



Covered California  
P.O. Box 989725  
West Sacramento, CA 95798-9725



**COVERED  
CALIFORNIA**

*Your destination for quality  
healthcare, including Medi-Cal*

{FIRST\_NAME} {LAST\_NAME}  
{ADDRESS\_LINE1}  
{ADDRESS\_LINE2}  
{CITY}, {STATE\_CD (FK)} {ZIPCODE}

## **We need more information from you now or you will lose your health insurance**

September 2, 2014

Case Number: {#####}

Dear {FIRST\_NAME} {LAST\_NAME},

Thank you for choosing health insurance through Covered California.

We need documents that show that you are lawfully present in the United States as a U.S. citizen, U.S. national, or an individual with eligible immigration status to continue your health insurance through Covered California. You may have already sent documents, but we could not check citizenship or immigration status using the documents we received from you. Please check the list of acceptable documents in this notice and resend them. These documents are confidential and will only be used to determine your eligibility for health insurance programs. **They will not be used for immigration purposes.**

We could not check citizenship or immigration status for the following members of your household:

- {FIRST\_NAME} {LAST\_NAME}
- {FIRST\_NAME} {LAST\_NAME}
- {FIRST\_NAME} {LAST\_NAME}

**Important: You must send or resend the necessary documents by September 30, 2014 to keep your health insurance through Covered California.**

### **What To Do Now**

1. Read the "List of Documents" below to see which document(s) to provide.
2. Upload, fax, or mail your documents. You may need to send more than one document.
3. Call the Document Upload Helpdesk at **(800) 909-6822** for help if you need it. See below for more information.

**Documents are due by September 30, 2014.**

### **What Happens If I Do Not Send Documents?**

If we do not get your documents, Covered California must cancel your health insurance along with the federal tax credit you may be using to lower your monthly premiums. If you have received tax credits and your health insurance is canceled, you will have to repay those tax credits. If your health insurance is canceled, you may also have to pay a tax penalty.

## How To Get Help

Call the Document Upload Helpdesk at **(800) 909-6822** for help uploading, faxing, or mailing your documents.

If you got help from a Covered California Certified Enrollment Counselor or Certified Insurance Agent during enrollment, you can contact them again to get one-on-one help. They can help you figure out the documents you need. They can also help you electronically upload the documents to your CoveredCA.com account.

You can also call the Covered California Service Center at **(800) 300-1506**. For TTY call **(888) 889-4500**.

## How to Send Documents

**Option 1:** UPLOAD documents to your [www.CoveredCA.com](http://www.CoveredCA.com) account.

**(Fastest)** You can scan or take a picture of your document to upload.

- Log on to your account.
- Click on the “Manage Verifications” link located on the right, below “Actions.”
- Click “Submit Verifications.”
- Click “Upload Document” link.
- Select the “Document Type” in the dropdown menu.
- Follow the rest of the steps on the screen until you see the confirmation message “File uploaded successfully.”

If you do not see your document type in the dropdown menu, choose “U.S. Passport” and continue.

**Option 2:** FAX documents to Covered California (include “Here’s my Proof” as the cover page)  
Fax to 1-888-329-3700

**Option 3:** MAIL documents to Covered California (include the “Here’s my Proof” cover page)  
Covered California  
P.O. Box 989725  
West Sacramento, CA 95798-9725

DO NOT MAIL ORIGINAL DOCUMENTS. Please send copies only.

## Questions?

If you have created a CoveredCA account, log on to your account at [www.CoveredCA.com](http://www.CoveredCA.com); or call the Covered California Service Center at 1-800-300-1506 or for TTY, call 1-888-889-4500. You can call Monday through Friday 8 a.m. to 6 p.m. and Saturdays 8 a.m. to 5 p.m. The call is free.

## LIST OF DOCUMENTS FOR U.S. CITIZENS AND NATIONALS

To see samples of some of these documents, or to get more information about how to send us your documents, see the “FAQ” section at CoveredCA.com

To prove you are a U.S. citizen or U.S. national, send a copy of **ONE of these documents**:

- U.S. Passport
- Certificate of Naturalization (N-550/N-570)
- Certificate of Citizenship (N-560/N-561)
- Document from federally recognized Indian tribe that includes your name and the name of the federally recognized Indian tribe that issued the document, and shows your membership, enrollment, or affiliation with the tribe.

