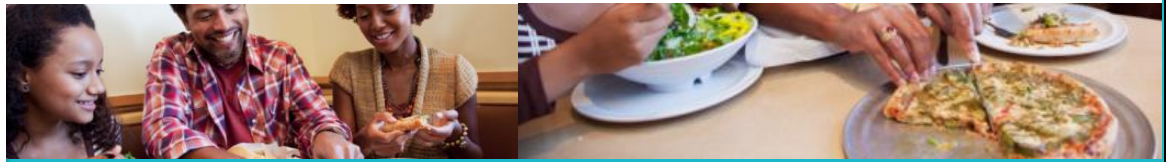




Your destination for affordable,
quality health care, including Medi-Cal



September 16, 2019

Covered California Renewal

Covered California's renewal period (annual redetermination process), **October 8, 2019, through December 15, 2019**, is intended to help individuals and families retain health coverage for the **2020 enrollment year**. This Job Aid is for Service Center Representatives, County Eligibility Workers, Plan-Based Enrollers, Certified Enrollment Counselors, and Certified Insurance Agents who are assisting consumers to complete their renewal, and illustrates the functionality from the consumer's perspective.

Who Is Qualified for Renewal?

As part of annual renewal, eligibility will be re-determined for subsidized and unsubsidized households that are enrolled in a plan and have made their first premium payment (i.e., effectuated) or pending (enrolled in a plan with pending effectuation). **Federal** Advanced Premium Tax Credit (APTC) households who do not provide consent for verification are auto-renewed into an unsubsidized plan for the upcoming year. Notices are sent to qualifying households to notify them of their opportunity to update information and confirm plan choices for the next benefit year.

Households Not Eligible For Renewal

- Applications which were withdrawn or terminated
- Cases which opted out of renewal during the renewal timeframe

Renew Mode

A household in Renewal mode displays the *Consumer Home* page with the message: *Welcome Back to Your Account. It's time to renew your coverage. You will be able to tell us about changes to your income and other information.* Depending on existing coverage, one of three program-specific renewal pages displays along with instructions on how to continue coverage for the next benefit year. Program specific renewal pages display for:

- **Covered California Households**
- **Medi-Cal Households**
- **Medi-Cal & Covered California Households (Mixed Households)**

Important Points about Renewals

The screenshot displays the Covered California user interface for renewal. At the top, there are navigation links for 'español', 'Need Help?', 'Account Home', and 'Log Out'. The main header area features a greeting 'Hi, Janet!' and a 'Welcome Back to Your Account.' message, followed by instructions to renew coverage and a link to learn more. Below this, a white box contains information about the renewal process, including a 'Shop and Compare Tool' link. The interface is divided into two main sections: 'Renew Your Covered California Health Plan' and 'Renew Your Medi-Cal Coverage'. Each section has a 'Step 1: Review' and 'Step 2: Renew/Enroll' section. The 'Renew Your Medi-Cal Coverage' section includes a link to find the local county office. A 'Continue' button is visible at the bottom of each section.

Before continuing the renewal process, users can get a side-by-side comparison of plans by clicking the **Shop and Compare** link on the *Renew Your Covered California Health Plan* and the *Renew Your Medi-Cal and Covered California Health Plan* pages.

For the *Renew Your Covered California Health Plan* and the *Renew Your Medi-Cal and Covered California Health Plan* pages, a renewal due date displays to remind Covered California consumers that the current plan will automatically be renewed if changes are not submitted before the date listed.

On the *Renew Your Medi-Cal Coverage* page, the link **Click here to find your local county office** displays for consumers to find county office help.

If the renewal was initiated by SAWS and plan selection is complete, the following text displays instead: *Your case is under review, please contact your county worker for further information.*

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For Covered California and mixed households, clicking the **Continue** button navigates consumers to the *Welcome to Your Renewal Application!* page. **At this point, the Renewal application is considered in-progress.**

On the *Welcome to Your Renewal Application!* page, text displays informing the consumer what to expect during the renewal process, while prompting them to begin:

We will walk you through the steps to renew your application.

We have added all the information from your last application. You must update anything that has changed so we will walk you through each section and highlight common changes.

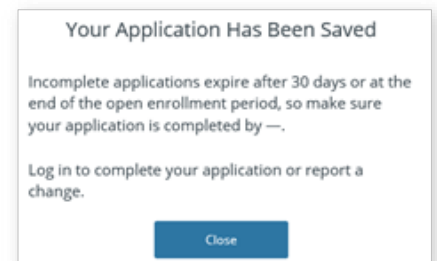
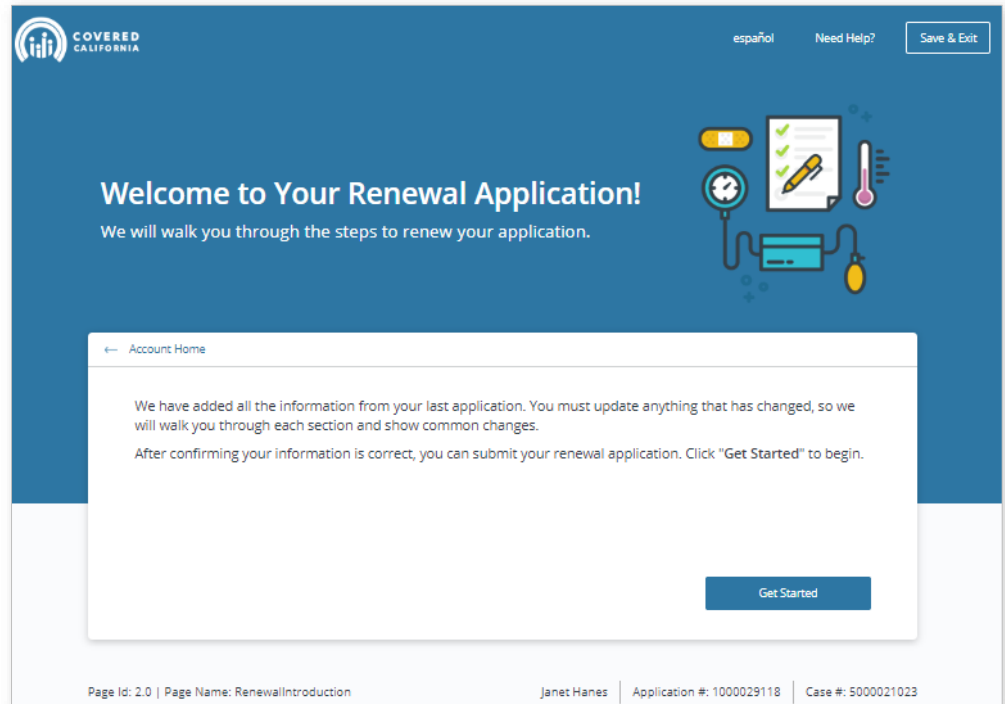
After confirming your information is correct, you can submit your renewal application. Click "Get Started" to begin.

