

Release Date: May 20, 2019

CalHEERS will be updated to version 19.4 on Monday, May 20, 2019. These release notes are intended to inform you of the important changes occurring in CalHEERS with this release.

Enhancement to the Enroller Portal

You will notice an updated look and feel to the Enroller Portal to match the rest of the application.

Note: The Enroller Portal will still have the same functionality as before.

New Enrollment Dashboard

Certified Enrollers can now access all consumer information with ease from one page. The new summary page and detailed pages provide plan enrollment information for each consumer in the household.

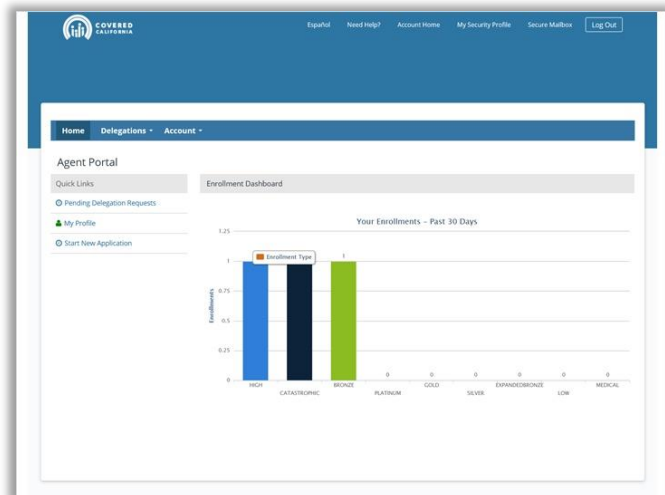
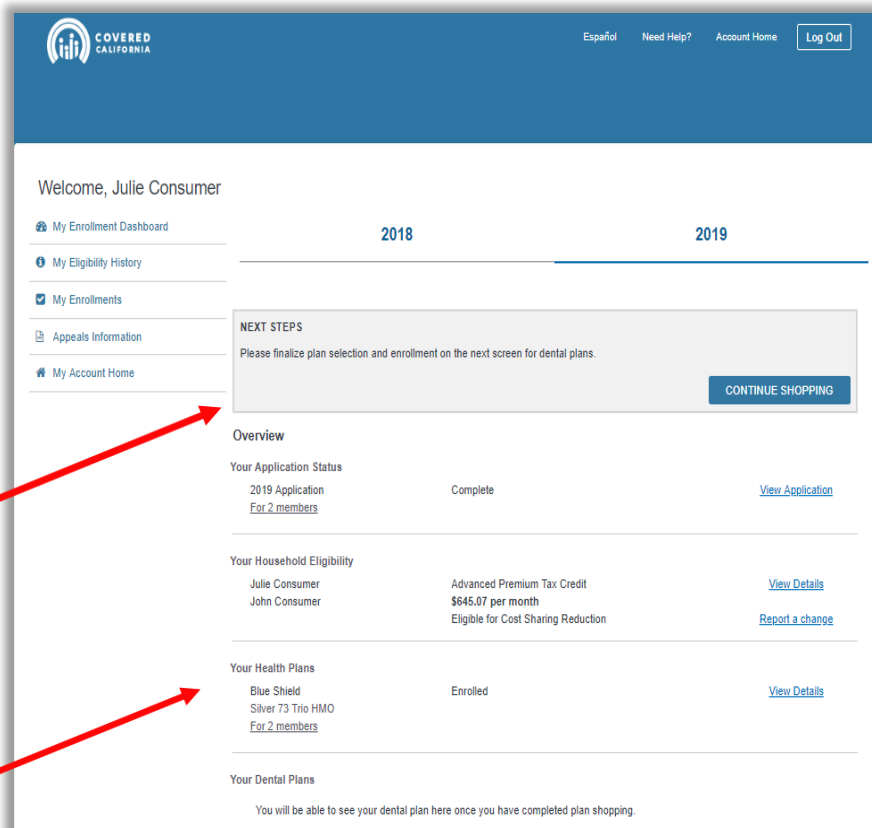
View the *Enrollment Dashboard* from the new **View Enrollment Dashboard** link on the *Account Home* page of the consumer. The *Enrollment Dashboard* allows the Certified Enroller to navigate effortlessly to the consumers eligibility history, past & current enrollments, view health plan details, and shop / plan select. For a walk through of all the new and easy to use features, watch the [19.4 CalHEERS video](#).