- OR -

If you don't have any of the documents on the list above to prove you are a U.S. citizen or U.S. national, **send a copy of TWO documents, ONE from each of these lists**:

<b>ONE document from this list:</b>	<b>ONE document from this list:</b> (these have a photograph or other information like your name, age, race, height, weight, eye color, or address)
<ul style="list-style-type: none"> <li>• U.S. public birth certificate</li> <li>• Consular Report of Birth Abroad (FS-240, CRBA)</li> <li>• Certification of Report of Birth (DS-1350)</li> <li>• Certification of Birth Abroad (FS-545)</li> <li>• U.S. Citizen Identification Card (I-197 or the prior version I-179)</li> <li>• Northern Mariana Card (I-873)</li> <li>• U.S. Civil Service Employment Record showing employment before June 1, 1976</li> <li>• Military record showing a U.S. place of birth</li> <li>• U.S. medical record from a clinic, hospital, physician, midwife or institution showing a U.S. place of birth</li> <li>• U.S. life, health or other insurance record showing U.S. place of birth</li> <li>• Religious record showing U.S. place of birth recorded in the U.S.</li> <li>• School record showing the child's name and U.S. place of birth</li> <li>• Federal or State census record showing U.S. citizenship or U.S. place of birth</li> <li>• Final adoption decree showing the person's name and U.S. place of birth</li> <li>• Documentation of a foreign-born adopted child who received automatic U.S. citizenship (IR3 or IH3)</li> </ul>	<ul style="list-style-type: none"> <li>• Driver's license issued by a U.S. State or Territory</li> <li>• Identification card issued by the Federal, state, or local government</li> <li>• School identification card</li> <li>• A clinic, doctor, hospital, or school record, including preschool or day care records (for children under 19 years old)</li> <li>• U.S. military card or draft record or Military dependent's identification card</li> <li>• U.S. Coast Guard Merchant Mariner card</li> <li>• Voter Registration Card</li> <li>• Two other documents that prove your identity, like employer identification cards, high school and college diplomas, marriage certificates, divorce decrees, property deeds, or titles.</li> </ul>

## LIST OF DOCUMENTS FOR ELIGIBLE IMMIGRATION STATUS

If you are not a U.S. citizen or U.S. national, you can prove your eligible immigration status and send a copy of **ONE of these documents**:

- Permanent Resident Card, “Green Card” (I-551)
- Employment Authorization Card “Work Permit” (I-766)
- Foreign passport with acceptable stamp or visa
- Arrival/Departure Record in foreign passport (I-94) Reentry Permit (I-327)
- Arrival/Departure Record (I-94/I-94A)
- Temporary I-551 Stamp (on Passport or I-94/I-94A)
- Administrative order staying removal issued by the Department of Homeland Security
- Document indicating withholding of removal (or withholding of deportation)
- Refugee Travel Document (I-571)
- Machine Readable Immigrant Visa (with temporary I-551 language)
- Certificate of Eligibility for Nonimmigrant Student Status (I-20)
- Certificate of Eligibility for Exchange Visitor Status (DS-2019)
- Notice of Action (I-797)
- Certification from U.S. Department of Health and Human Services (HHS) Office of Refugee Resettlement (ORR)
- Office of Refugee Resettlement (ORR) eligibility letter (if under 18)
- Document indicating a member of a federally-recognized Indian tribe or American Indian born in Canada
- Resident of American Samoa Card

HERE'S MY PROOF

Citizenship and Lawful Presence

(Include this cover page if you are faxing or mailing your documents)

Case Number (on page 1 of this letter): \_\_\_\_\_

Name of Primary Applicant: \_\_\_\_\_

Primary Contact Person Phone Number: \_\_\_\_\_

Be sure all three lines above are filled in. Write your case number clearly. Your case number is on page 1 of this letter. **IMPORTANT:** Include this page on top of the copies of the documents you are sending.

FAX: 1-888-329-3700

- OR -

MAIL: Covered California  
P.O. Box 989725  
West Sacramento, CA 95798-9725



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## Getting Help in a Language Other than English

**IMPORTANT:** Can you read this letter? You can call **1-(800)-300-0213** and ask for this letter translated to your language or in another format such as large print. For TTY call **1-(888)-889-4500** where you can also request this letter in alternate format.

### Español (Spanish)

**IMPORTANTE:** ¿Puede leer esta carta? Usted puede llamar al **1-(800)-300-0213** y pedir esta carta traducida en su idioma o en otro formato, como en letras grandes. Si usa TTY, llame al **1-(888)-889-4500**, donde también puede pedir esta carta en algún formato alterno.

