2019 Special Enrollment Toolkit Certified Enrollers

A "one-stop shop" for Covered California's Special Enrollment Period where enrollers can find information on Qualifying Life Events, Special Enrollment Verification, Health, Dental and Vision Plan information, as well as resources in order to support Covered California consumers.

Check back frequently for updates.

Special Enrollment Resources

Resource	Type	Description	Date Updated
Special Enrollment	Quick Guide	Special Enrollment at a glance.	12/26/2018
Special Enrollment Verification	Quick Guide	Information on Covered California's Special Enrollment Verification process and how to assist consumers with Special Enrollment verification needs.	12/26/2018
Special Enrollment Job Aid	Job Aid	Walkthrough of the online application for Special Enrollment.	12/26/2018
Special Enrollment FAQ	Facts Sheet	Commonly asked questions and answers regarding Special Enrollment.	12/26/2018
CalHEERS Online Application	Job Aid	A step by step guide to assist enrollers with the CalHEERS Online Application	9/17/2018

Health, Dental, and Vision Plans

Resource	Type	Description	Date Updated
Health Plans Booklet - 2019	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	12/26/2018
Standard Benefit Design Chart - 2019	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	12/26/2018
Family Dental Booklet - 2019	Reference Document	Dental insurance companies and plan rates.	12/26/2018
Adult Dental Benefits, Limitations and Exclusions	Handout	Summary of exclusions and limitations found in the adult dental plans.	12/26/2018

Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.	12/26/2018
Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	12/26/2018
Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers	09/10/2018
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary	09/10/2018
2019 County Rate and Plan Information	Slide Deck	2019 County Rate and Plan Information Booklet including statewide rate sheets and a hospital directory from all 19 California Rating Regions.	10/05/2018

Helpful Tips & Tools

Resource	Type	Description	Date Updated
Shop and Compare	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	06/01/2018
Conditional Eligibility	Quick Guide	Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California.	04/28/2018
Agent & CEC Portal Search	Training Guide	Instructions on how to effectively use the "Search" functionality in the Agent or CEC Portal.	09/07/2018
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	11/13/2018
Consent for Verification Quick Guide	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2018.	08/17/2018
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.	12/07/2017
CalHEERS Password Reset	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	09/07/2018

	Portal	Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community.	12/26/2018
Add an Event			

Income Guidance

Resource	Type	Description	Date Updated
Income Guidelines	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines current through March/April 2019. The next update will occur March/April.	10/05/2018
Countable Sources of Income	Guide	Reference guide on what to count for income for APTC/CSR.	07/07/2017
Income Section	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	09/10/2018

Documentation

Resource	Type	Description	Date Updated
Acceptable Administrative Documentation	Guide	Acceptable documentation that can be submitted to Covered California.	12/26/2018
Attestation of Non-Incarcerations Status	Form	Form for consumers to use to attest to their Non-Incarcerations Status, if applicable.	09/10/2018

Contact Covered California

Resource	Type	Description	Date Updated
Covered California Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and certified enrollers.	12/26/2018
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.	12/26/2018

Covered California's SEP Verification Team	Contact Info	**Extensions & Appeals:** SpecialEnrollment@covered.ca.gov 888.217.9311 **Questions regarding the notices & reporting fraud:** ConsumerProtection@covered.ca.gov 888.217.9309	12/26/2018

Agent Resources

Resource	Type	Description	Date Updated
Agent Extranet Tool Kit	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	07/12/2018
Book of Business for Agents	Quick Guide	Report of all your Covered California consumers.	05/03/2018
Conditional Eligibility Extract	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	09/05/2018
Agency Manager Tool Kit	Tool Kit	Resources for Agency Managers to assist with viewing and exploring a Book of Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more.	08/15/2018
Approved Admin Staff Role Tool Kit	Tool Kit	Resources for Approved Admin Staff to with the online application support, managing Agency delegations (Level 2 only) crating new profiles and Agents (Level 2 only), and much more.	08/15/2018
Book of Business (Agency Manager Export)	Job Aid	Access an aggregate Agency Book of Business from the CalHEERS Agency portal.	05/04/2018