The **Get Started button provides the consumer with a guided walkthrough of the Renewal process.**

- **Clicking the **Save and Exit** button saves the Renewal application. A popup displays a reminder that the application is incomplete and will expire if not completed and submitted by the specified date**
- **Clicking **Close** navigates the user to the Consumer Home page**

Note that the message automatically populates a date that is 30 days from the Renewal application initiation date. During the Open Enrollment period, the expiration date is extended to the day after the Open Enrollment period ends if it has been 30 days since the initial application date.

Upon returning to the *Consumer Home* page, the consumer is reminded again to complete the application by a specific date. Click the **Continue** button to resume a saved renewal application.



Important Note: If the household is enrolled in a Dental-only plan for the current benefit year, it can only be auto-renewed to the existing dental plan. If the dental plan is not available for the next benefit year, it will not be auto-renewed. Dental-only enrolled households are not eligible for active renewal processing.

Consumers who previously declined financial assistance for health care are presented with the *Last Year, You Did Not Apply for Free or Low Cost Health Care* page. Additional language displays *California has many health care programs which may be more affordable for your household. Would you like to see if you qualify for any of the available programs?* The consumer is given two options:

The screenshot shows a web interface for Covered California. At the top left is the Covered California logo. To the right are links for 'español', 'Need Help?', and 'Save & Exit'. Below this is a navigation bar with a back arrow, 'Renewal Menu', and 'Your answers will be saved'. The main content area is titled 'Renewal Application' and 'Last Year, You Did Not Apply for Free or Low Cost Health Care'. The text asks: 'California has many health care programs which may be more affordable for your household. Would you like to see if you qualify for any of the available programs?'. There are two radio button options: 'Yes, I would like to see if I qualify for help from one of the available programs' (which is selected with a blue checkmark) and 'No, I don't want help paying for my health care'. At the bottom of the form are two buttons: 'Back' and 'Save & Continue'.

- **Yes, I would like to see if I qualify for help from one of the available programs**
- **No, I don't want help paying for health care**

After selecting an option, click the **Save & Continue** button to continue.

- Clicking the **Back** button returns the consumer to the previous page.

Note: If the consumer previously accepted the option for financial assistance, the consumer is navigated directly to the *Has Your Household Changed?* page.

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Review existing household information on a page by page basis starting with the *Has Your Household Changed?* page. Household members can be added or removed.

Important: The *Primary Contact* (identified with a star icon) cannot be removed.

1. If no updates are needed, or when all updates have been completed, click the **Save & Continue** button to continue.

The screenshot shows a web interface for a renewal application. At the top, there is a navigation bar with a back arrow, the text 'Renewal Menu', and a status message 'Your answers will be saved'. Below this is a header section with the title 'Renewal Application' and the main heading 'Has Your Household Changed?'. A link 'Who should I include?' is provided. The main content area contains instructions: 'Click "Remove" to remove someone from the household or "Add" to add a new member. You cannot remove the Primary Contact. You can review all household members' information later in the application.' There are three cards: 1) Janet H., 47 yrs, with a star icon and a red box around the text '★ Primary Contact' and a 'Remove' button below. 2) Henry H., 6 yrs, with a 'Remove' button below. 3) An 'Add Household Member' button with a plus sign icon. At the bottom, there are 'Back' and 'Save & Continue' buttons.

2. The *Confirm These Relationships and Marital Statuses are Correct* page displays for multi-member households or when a household member (HHM) has been added to a household of one. Complete or confirm the *Household Relationships* status by clicking the **Edit** link. The *Edit Household Relationships* page displays where the relationships can be added or updated as necessary.

Review the *Marital Statuses*; click on a Radio button for a household member to change their status if applicable. Click the **Save & Continue** button when ready.

Edit Household Relationships

Kristal is Dominik's: Parent

Parent/Guardian ^

- Parent
- Guardian
- Stepparent
- Parent's Domestic Partner
- Foster Parent
- Father-in-Law/Mother-in-Law
- Court Appointed Guardian
- Trustee

Sibling v

Extended Family v

Other Relationship v

Save

← Renewal Menu Your answers will be saved

Renewal Application

Confirm These Relationships and Marital Statuses are Correct

Household Relationships

Janet H. is Henry H.'s: Parent Edit

Marital Statuses

If your marital status has changed, update it. If it has, make sure your tax filing status, household size, last name, and household relationships are up to date.