Next Steps Box

The *Enrollment Dashboard* dynamically displays the next step of action depending on the needs of the consumers application.

Your Health Plans

The *Enrollment Dashboard* allows consumers and Certified Enrollers to access the Health Plan details to answer any questions for current and past enrollment years.

The screenshot shows the 'Enrollment Dashboard' for Julie Consumer. The 'NEXT STEPS' box indicates the next action is to 'Please finalize plan selection and enrollment on the next screen for dental plans.' with a 'CONTINUE SHOPPING' button. The 'Overview' section displays the following information:

2018		2019	
My Enrollment Dashboard			
- My Eligibility History ☒ My Enrollments - Appeals Information - My Account Home			
Your Application Status		Complete	
2019 Application For 2 members		View Application	
Your Household Eligibility		Advanced Premium Tax Credit \$645.07 per month Eligible for Cost Sharing Reduction	
Julie Consumer John Consumer		View Details Report a change	
Your Health Plans		Enrolled	
Blue Shield Silver 73 Trio HMO For 2 members		View Details	
Your Dental Plans			
You will be able to see your dental plan here once you have completed plan shopping.			

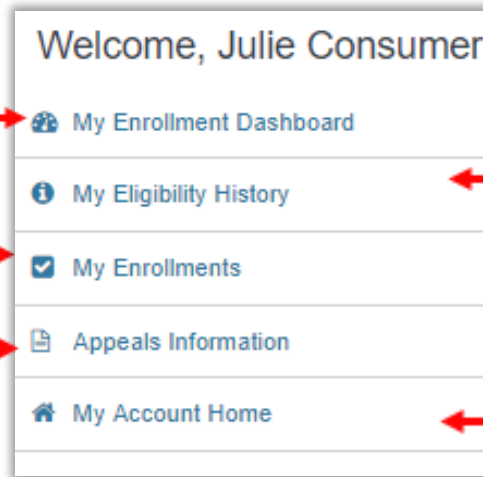
For more detailed information visit the [Enrollment Dashboard Job Aid](#). For quick Navigational directions see below.

Left Navigation Panel on the Enrollment Dashboard

My Enrollment Dashboard link is the landing page, it is dynamic and will display the households current application / enrollment status

My Enrollments link navigates the enroller or consumer to current and historical Account Enrollments for the household

Appeals Information link – **(My Appeals)** navigates the enroller or consumer to Covered California File an Appeals or Complaint page

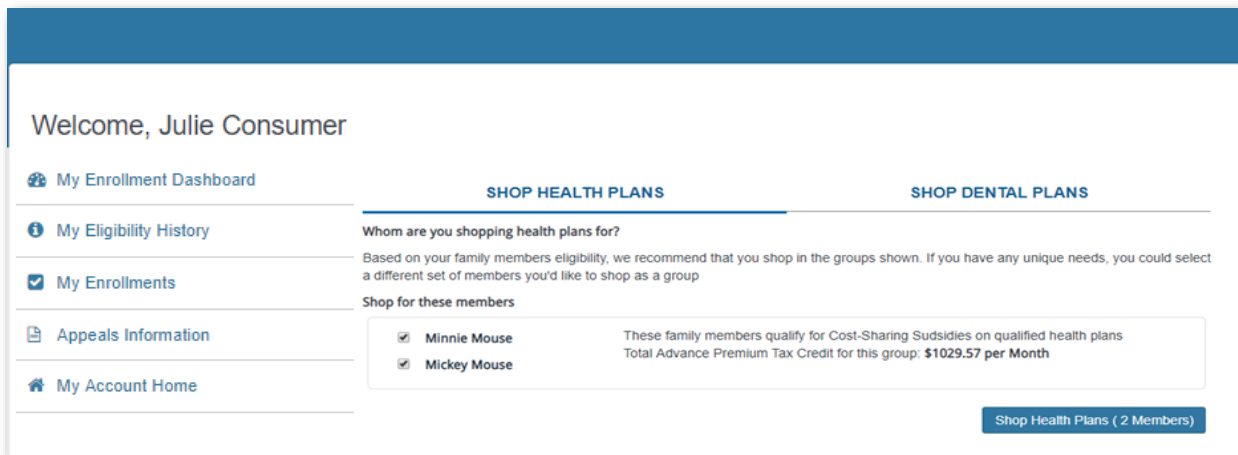


My Eligibility History link navigates the enroller or consumer to current and historical account transfers

