions, if asked.** Refer to the Basic Questions below.

✓ **Provide the Secretary of State's toll-free number (800) 345-VOTE (8683)** if applicants have questions about voting.

### **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.

### **Basic Questions Applicants May Have about Registering to Vote**

#### **Am I eligible to register to vote?**

**Note: In person assisters may not make determinations about voter eligibility. Each applicant must determine his or her eligibility to register to vote.**

To register to vote in California, you must be:

- ✓ A United States citizen,
- ✓ A resident of California,
- ✓ 18 years of age or older on Election Day,
- ✓ Not in prison, on parole, serving a state prison sentence in county jail, serving a sentence for a felony pursuant to subdivision (h) of Penal Code section 1170, or on post release community supervision, and
- ✓ Not found by a court to be mentally incompetent.\*

\*Being under conservatorship does not disqualify an applicant. The court must declare a person mentally incompetent and incapable of completing an application of voter registration.

#### **What if I have a conviction?**

Please refer to the Secretary of State's [Voting Rights for Californians with Criminal Convictions or Detained in Jail or Prison](https://sos.ca.gov/elections/sharing-ideas/voting-rights-californians.htm) at [sos.ca.gov/elections/sharing-ideas/voting-rights-californians.htm](https://sos.ca.gov/elections/sharing-ideas/voting-rights-californians.htm).

#### **What if I don't speak English?**

Voter registration applications are available in ten languages at RegisterToVote.ca.gov. There is a space on the voter registration application to indicate a preferred language for voting materials.

### **What if I can't read?**

Literacy is not a prerequisite for voter registration. Someone can read the voter registration application to you.

### **Do I have to re-register before each election?**

No, voter registration is permanent, but you must **re**-register to vote if you:

- ✓ Recently moved;
- ✓ Recently changed your name; or
- ✓ Want to change political party preference.

### **Do I need to have a social security number and driver license or identification application to register to vote?**

No.

### **What is a vote-by-mail ballot?**

The voter registration application gives you a choice to receive your ballot in the mail and vote at home in every election. If you choose to vote by mail, then you will automatically receive a mail ballot a few weeks before each Election Day. If you vote by mail, your ballot must be received by 8:00 p.m. on Election Day.

### **What if I am not a U.S. citizen?**

You cannot register to vote, but you may still apply for health care coverage. Eligibility for health care coverage does not depend on registering to vote.

### **Do I have to choose a political party preference?**

No.

### **What about my privacy?**

Under the law, your social security number, driver license number, and signature on your voter registration application are confidential and may not be shared.

### **What about my safety?**

Victims and survivors of domestic violence, stalking or sexual assault may be eligible to complete a confidential voter registration application and become a confidential voter. Interested applicants should not register to vote online. To enroll as a confidential voter, the applicant should call (877) 322-5227.

### **Will my health care provider know if I decided to register to vote or not?**

No.

### **How will I know if my voter registration application was approved?**

You will get a confirmation postcard from your county elections office in the mail.

### **Where do I vote?**

Before Election Day, your county elections official will mail you a sample ballot and information about where to vote. You may request a vote-by-mail ballot up to seven days before Election Day.

### **What if I have more questions or want to report fraud?**

Contact the Secretary of State:

Call: (800) 345-VOTE (8683)

Email: [elections@sos.ca.gov](mailto:elections@sos.ca.gov)

Website: [sos.ca.gov](http://sos.ca.gov)

Or contact your county elections office: [http://www.sos.ca.gov/elections/elections\\_d.htm](http://www.sos.ca.gov/elections/elections_d.htm)

### **What if I need help in a language other than English?**

The Secretary of State has information online in ten languages at [sos.ca.gov/elections/new-voter/](http://sos.ca.gov/elections/new-voter/) or you may call one of the following toll-free numbers provided by the Secretary of State:

(800) 345-VOTE (8683) - English

(800) 232-VOTA (8682) - español / Spanish

(800) 339-2857 - 中文 / Chinese

(888) 345-2692 - हिन्दी / Hindi

(800) 339-2865 - 日本語 / Japanese

(888) 345-4917 - ខ្មែរ / Khmer

(866) 575-1558 - 한국어 / Korean

(800) 339-2957 - Tagalog

(855) 345-3933 - ภาษาไทย / Thai

(800) 339-8163 - Việt ngữ / Vietnamese  
(800) 833-8683 - TTY/TDD

**Screen Shot: California Online Voter Registration Website Start Page**  
([www.RegisterToVote.ca.gov](http://www.RegisterToVote.ca.gov))