Janet H.'s marital status:

- Single
- Never Married
- Married
- Widowed
- Divorced
- Registered Domestic Partner

Henry H.'s marital status:

- Single
- Never Married
- Married
- Widowed
- Divorced
- Registered Domestic Partner

Back **Save & Continue**

3. The *Confirm These Home and Mailing Addresses Are Correct* page displays. The *Home Address* and *Mailing Address* displays for each household member and can be edited individually by clicking the **Edit** link next to the individual whose address is being updated. Click the **Save & Continue** button to continue.

Note: While the address can be changed for each of the individual household members, it is the Primary Contact's address that is used for notices. An address that is different than the Primary Contact's address displays the actual address under the address type; otherwise displays *Same as Primary Contact*.

4. The *Confirm This Tax Information Is Correct* page displays for the consumer to review the existing tax information. Click the **Save & Continue** button or update as necessary.

Note: Next to each question is a blue icon that displays additional information to help in completing the question.

Renewal Menu Your answers will be saved

Renewal Application

Confirm These Home and Mailing Addresses Are Correct

Janet H.
47 yrs
Primary Contact

Home address: 4204 Savannah LN, Sacramento, CA 95823

Mailing address: Same as Home address

Henry H.
6 yrs

Home address: Same as Primary Contact

Mailing address: Same as Primary Contact

Back Save & Continue

Renewal Menu Your answers will be saved

Renewal Application

Confirm This Tax Information Is Correct

You may need to update this section if these events apply to anyone in your household:

- Marriage or divorce
- Start or stop filing taxes
- Change in tax dependents

Who is the Primary Tax Filer for your household?

Janet H.
Tax filing status: Head of Household

Henry H.

Nobody files taxes

Select all household members who plan to file taxes in 2020

Janet H.
Tax filing status: Head of Household

Henry H.

Select all household members you expect will be required to file taxes in 2020

Janet H.

Henry H.

Select all household members you expect will be claimed as a dependent on another person's tax return

Henry H.

Back Save & Continue

5. The **Confirm This Income Information is Correct** page displays. Income for each household member displays with a total annual income amount in the **Projected Household Income** section.

Income can be edited by clicking the **Edit** button next to the individual's income. Changes include wage increase, ending income, and editing an income record. Click the **Edit** link next to the income record on the **Confirm Your Income Is Correct** page; a popup displays listing the original income record for the household member with options for editing the income record:

- Consumers have three options for editing income independently: ending income, changing the amount/frequency or changing the income name
- Service Center Representatives and County Eligibility Workers have four options: ending income, changing income amount/frequency, editing an error for an income record, and deleting an income record

Note: If there are no income changes to report, on click of the **Save & Continue** button, a **Are You Sure Your Income is Still Correct?** popup displays. Click the **No, Go Back** button to update the income or the **Yes, Continue** button to proceed to the next step in the renewal process.

Renewal Menu Your answers will be saved

Renewal Application

Confirm This **Income** Information Is Correct

You may need to update this section if these events apply to anyone in your household:

- Got a new job or lost a job
- Got a raise
- Change in income or hours worked

Based on what you last told us, this is what we expect your household income to be.

	Janet H. 47 yrs	
Income	jack in the box 01/01/2019 - Current	\$2,200.00 / month
	Henry H. 6 yrs	
Projected Household Income		\$26,400.00 / year

Back Save & Continue

How is your income changing?

Original Record state

\$3,000.00
/month

- This Income Has Ended
- Change Amount/Frequency
- Change Income Name

How is Janet's income changing?

Original Record jack in the box

\$2,200.00
/month

- This Income Has Ended
- Change Amount/Frequency
- Edit an Error in This Income Record
- Delete This Income Record

Are You Sure Your Income Is Still Correct?

Income updates are one of the most common types of changes. Click "No, Go Back" to double-check that your income information is correct.

No, Go Back Yes, Continue

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6. After confirming **income information, the** *Now, Let's Review **Each Household Member to Make Sure Their Information Is Correct*** page displays.

Clicking the **Add Info** or **Review** button takes the consumer to the *Review [HHM] Information* page for the member.

Note: When information is missing for an individual, a red dot displays next to the HHM's name to prompt the consumer to add or complete missing information.

← Renewal Menu Your answers will be saved




Renewal Application

Now, Let's Review **Each Household Member** to Make Sure Their Information Is Correct

Information you may need to update:

- Contact Information: Address, phone number, email
- Health Care: Gained or lost health care, updated Medicare or disability status
- Household Members: Name, student status, foster care status
- Relationships: Marital status, household relationships, Primary Caretaker
- Citizenship & Immigration: Citizenship status or documentation, recognized tribal status, military status

Click "Review" to view and update each person's information. Click "Add Info" to enter missing information. You can't move forward if required information is missing.

 Kristal M. 47 yrs	Review
 Dominik M. 7 yrs	Review
 Tom M. 6 yrs ● Missing Information	Add Info

Back Save & Continue

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Note: *Missing Information* messages display at the top of the *Review [HMM]'s Information* page and next to each section if information is required.

← Renewal Menu Your answers will be saved

Renewal Application

Now, Let's Review **Each Household Member** to Make Sure Their Information is Correct

Information you may need to update:

- Contact Information: Address, phone number, email
- Health Care: Gained or lost health care, updated Medicare or disability status
- Household Members: Name, student status, foster care status
- Relationships: Marital status, household relationships, Primary Caretaker
- Citizenship & Immigration: Citizenship status or documentation, recognized tribal status, military status

Click "Review" to view and update each person's information. Click "Add Info" to enter missing information. You can't move forward if required information is missing.