My Account Home link navigates the enroller or consumer back to the CalHEERS Home Account page

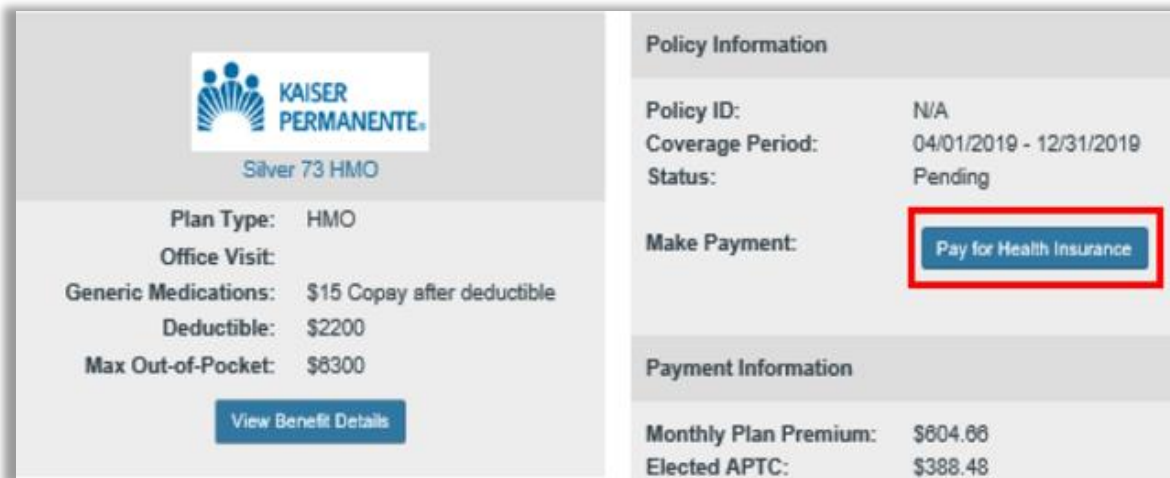
Easy Consumer Grouping for Plan Selection

While shopping for a new health insurance plan, household members who qualify for the same cost-sharing reductions and share APTC eligibility are automatically grouped to enroll in the same health plans. This allows Certified Enrollers to help consumers pick a plan that best fits the consumers family. Certified Enrollers can also uncheck the box to ungroup or regroup only certain family members, depending on the need of the consumer.



Initial Premium Payment

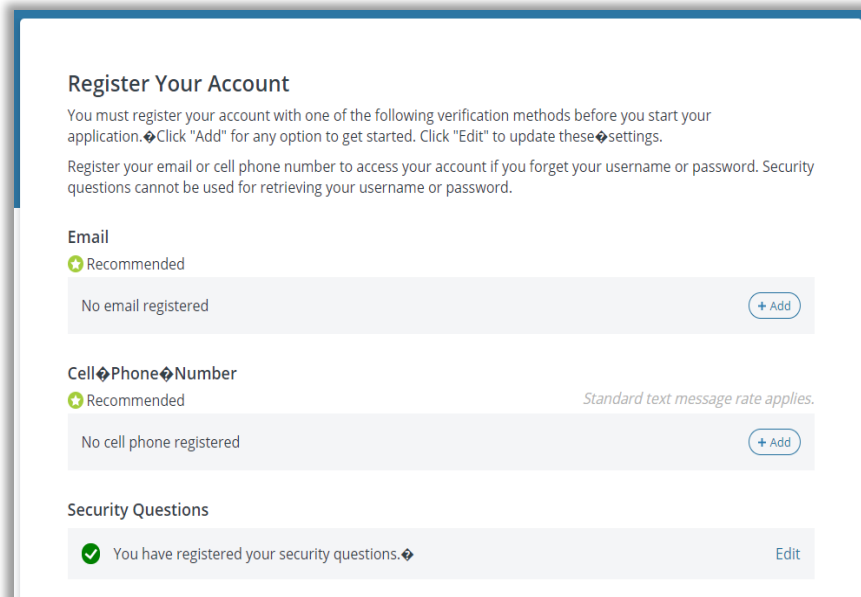
The pay feature in CalHEERS enables consumers to make their initial premium payment (binder payment) online with ease. There is a separate button for each type of insurance. The buttons are now called **Pay for Health Plan** and **Pay for Dental Plan**. The buttons are available on the *Enrollment Dashboard* on the *My Enrollments* page. In addition, carrier information is now available on that same page, so the Certified Enroller or consumer can be provided the carrier contact information to learn more about payments all in one location. For more information visit the [Premium Payment Job Aid](#).



