



Citizenship/Lawful Presence Letter Certified Representative Talking Points

The below talking points are provided to help you assist consumers who have been notified that they need to provide Covered California with proof of citizenship or lawful presence in order to retain their Covered California Health Plan and/or Premium Tax Credits or Cost Sharing Reductions (also known as subsidies, premium or financial assistance).

Some consumers with a Conditionally Eligible status may receive a Covered California letter asking them to verify their citizenship or lawful presence. If a consumer contacts you with questions, please indicate:

- You have received this notice because Covered California could not electronically verify that you are a U.S. citizen or have a lawfully present status.
- Covered California is required to verify this information in order to continue your coverage, and if applicable, continue providing federal subsidies.
- All of your citizenship/immigration information will be kept confidential and secured.
- Information verified using federal electronic data sources will not be used for immigration enforcement purposes – Any documents submitted, will NOT impact your citizenship, immigrant, or lawfully present status.

Deadline to submit proof of citizenship or lawful presence:

- Consumers have until **August 31st, 2015** to submit the requested documents and verify their citizenship or lawfully present status.
- Consumers may be terminated from their Covered California Health Plan coverage if we cannot verify their status.
- Consumers that have received Advanced Premium Tax Credits (APTC, premium assistance) are required to reconcile their eligibility for APTC when they file taxes in 2016 and may have to repay some or all of APTC they received to IRS.

Types of documents required for verification:

- The notice you received contains a list of all the valid document types (**see sample notice in the Renewal Toolkit**).

Where to submit citizenship and immigration documents:

- Upload the requested verification to your Covered California online account. **Refer to the CalHEERS Job Aid in the Renewal Toolkit – Uploading Verification Documents.**
- Send the documents via fax or mail, **instructions below.**

If the consumer has already submitted proof of their citizenship or lawful presence:

- It is possible that Covered California needs additional documents from you, or that we were unable to verify your documents in order to verify your citizenship or lawfully present status.
- You should resend the specified documents in the notice so that you can maintain your coverage.
- Instructions on how to submit verification documents are included directly below and in the Renewal Toolkit for Certified Representatives.

Privacy:

- Covered California keeps all personal information secure. Documents submitted will NOT be shared with unauthorized parties.
- The notice and any submitted documents will NOT impact citizenship or lawfully present status, and will NOT impact a lawful resident applying for a U.S. permanent residency or citizenship.
- Information submitted will NOT be used for law enforcement or immigration enforcement purposes.

How to Assist Conditionally Eligible Consumers

Help consumers verify their citizenship or lawfully present status by helping them **upload, fax or mail** the required documents to Covered California. Here are the instructions for each of those options:

OPTION 1: UPLOAD documents to the consumer's Covered California online account

- If you are not already the consumer's Certified Enrollment Representative, have the consumer assign you as their Certified Representative via the *Find Local Help* link on CoveredCA.com. Refer to the *Job Aid – Delegating and Removing a CEC Delegation*.
 - If the consumer does not have access to their existing case, they will need to create an account and obtain a linking or access code. Refer to the *Job Aid – Create an Individual Account* in the toolkit for instructions about how to link a newly created account with an existing case.
 - Consumers may obtain a linking or access code by calling the Covered California Service Center. Agents or CECs may also contact their Certified Representative Service Center in the consumer's presence to obtain the code.
- If you are already the consumer's designated Certified Enrollment Representative, login to your portal and access the consumer's account.
- Upload a valid document (a full list of qualifying documents can be found in the sample notice and in the Renewal Toolkit). Refer to the *Job Aid – Uploading Verification Documents* in the Renewal Toolkit.
- If the uploaded document does not match a "Document Type" category on the Covered California online enrollment portal, select "U.S. Passport" and continue.

OPTION 2: FAX documents to Covered California

- **Ensure the consumer includes the "Here's my Proof" cover page.** The cover sheet is included in the notice that was sent to the consumer or can be downloaded from CoveredCA.com. This is also included in the Renewal Toolkit.
- Fax documents to 1-888-329-3700.

OPTION 3: MAIL documents to Covered California

- Make sure the consumer includes the "Here's my Proof" cover page. This is included in the notice that was sent to the consumer or can be downloaded from CoveredCA.com.
- Mail the necessary documents to:
 - Covered California Service Center
 - P.O. Box 989725
 - West Sacramento, CA 95798-9725
- Please do not mail original documents; send legible copies only.