Kristal M. 47 yrs Review

Dominik M. 7 yrs Review

Tom M. 6 yrs Missing Information Add Info

Back Save & Continue

← Renewal Menu Your answers will be saved

Renewal Application

Review **Tom's** Information

Tom M. 6 yrs

Missing Information
We need more information about Tom. Please complete the section(s) marked "Missing Information."

Click each arrow to review and make updates. Collapse all

Basic Information ▼

Contact Information ▼

Marital Status & Relationships ▼

Pregnancy Information ▼

Health Care Missing Information ▼

Citizenship & Immigration Missing Information ▼

Military Service ▼

Optional Demographic Information ▼

Save

- After reviewing or updating information, click the **Save & Continue** button to proceed to the next step. The *Renewal Application Menu* displays. The consumer can review the individual information or continue on to the final review. Click the **Begin** button to proceed to the *Final Review*.

← Account Home

Renewal Application Menu

✓ Household Information
Household members, personal information, tax information, income Review

✓ Individual Information
Health care and citizenship information Review

Final Review Begin

Sign & Submit Sign Application

JOB AID: RENEWAL

8. The **Final Review** page displays all sections of the renewal application with an **Edit** link adjacent to each section. If a user discovers information that does in fact need to be updated, click the **Edit** link and navigate to the appropriate page.

9. Users must acknowledge that there are no changes and that the existing information is correct by clicking the **Confirm** button on the **Final Review** and subsequent final *Review* pages. Each section should be reviewed to confirm it is correct for the upcoming coverage year. Once the information is submitted, it is used to determine eligibility for the upcoming year.

Note: Information entered during the renewal applies to the upcoming coverage year and may impact eligibility for insurance affordability programs as of January 1 of the upcoming year. Examples of the types of changes that may impact eligibility include:

- Change of physical Address (Zip or County)
- Change in Household Income
- Add or Remove a Household Member

10. Click the **Confirm** button to proceed to the **Final Review** page where a final review is completed for each of the household members.

11. Users must acknowledge the change and/or that the existing information is correct by clicking the **Confirm** button on the *Final Review* and subsequent **Final Review** pages. The *Renewal Application Menu* page displays with a green checkmark next to each completed section including the *Final Review* section.

Renewal Menu Your answers will be saved

Renewal Application
Final Review

Household Members Edit

Janet H. 47 yrs
Primary Contact

Henry H. 6 yrs

Marital Status & Relationships Edit

Household Relationships:
Janet H. is Henry H.'s: Parent

Marital Statuses:
Janet H.'s marital status: Single
Henry H.'s marital status: Single

Home and Mailing Address Edit

Janet H. 47 yrs
Home address: 4204 Savannah LN, Sacramento, CA 95823
Mailing address: 4204 Savannah LN, Sacramento, CA 95823

Henry H. 6 yrs
Home address: 4204 Savannah LN, Sacramento, CA 95823
Mailing address: 4204 Savannah LN, Sacramento, CA 95823

Applying For Health Care Edit

Janet H. 47 yrs

Henry H. 6 yrs

Household Tax Information Edit

Primary Tax Filer:
Janet H. 47 yrs
Tax filing status: Head of Household

Also plan to file taxes:
Janet H. 47 yrs
Tax filing status: Head of Household

Required to file taxes:
Janet H. 47 yrs

Claimed as a dependent: Nobody expects to be claimed as a dependent

Household Income Edit

Janet H. 47 yrs

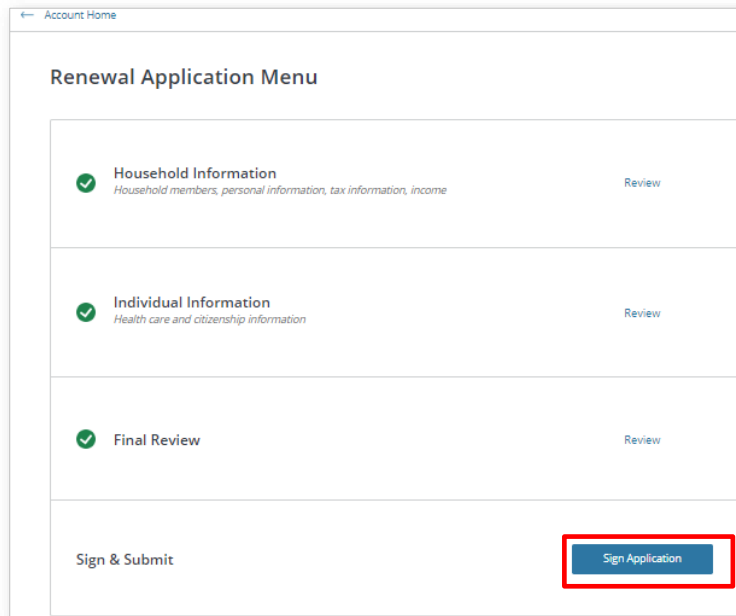
Income
jack in the box
01/01/2019 - Current \$2,200.00 / month