Policy Information	
Policy ID:	N/A
Coverage Period:	04/01/2019 - 12/31/2019
Status:	Pending
Make Payment:	Pay for Health Insurance

Payment Information	
Monthly Plan Premium:	\$604.66
Elected APTC:	\$388.48

New Register Your Account Pop Up



Register Your Account

You must register your account with one of the following verification methods before you start your application. Click "Add" for any option to get started. Click "Edit" to update these settings.

Register your email or cell phone number to access your account if you forget your username or password. Security questions cannot be used for retrieving your username or password.

Email
 Recommended
 No email registered + Add

Cell Phone Number
 Recommended
 No cell phone registered + Add

Standard text message rate applies.

Security Questions
 You have registered your security questions. Edit

Pervious Functionality: Certified Enrollers and consumers were required to register for Security questions when they create their account.

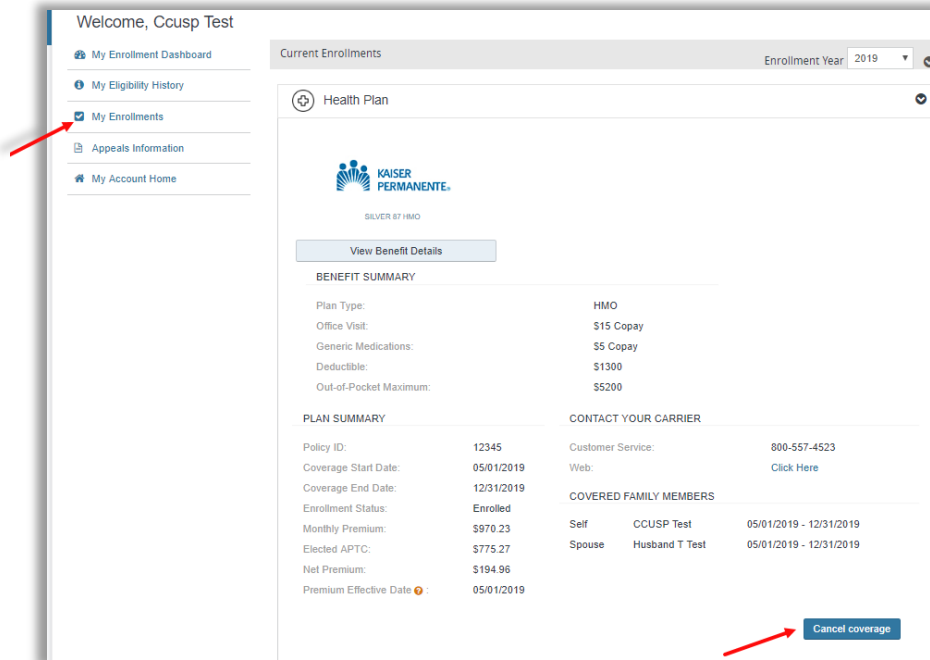
New Functionality: Upon logging into your account, Certified Enrollers and consumers will see a *new Register Your Account* pop up. This update will streamline the registration flow and allow you to choose which option better suits you or the consumer for accessing their account. Options include One-time Passcode, Email, Cell Phone Number or Security Questions.

Note: If the Certified Enroller or consumer wants to change their option

later on, Certified Enrollers may assist consumers in doing so by going to the My Profile page. For more information visit the [My Profile Page Job Aid](#)

Cancel Coverage

If a consumer would like to cancel their coverage, they may do so if it is before the coverage start date. Certified Enrollers may assist consumers with canceling coverage by selecting the **My Enrollments** link in the left navigational panel located on the *Enrollment Dashboard*. Visit the [Cancel and Disenroll from Coverage Job Aid](#) for more information.



