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December 10, 2014

Covered California provides a Secure Mailbox for Consumers to view messages online. This Job Aid describes the Secure Mailbox from the Consumer’s perspective and is created for Certified Enrollment Counselors (CECs), Certified Insurance Agents (Agents), County Eligibility Workers (CEWs), Plan Based Enrollers (PBEs) and Service Center Representatives (SCRs).

Secure Mailbox Link

Covered California sends messages to Consumers via a Secure Mailbox associated with their account. CalHEERS notifies the account holder by email when a message has been sent to their Secure Mailbox if Email was selected as the preferred method of communication during account set up. To view a message sent to the Secure Mailbox, the Consumer must log into their Covered California account and access their Secure Mailbox, regardless of their preferred method of communication.

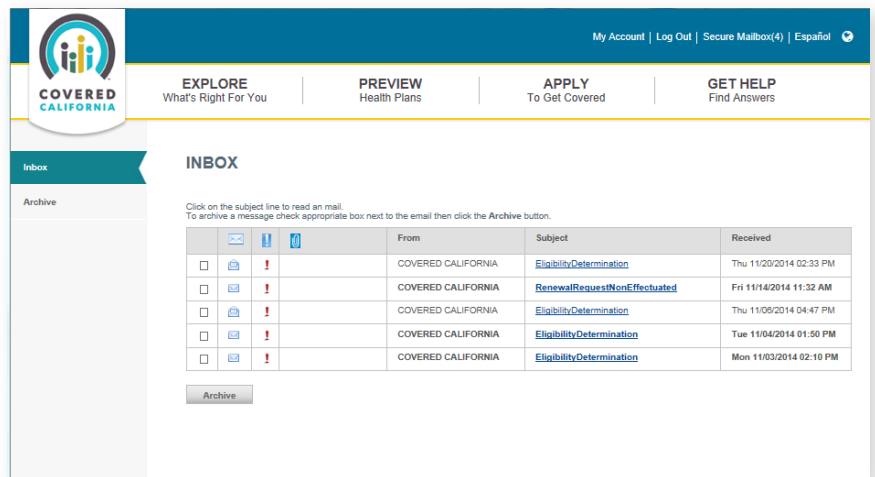
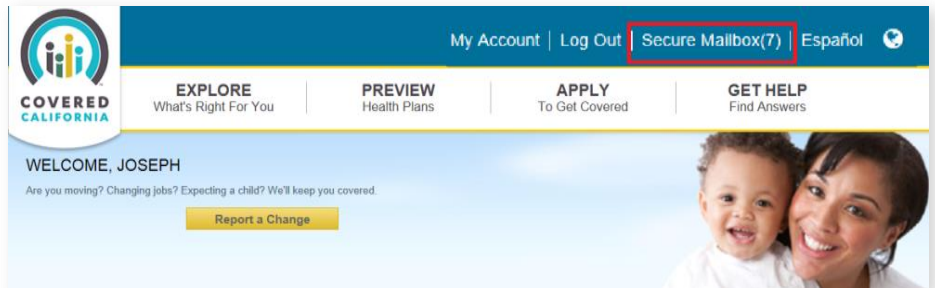
Once the Consumer has logged into their Covered California account, the Global Header displays the **Secure Mailbox** link and the number of unread items in the Secure Mailbox is displayed in parenthesis. Note the Consumer must be logged in to their account for the **Secure Mailbox** link to display.

Clicking the **Secure Mailbox** link navigates the account holder to their **Inbox** where they may view their messages.

Inbox

The **Inbox** displays incoming messages in rows with the most recent message first.

- The **From** column displays who the message is from.
- The **Subject** column displays the message subject line. Click the **subject line** to view the message.

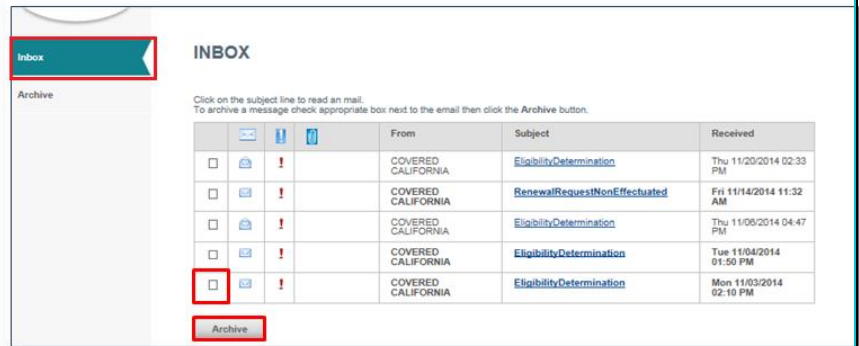


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- The **Received** column displays the date and time the message was received.

Note that when the **Inbox** is accessed, the **Inbox** left side navigation tab is highlighted.

To archive (or store) messages from the **Inbox**, select the message **checkbox**, and click the **Archive** button.



Inbox Icons

Message icons provide information about each message:



The **Unread Mail** icon displays when an email is unread. Note the subject line for an unread email displays in bold font.



The **Read Email** icon displays when an email is read. Note the subject line for a read email displays in normal font.