Henry H. 6 yrs \$0.00

Projected Household Income \$26,400.00 / year

Confirm

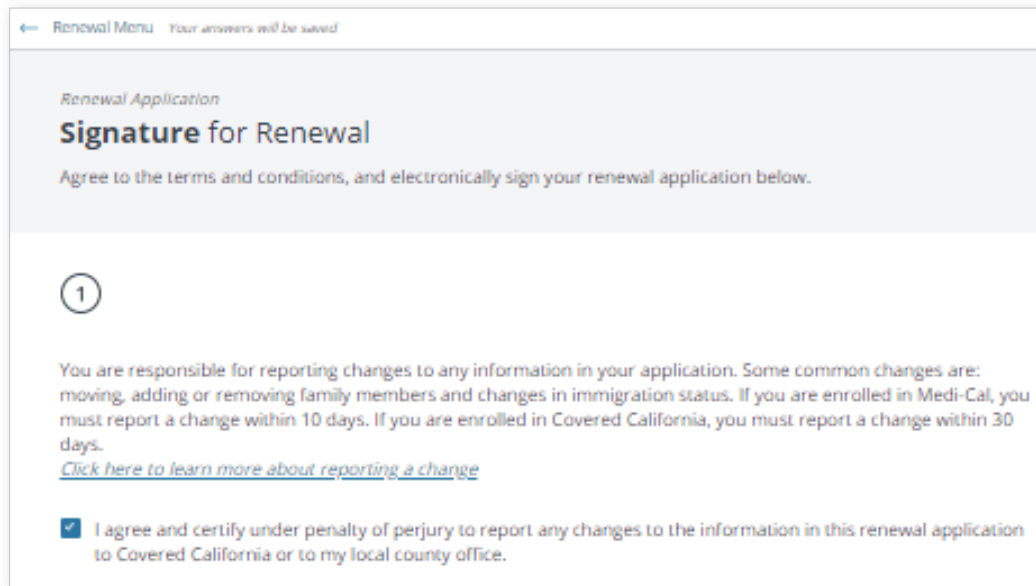
Consumers can either re-review the Renewal Application sections or continue to the next step of the renewal process. Click the **Sign Application** button. The *Signature for Renewal* page displays.



12. Complete the sections of the *Signature for Renewal* page.

- Section 1 displays: *You are responsible for reporting changes to any information in your application...*
Click here to learn more about reporting a change

The consumer must check the *I agree and certify under penalty...* checkbox.



2

Please read this important information about your renewal application. Once you finish reading, check the box to certify that you have done so.

punishable by imprisonment for up to four years).

I know that all information disclosed on this application will be used to determine eligibility of every person applying for health insurance on this application. The information will be kept private as required by federal and California law.

I understand that if I have received federal advanced premium tax credits for health coverage through Covered California during the previous benefit year, I must have filed or will file a federal income tax return for that benefit year.

I understand that if I have received California Premium Subsidy for health coverage through Covered California during the previous benefit year, I must have filed or will file a state income tax return for that benefit year.

By entering my full name below, I agree that this digital signature shall have the same force and effect as if I signed this application by my own hand.

I agree and certify under penalty of perjury that I have read the full legal terms and conditions.

- Section 2 displays: *Please read this important information about your application.* This section requires reading and scrolling through the text in its entirety before the attestation checkbox can be checked

Note: The Consumer must scroll to the bottom, answer all questions and check all boxes to enable the **Submit Application** button.

- Section 3 displays the **Electronic Signature PIN** and **Electronic Signature** fields. **The consumer is required to enter their Electronic Signature PIN and type their name before the renewal application can be submitted**

3

By entering my PIN and typing my full name I certify under penalty of perjury that I have read and I understand the questions in this application. I have answered honestly to the best of my ability.

Electronic Signature PIN ⓘ

Electronic Signature

Janet Hanes

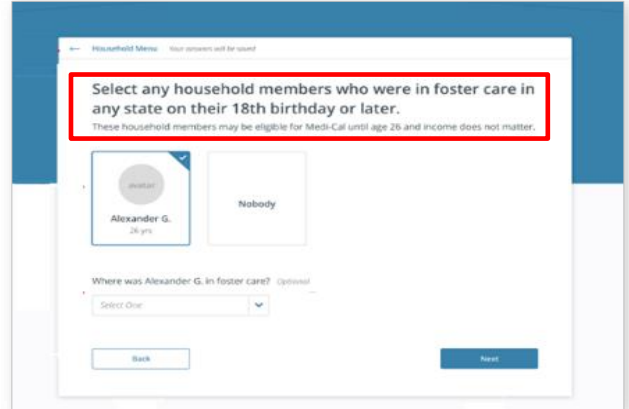
Back Submit Renewal Application

Note: The **PIN** and **Electronic Signature** fields do not display for SCRs and CEWs.

13. The following list of pages are displayed dynamically based on the household size and information entered on the prior application:

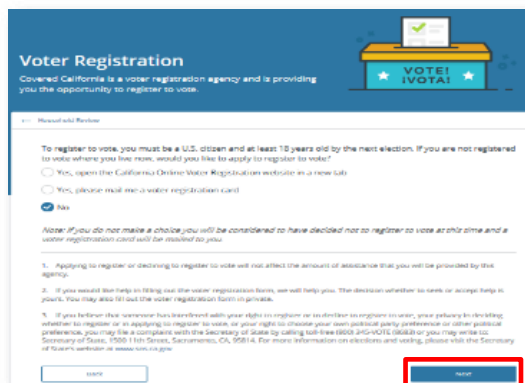
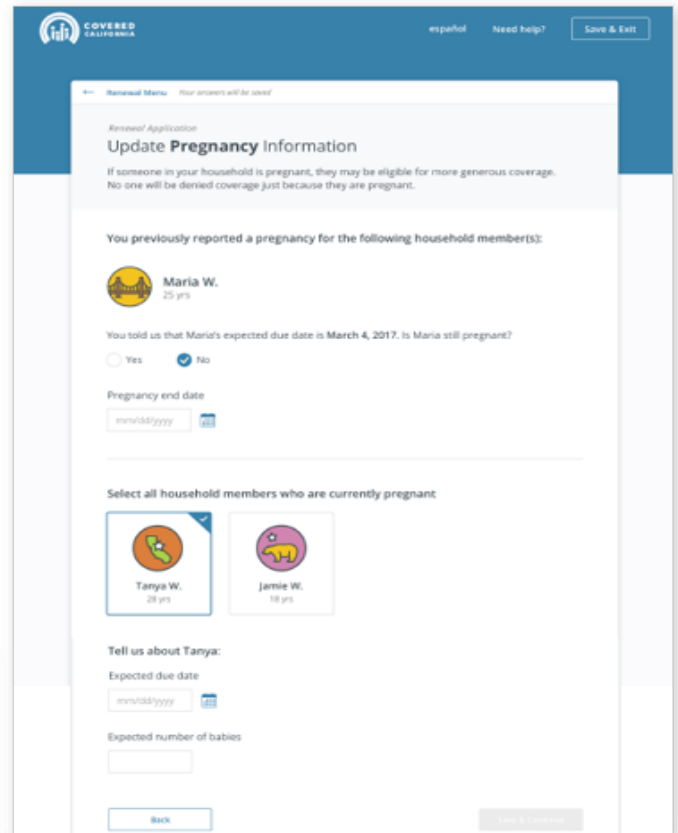
- *Please Select the Primary Caretaker for your Household members*
- *Select All Household Members Who Are Newly Applying for Health Care Coverage*
- *Select any household members who were in foster care in any state on their 18th birthday or later*