Welcome, Ccusp Test

My Enrollment Dashboard

My Eligibility History

My Enrollments

Appeals Information

My Account Home

Current Enrollments

Enrollment Year: 2019

Health Plan

Kaiser Permanente

SILVER 87 HMO

View Benefit Details

BENEFIT SUMMARY

Plan Type:	HMO
Office Visit:	\$15 Copay
Generic Medications:	\$5 Copay
Deductible:	\$1300
Out-of-Pocket Maximum:	\$5200

PLAN SUMMARY

Policy ID:	12345
Coverage Start Date:	05/01/2019
Coverage End Date:	12/31/2019
Enrollment Status:	Enrolled
Monthly Premium:	\$970.23
Elected APTC:	\$775.27
Net Premium:	\$194.96
Premium Effective Date:	05/01/2019

CONTACT YOUR CARRIER

Customer Service:	800-557-4523
Web:	Click Here

COVERED FAMILY MEMBERS

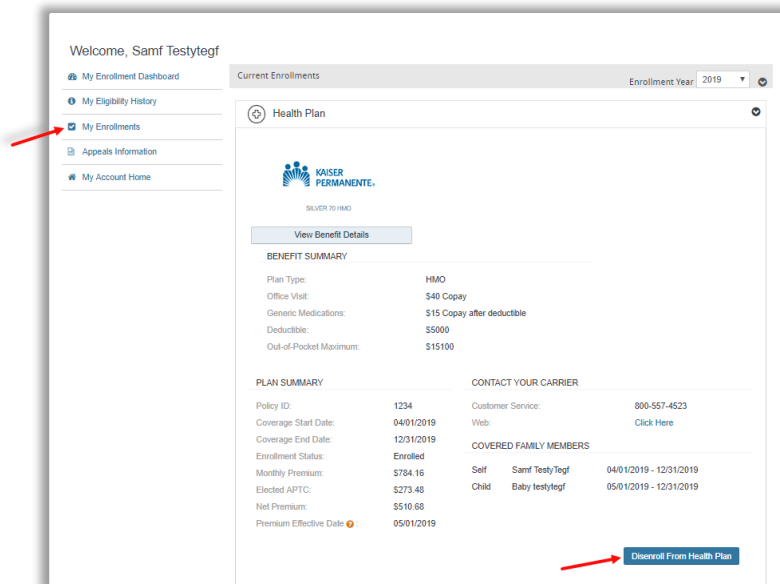
Self	CCUSP Test	05/01/2019 - 12/31/2019
Spouse	Husband T Test	05/01/2019 - 12/31/2019

[Cancel coverage](#)

Disenroll From Health Plans

If a consumer would like to end their coverage and it is after the coverage start date, a Certified Enroller may assist them by selecting the **Disenroll From Health (or Dental) Plan** button located on the *My Enrollment* page.

A *Voluntary Disenrollment* survey will appear to ask why the consumer is disenrolling from their health or dental plan. Visit the [Cancel and Disenroll from Coverage Job Aid](#) for more information.



Welcome, Samf Testylegf

My Enrollment Dashboard

My Eligibility History

My Enrollments

Appeals Information

My Account Home

Current Enrollments

Enrollment Year: 2019

Health Plan

Kaiser Permanente

SILVER 70 HMO

View Benefit Details

BENEFIT SUMMARY

Plan Type:	HMO
Office Visit:	\$40 Copay
Generic Medications:	\$15 Copay after deductible
Deductible:	\$5000
Out-of-Pocket Maximum:	\$15100

PLAN SUMMARY

Policy ID:	1234
Coverage Start Date:	04/01/2019
Coverage End Date:	12/31/2019
Enrollment Status:	Enrolled
Monthly Premium:	\$784.16
Elected APTC:	\$273.48
Net Premium:	\$510.68
Premium Effective Date:	05/01/2019

CONTACT YOUR CARRIER

Customer Service:	800-557-4523
Web:	Click Here

COVERED FAMILY MEMBERS

Self	Samf Testylegf	04/01/2019 - 12/31/2019
Child	Baby testylegf	05/01/2019 - 12/31/2019

[Disenroll From Health Plan](#)

Voluntary Disenrollment Survey

Why are you disenrolling from your plan?

- ☐ Purchase coverage outside Covered California
- ☐ Moving out of Covered California area health plan
- ☐ Gained Employer Sponsored coverage
- ☐ Other

If you would like to report a life event, such as moving, gaining coverage through an employer, a change in income or a birth or death in the household, please report this event by navigating to your Account Home and selecting Report a Change.

Note: You will see the cancel coverage button if it is before coverage start date. If the coverage start date has already passed, then the Disenroll from Health (or Dental) Plan will dynamically appear.