The **Exclamation** mark denotes a message with a high level of importance, such as a notice concerning the Consumer's eligibility.

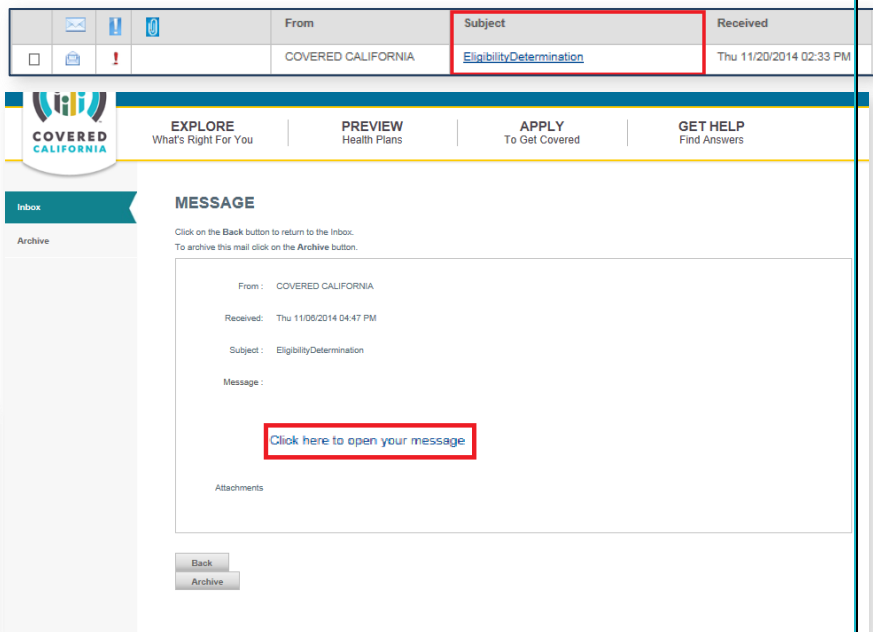


The **Attachment** icon displays when the message includes an attachment. Click the icon to open the attachment.

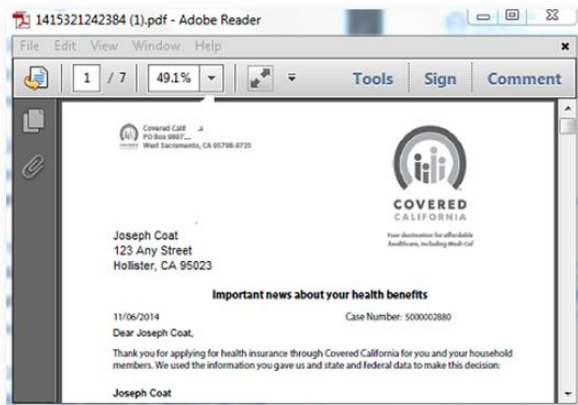
Viewing Messages

Click the **subject line** for a message in the **Inbox** to open the message on the *Message* page.

Click the **Click here to open your message** link to view a message. The message opens in a separate window in PDF format.



(Note: Attachments to the message are displayed as a link. Click the link to open the attachment.)



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Select **Save As** from the document toolbar **File** menu to download and save the message locally.

Click the **Print** icon on the document toolbar to print the message locally.

Click the “**x**” on the document toolbar to close the window and return to the *Message* page.



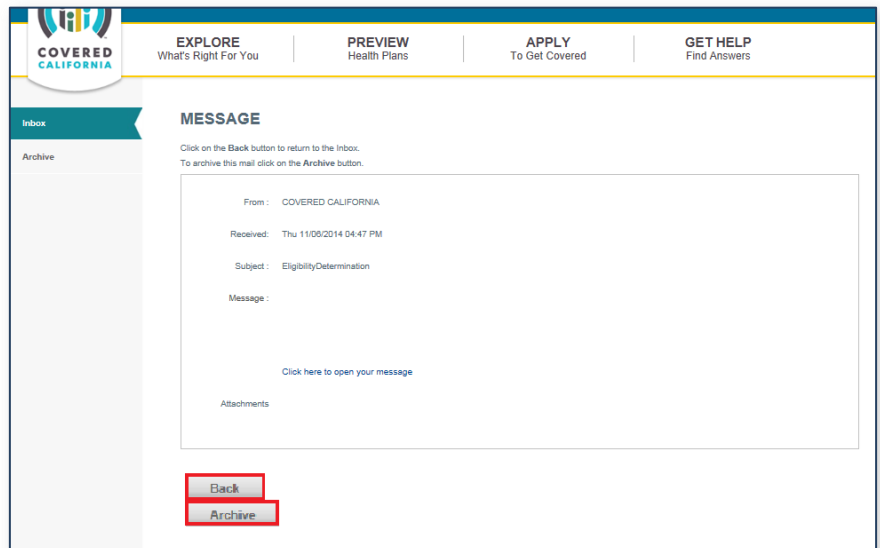
Archive Message

Archiving messages saves **Inbox** space and makes it easier to focus on new important messages.

Messages in the **Inbox** can be archived (or stored) and accessed later.