Note: This question dynamically displays for cases when at least one household member is between the ages of 18 and 26 as of the current date.



- *Update **Pregnancy** Information*

Note: This question dynamically displays for multi-member households that reported a pregnancy on their last application. The *You Previously Reported That You Were Pregnant* page dynamically displays for single-member households.



- *Voter Registration displays when an address has been updated allowing the consumer an opportunity to register to vote. After selecting an option, click the **Next** button. The *Signature for Renewal* page displays.*

Renewal Results

Once the Renewal application has been submitted, the *Household Eligibility Results Summary* page displays a summary of health care programs the household is eligible for in the upcoming coverage year.

Note: If there is no change or the change did not result in an eligibility re-determination, there is no change to the household eligibility results.

If eligibility is re-determined, carefully review the eligibility information summary pages with the consumer. The household may be eligible for different programs or required to provide documentation to ensure the household obtains or retains coverage for the upcoming year.

To view a PDF version of the submitted renewal application, click the **View PDF** link at the bottom of the *Household Eligibility Results Summary* page.

1. Click the **Continue** button to proceed with the enrollment part of the renewal process. The *My Enrollment Dashboard* displays.

Account Home

Household Eligibility Results Summary

This is a summary of your household eligibility results. Click "View" next to each household member to see and complete required next steps. If there are no required next steps, click "Review" to see a household member's full results.

Once you have completed all required steps, click the "Continue" button.

Missing Information
Your eligibility is pending additional information. See details below.

Below is a summary of what health care programs you are eligible for this upcoming year. Please review this information carefully. Depending on how your information has changed you may be eligible for a different program or a different amount of premium assistance. You may also need to verify your information. You can easily do that by uploading your documents below.

If you or members of your family end up being eligible for Medi-Cal coverage, your local county office will contact you.

Household Member	Program Eligibility	Action Required
Asa J. 51 yrs	Covered California Premium Assistance	No Review
adaline a. 33 yrs	Covered California Premium Assistance	No Review
Marveena M. 0 yrs	Medi-Cal	Yes View

Application Request Log

Request Type	User ID	Date Requested	Start Date
Application Renewal	np_scrsupervisor.operations_01	11/20/2019 13:46	01/01/2020

[View PDF](#) [View Budget Worksheet](#) **Continue**

JOB AID: RENEWAL

2. The **NEXT STEPS** section displays *You have successfully reviewed and completed your application for [upcoming year]. Please renew or change your plans by clicking on the 'FINALIZE PLANS' Button.* The current enrollment and subsidy information displays in *Your Household Eligibility* section when applicable.

3. Click the **FINALIZE PLANS** button on the *Household Eligibility Results Summary* page.

The screenshot shows a web interface for the 2020 renewal process. At the top, there are tabs for '2019' and '2020'. A blue banner at the top states: 'Open enrollment period ends on 01/15/2020. You have 56 days to enroll in plan. If you are reporting a change on your current year's enrollment, please click on the 2019 tab to complete your enrollment.' Below this is a 'NEXT STEPS' section with the text: 'You have successfully reviewed and completed your application for 2020. Please renew or change your plans by clicking on the 'FINALIZE PLANS' Button.' A red box highlights the 'FINALIZE PLANS' button. Underneath is an 'Overview' section. 'Your Application Status' shows '2020 Application For 3 members' as 'Complete' with a link to 'Eligibility Details'. A red box highlights the 'Your Household Eligibility' section, which contains the following table:

Your Household Eligibility		
Morveena Morveena Medi-Cal eligible	Federal Advanced Premium Tax Credit	View Details
Asa Jackson	\$728.10 per month	
Adaline Adele	CA Premium Subsidy	Report a Change
	\$36.71 per month	

Below the table are sections for 'Your Health Plans' and 'Your Dental Plans', both stating: 'You will be able to see your health plan(s) here once you have completed plan shopping.' and 'You will be able to see your dental plan here once you have completed plan shopping.' respectively. A 'Start Shopping' link is visible at the bottom right.

Note: If the Renewal is completed via the passive renewal process, the **FINALIZE PLANS** button on the *Household Eligibility Results Summary* page displays as **CHANGE PLANS**.

4. The page for enrollment groups displays with a tab to **SHOP FOR HEALTH PLANS** and **SHOP FOR DENTAL PLANS**. The consumer can choose to renew their existing plan if it is available or change their plan for the next benefit year.