### 中文/繁體字 (Chinese)

**重要事項：**您能否閱讀此信件？您可以致電 **1-(800)-300-1533**，要求將此信件翻譯為您的母語或者索要其他格式（如，大字版本）的信件。如需 TTY 服務或者索要其他格式的信件，請致電 **1-(888)-889-4500**。

### Tiếng Việt (Vietnamese)

**QUAN TRỌNG:** Quý vị có thể đọc được bức thư này không? Quý vị có thể gọi điện đến số **1-(800)-652-9528** và yêu cầu được dịch bức thư này sang ngôn ngữ của quý vị hoặc chuyển sang định dạng khác như bản in khổ lớn. Người dùng TTY, hãy gọi số **1-(888)-889-4500** quý vị cũng có thể yêu cầu định dạng thay thế khác cho bức thư này.

### 한국어(Korean)

**중요:** 이 편지를 읽을 수 있나요? **1-(800)-300-0213**에 연락하셔서 번역되어 있거나 인쇄물 등 다른 포맷으로 되어 있는 편지를 요청해보세요. TTY **1-(888)-889-4500**에서도 이 편지의 다른 포맷을 요청할 수도 있습니다.

### Tagalog

**MAHALAGA:** Makakabasa ka ba sa sulat na ito? Maaari kang tumawag sa **1-(800)-983-8816** at humiling na isalin ang sulat na ito sa iyong wika o sa iba pang format katulad ng malalaking titik. Para sa TTY, tumawag sa **1-(888)-889-4500** kung saan maaari kang humiling ng alternatibong format ng sulat na ito.

**العربية (Arabic)**

الخطاب هذا وطلب **1 (800) 6317-826** بـ -الاتصال يمكنك الخطاب؟ هذا قراءة يمكنك هل: لهم  
**4500-889** بـ -اتصال والكم، لاصم. مثلاً كيرير بـ خط أخرى، بـ صيغة أو لغيرك إلى مترجماً  
"مختلفة بـ صيغة الخطاب هذا تطلب أن أيضاً يمكنك حديث **1 (888)**"

**հայերեն (Armenian)**

ԿԱՐԵՎՈՐ Է: Դուք կարող եք կարդալ այս նամակը: Դուք կարող եք  
զանգահարել **1-(800)-996-1009** և խնդրել, որ այս նամակը թարգմանվի  
Ձեր լեզվով կամ Ձեզ տրվի մեկ այլ ձևաչափով, օրինակ՝ խոշորատառ:  
TTY-ի համար զանգահարեք **1-(888)-889-4500**, որտեղ կարող եք նաև  
այլընտրանքային ձևաչափով խնդրել այս նամակը:

**ភាសាខ្មែរ (Khmer)**

សំខាន់៖ តើលោកអ្នកអាចអានលិខិតនេះបានដែរឬទេ? លោកអ្នកអាចទូរស័ព្ទមកលេខ **1-(800)-906-8528** និងស្នើសុំឲ្យគេបកប្រែលិខិតនេះជាភាសារបស់លោកអ្នក ឬជានប្រុងមួយផ្សេងទៀត ដូចជាអក្សរពុម្ពធំៗ។ សម្រាប់ TTY ទូរស័ព្ទមកលេខ **1-(888)-889-4500** ដែលលោកអ្នកក៏អាចស្នើសុំលិខិតនេះជានប្រុងផ្សេងទៀតបានផងដែរ។

**Русский (Russian)**

ВАЖНАЯ ИНФОРМАЦИЯ: Вы можете прочитать это письмо? Вы можете позвонить по телефону **1-(800)-778-7695** и запросить получение этого письма, переведенного на Ваш родной язык, или распечатанного крупным шрифтом. Лица со сниженным слухом могут позвонить по телефону **1-(888)-889-4500**, чтобы запросить это письмо в ином формате.

**فارسی (Farsi)**

شماره بات واندید می بخوانید؟ رانامه این ت واندید می آیا مهم"

فرمت به یا شود ترجمه شماربان به نامه این که که نیدت قاضا و ب گ یریدت ماس **1 (800) 8879-921**  
ب گ یریدت ماس **1 (888) 4500-889** شماره با TTY ب رای . شود ار سال شما به درشت حروف مان ندید گری  
ار سال شما به دید گری فرمت به نامه این که که نید درخواست ت واندید می هچنین شماره هان طریق از و  
". شود

**Hmoob (Hmong)**

TSEEM CEEB: Koj nyeem puas tau tsab ntawv no? Koj hu tau rau **1-(800)-771-2156** nug  
daim ntawv txais ua yog koj cov lus los yog lwm hom xws lis tus ntawv loj. Hu tau TTY  
ntawm **1-(800)-889-4500** ua koj thov hloov tau lwm hom.