To archive the message from the *Message* page, click the **Archive** button at the bottom of the page.

To return to the **Inbox** from the *Message* page, click the **Back** button on the *Message* page.



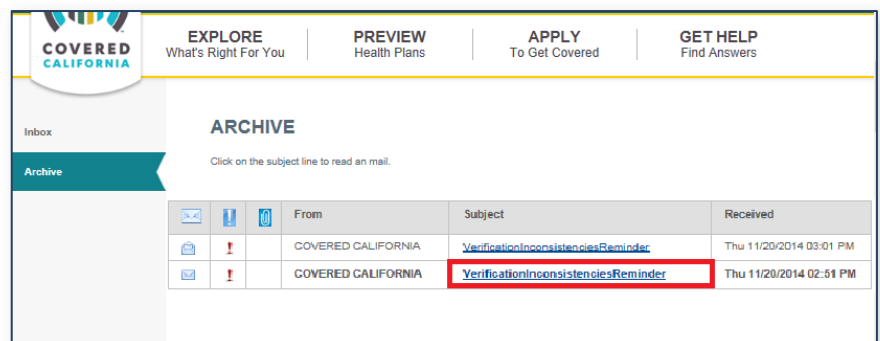
Access Archived Messages

To access messages archived in the **Secure Mailbox**, click the **Archive** left side navigation tab.

Archived messages are displayed in rows. **From**, **Subject** and **Received** columns, and message icons display information about each archived message.

To view an archived message, click the **Subject** line link for the message.

To return to the **Inbox**, click the **Inbox** left side navigation tab.



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Log Out

To log out of the Secure Mailbox and exit Covered California, click the **Log Out** link above the Global Header.

Administrative Users (CECs, CIAs, CEWs, PBEs and SCRs):

Keep in mind the **Secure Mailbox** link displays only for the account holder.

Users with the Administrative role will not see the **Secure Mailbox** link above the Global Header when they view the Consumer's case.

After the message is delivered to the Consumer's Secure Mailbox, users with the Administrative role can view it by searching for the Individual or associated Case ID from the *Administration Home* page, then navigating to the *Documents and Correspondence* page where the message will be listed.

The screenshot shows the top navigation bar of the Covered California website. The 'Log Out' link is highlighted with a red box. Other navigation options include 'My Account', 'Secure Mailbox(7)', and 'Español'. Below the navigation bar, there are four main sections: 'EXPLORE What's Right For You', 'PREVIEW Health Plans', 'APPLY To Get Covered', and 'GET HELP Find Answers'. A progress bar below these sections shows the status of various steps: SUMMARY (checked), HOUSEHOLD (checked), PERSONAL DATA (checked), INCOME (checked), ELIGIBILITY (unchecked), and ENROLLMENT (unchecked).

The screenshot shows the 'APPLY FOR HEALTH INSURANCE' page for a user named Joseph Coats. The page features a welcome message: 'WELCOME, JOSEPH COATS. Are you moving? Changing jobs? Expecting a child? We'll keep you covered.' Below this is a 'Report a Change' button. A progress bar indicates the user's progress through the application process: SUMMARY (checked), HOUSEHOLD (checked), PERSONAL DATA (checked), INCOME (checked), ELIGIBILITY (checked), and ENROLLMENT (checked). The page also includes sections for 'ANNOUNCEMENTS', 'ACTIONS', and 'RESOURCES'.

The screenshot shows the 'APPLY FOR HEALTH INSURANCE' page with a focus on the 'DOCUMENTS AND CORRESPONDENCE' section. A table lists several documents uploaded, including eligibility determinations and reminders. The table has columns for Document Name, Document Type, Date/Time, and Action.

Document Name	Document Type	Date/Time	Action
CalNOD01EligibilityDetermination	ELIGIBILITY	11/03/2014 14:10:27 PM	maintain.documentAndCorrespondence.view Edit
CalNOD01EligibilityDetermination	ELIGIBILITY	11/04/2014 13:50:50 PM	maintain.documentAndCorrespondence.view Edit
CalNOD01EligibilityDetermination	ELIGIBILITY	11/06/2014 16:47:22 PM	maintain.documentAndCorrespondence.view Edit
CalNOD12bRenewalRequestNonEffectuated	OTHERS	11/14/2014 11:32:04 AM	maintain.documentAndCorrespondence.view Edit
CalNOD01EligibilityDetermination	ELIGIBILITY	11/20/2014 14:33:50 PM	maintain.documentAndCorrespondence.view Edit
CalNOD03VerificationInconsistenciesReminder	OTHERS	11/20/2014 14:53:04 PM	maintain.documentAndCorrespondence.view Edit
CalNOD03VerificationInconsistenciesReminder	OTHERS	11/20/2014 15:02:16 PM	maintain.documentAndCorrespondence.view Edit
CalNOD03VerificationInconsistenciesReminder	OTHERS	12/04/2014 14:20:21 PM	maintain.documentAndCorrespondence.view Edit
CalNOD03VerificationInconsistenciesReminder	OTHERS	12/04/2014 14:22:29 PM	maintain.documentAndCorrespondence.view Edit