



COVERED
CALIFORNIA

COVERED CALIFORNIA POLICY AND ACTION ITEMS

October 8, 2015

AGENTS

Kirk Whelan, Director of Outreach & Sales Division

AGENT CONTRACT - AMENDMENT

Major Changes:

- Added requirement for Annual Voter Registration Training for Agents
- Updated our Marketing and Brand Guidelines

Board Action:

- Updated Exhibit F Small Business commission schedule
 - For groups 51+ commission level is 5%
 - For groups under 50 removed the \$500K cap
 - Resolution 2015-63

AGENT RESPONSIBILITY FOR MEDI-CAL ENROLLMENT

- **Agent contract language:** “In the case that a Consumer is or may be eligible for Medi-Cal or CHIP, Agent shall facilitate the enrollment of interested Consumers without undue delay.” Exhibit A, Section C(4)(b).
- **Recommendation:** After meeting with stakeholders, staff recommends to keep current contract language in place.
- **Medi-Cal Toolkit:** Covered California staff will work with state, county and stakeholders to update our Medi-Cal Toolkit.
- Review how this is working for our consumers.
- **No Board decision required.**

AGENT REGULATIONS

- Agent regulations were developed to incorporate the terms of the Agent Agreement
- Recent legislation clarifies that Covered California agreements do not need to be promulgated in regulations.
- Due to our amending the Agent Agreement, the current regulations will be out-of-date.
- Since there is no longer a need to put the Agent Agreement in regulations, staff is recommending the repeal of the agent regulations.

INDIVIDUAL ELIGIBILITY & ENROLLMENT REGULATIONS READOPTION

KEY CHANGES TO ELIGIBILITY & ENROLLMENT REGULATIONS

- Discussion item this month and staff will request action next month
- Covered California staff are working with stakeholders to refine the appeals regulations to reflect process improvements
 - Clarifies the language regarding expedited appeals and appeal decisions
 - Clarifies the language regarding the implementation of the appeal decisions
 - Also under consideration for next month, timeframes for implementing appeals decisions