The screenshot shows the 'SHOP FOR HEALTH PLANS' page. At the top, there are tabs for 'SHOP FOR HEALTH PLANS' and 'SHOP FOR DENTAL PLANS'. Below the tabs is a message: 'Renew your current enrollments or change plans for your current enrollment groups as below. If coverage needs for your household members have changed and you would like to enroll them in different groups, you can click here to start shopping in new groups.' Below this is a section for '2019 Enrollments (2 members)'. It displays the following information:

Federal Advanced Premium Tax Credit for this group in 2020: **\$728.10 per month** and CA Premium Subsidy for this group in 2020: **\$36.71 per month**

<input checked="" type="checkbox"/> Asa Jackson	Western Health
<input checked="" type="checkbox"/> Adaline Adele	Bronze 80 HMO
	\$262.47 per month

A 'Renew or Change Plan' button is located at the bottom right of the enrollment list.

JOB AID: RENEWAL

- To change the existing plan, click the **you can click here to start shopping** in new groups link. The consumer is navigated through the regular Plan Selection process
- To keep the current health plan, select the **Renew or Change Plan** button to proceed with the enrollment process

5. The **SHOP FOR DENTAL PLANS** tab displays.

SHOP FOR HEALTH PLANS SHOP FOR DENTAL PLANS

Renew or change plans for your current enrollment as below. If coverage needs for your household members have changed and you would like to not renew some members you can click here to start shopping.

2019 Enrollments (2 members)

<input checked="" type="checkbox"/> Asa Jackson	Delta Dental
<input checked="" type="checkbox"/> Adaline Adele	Family Dental HMO \$29.98 per month

Renew or Change Plan

6. Similar to renewing or changing the health plan, the dental plan can be renewed or changed by the consumer. Click the **Renew or Change Plan** button to proceed with the enrollment process.

7. The *Renew Your Plans* page displays with information related to costs associated with coverage for the upcoming year. A user-friendly itemized list of *Monthly Premium* and net *Monthly Premium Amount* displays for the consumer.

8. Click the **Next** button to proceed with the final step in renewing the enrollment plan.

Note: The consumer has the option to change their plan before continuing, the **Back to Shopping** button begins Plan selection.

Renew Your Plans

Your existing plan(s) displayed below is available for renewal.
Helpful Hint: Plan details and costs may change from year to year. You are encouraged to carefully review your plan options to make sure you have the plan that best fits your needs and is the best value for you.
To shop and compare plans click BACK TO SHOPPING.

- The monthly premium for your selected health plan increased from \$922.00 to \$951.35.
- Your maximum monthly CA Premium Subsidy increased from \$0.00 to \$36.71.
- Your maximum monthly tax credit increased from \$659.53 to \$728.10. This tax credit reduces the amount you will be required to pay each month for your health plan.

Health Plan	Asa, Adaline	Remove
Western Health Advantage	Monthly Premium	\$951.35
	Monthly Federal Tax Credit	Adjust -\$728.10
	Monthly CA Premium Subsidy	-\$38.71
Western Health Bronze 00 HMO	HEALTH MONTHLY PAYMENT	\$188.54
Coverage Start Date: 01/01/2020		
Cart Total	Health Monthly Payment	\$188.54
	TOTAL MONTHLY PAYMENT	\$188.54

Back to Shopping Next

9. The *Provide eSignature* page is the last step in the plan renewal process. The *Provide eSignature* page is no different during renewal as it is during initial application or report a change. Click the **Enroll** button to sign and submit.

Provide eSignature

To checkout, read the agreement here and enter your personal identification number (PIN) and eSignature in the spaces below. When you enter your PIN and eSignature, it means you are sure about the health insurance plans you chose and have read all the terms and conditions.

- I agree: *
- To file a federal income tax return on or before the due date for the return (including extensions of time for filing) to claim the Federal Advanced Premium Tax Credit (APTC) if applicable.
 - To file a state income tax return on or before the due date for the return (including extensions of time for filing) to claim the CA Premium Subsidy if applicable.
 - To report changes to Covered California that affect my eligibility, including: income, household size and address. These changes could affect the plans and Federal APTC subsidies for which I am eligible.
 - I cannot switch plans outside of the Open Enrollment Period unless I have a qualifying life event. Some of the qualifying life events are a permanent move that results in access to new plans, birth or adoption of a child, marriage or domestic partnership.

Binding Arbitration Agreement:

[Print](#)

I understand that every participating health plan has its own rules for resolving disputes or claims, including, but not limited to, any claim asserted by me, my enrolled dependents, heirs, or authorized representatives against a health plan, any contracted health care providers, administrators, or other associated parties, about the membership in the health plan, the coverage for, or the delivery of, services or items, medical or hospital malpractice (a claim that medical services were unnecessary or unauthorized or were improperly, negligently, or incompetently rendered), or premises liability. I understand that, if I select a

To enter your eSignature, please enter your full name. *

Eva Tomez

I have read and agree to the Binding Arbitration Agreement. *

PIN Number * ?

....|

Provide eSignature:

Eva Tomez

Date: 11/20/2019

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[Enroll](#)

JOB AID: RENEWAL


Confirmation

You have completed checkout with Covered California. You will be enrolled once you pay your premium bill to the plan(s) you chose. Congratulations!

Health Plans

Asa Jackson, adaline adele

Expected Start Date: 01/01/2020

	Western Health Bronze 60 HMO	Monthly Premium (monthly cost)	\$ 951.35
You will receive billing statements and instructions for paying offline from your insurer.			

Total Monthly Premium Cost	\$ 951.35
Monthly Federal Tax Credit	-\$ 728.10
Monthly CA Premium Subsidy	-\$ 36.71

Your Total Monthly Premium Payments \$ 186.54

Making Changes to Your Plan

If changes occur in your household, to report them, log in to your account and click on "Report a Change" or "Change Plans".

Disclaimers

You are not enrolled until your plan(s) receives your premium payment. If you do not pay your first payment(s) your application may expire. If your application expires you may be required to resubmit your application and may have to wait until the next Open Enrollment Period.

[Shop For More Members](#)

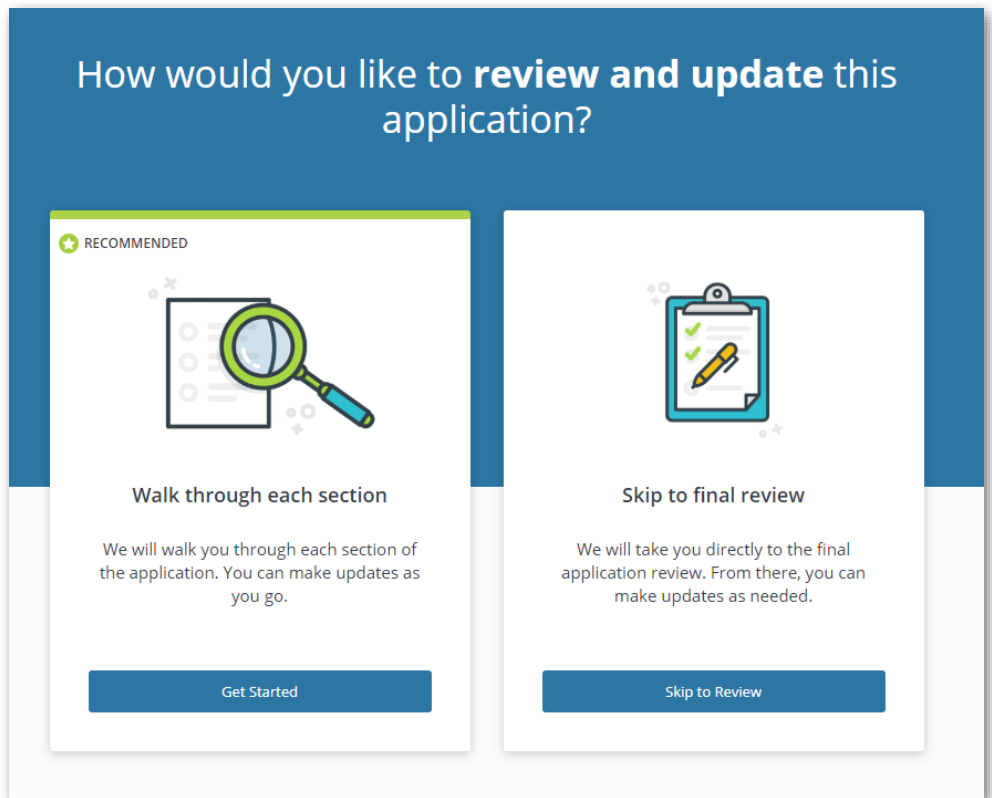
[Print Page](#)

[Go to Dashboard](#)

10. The *Confirmation* page confirms the enrollment process is complete and the consumer is renewed for the upcoming year. A message displays *You have completed checkout with Covered California. You will be enrolled once you pay your premium bill to the plan(s) you chose. Congratulations!*

SCR and CEW Skip to Final Review Option

Similar to Report a Change applications, SCRs and CEWs are presented an option to either *Walk through each section* of the renewal application process or *Skip to final review*. While the **Get Started** button initiates a renewal flow that guides the user through each and every section of the renewal application, the **Skip to Review** button skips to the *Final Review* page where a specific section can be updated. This option allows SCRs and CEWs to quickly complete a renewal with no changes and/or update a specific change without having to skip through all the sections of the application process.



Covered California Plan Auto-Enrollment

Covered California automatically enrolls eligible household members in their current health plan or similar plan if the Consumer does not select a new plan by the date displayed on the *Consumer Home* page. Auto-Enrollment is a batch process that automatically re-enrolls an eligible household in the same plan for the upcoming coverage year if they have not confirmed their current plan or selected a new plan by the due date indicated on the *Health Enrollment Summary* page.

Health insurance carriers notify consumers of an upcoming year plan substitution to a similar plan if their current year plan is no longer available. If the current plan is not available for the upcoming year, the consumer must take action and select a new plan no later than December 15 of the current year to prevent a break in coverage.

Note: The following cases are not eligible for auto-renewal:

- MAGI Medi-Cal only cases
- Cases terminated before October 12, 2019

Renew Mode Page - Opt In/Out

An Admin user (Service Center Representative or County Eligibility Worker) has the functional option to move a case out of Renew mode (to exempt it), and then move it back into Renew mode, if a process or policy should warrant this action.

Note: If a household has completed the renewal process for the upcoming year, access to the *Renew Mode* page is not available.

1. From the *Search Individual* page, enter search criteria to locate the consumer, and then click the corresponding radio button from the results list. Click the **Manual Verification** button. The *Household Verifications* page displays.
2. Click the **Renew Mode** tab from the left-hand *Verification* panel. The *Renew Mode* page displays.

Name	SSN	Date Of Birth	Gender
Abby Gail	544-55-6635	09/01/1990	Female
Alberto Gail	544-55-6600	05/01/2006	Male

Exempt Case from Renewal

3. Select the **Off** value from the dropdown and then click the **Update** button.
4. An **Opt-in / Opt-out Confirmation** popup displays stating: *Your update has been successfully saved.*
5. Click the **Ok** button. The Consumer Home page reflects the consumer is no longer in Renew mode.
6. Repeat the above steps to move the consumer back into Renew mode – only this time select the **On** value from the dropdown.

Renew Mode: Off

Opt-in / Opt-out Confirmation

Your update has been successfully saved

OK