



2016 Special Enrollment Verification Tool Kit

Beginning **August 1, 2016**, consumers and enrollers completing an online application will be notified via updated language in the application that Covered California may seek to verify the validity of their self-attested [Qualifying Life Event \(QLE\)](#) in order to be eligible for a [Special Enrollment Period \(SEP\)](#). Review the [16.7 Release Notes for Certified Enrollers](#) to review the change.

Covered California's Office of Consumer Protection (OCP) will contact a **random sample** of consumers who enrolled during a SEP beginning August 1, 2016 to request proof of the QLE. If the consumer does not provide acceptable documentation of their QLE within 30 days of the date on the original notice, their coverage can be terminated.

If a consumer is found to have been **fraudulently** enrolled into Covered California without a Qualifying Life Event, the certified enroller who assisted the consumer could potentially lose their certification. Don't risk losing your certification with Covered California and ensure all consumers who attest to having experienced a QLE are able to [provide proof](#) that they qualify for special enrollment.

The documents submitted to provide proof of the QLE will remain confidential and will only be used to determine eligibility for health insurance programs. They are not used for [immigration](#) enforcement purposes.

Review the resources below to understand the Special Enrollment Verification process, view the notices being sent to consumers, and where to seek assistance if needed.

Special Enrollment Verification

- [Quick Guide](#)
- Verification Request Notice ([CCAN10a](#))
- Acceptable Documentation Notice ([CCAN10b](#))
- Unacceptable Documentation Notice ([CCAN10c](#))
- Special Enrollment Verification Notice ([CCAN10d](#))
- [Acceptable documentation list](#)
- Link to upload acceptable documentation – [English](#) & [Spanish](#)

Special Enrollment

- [Special Enrollment Tool Kit](#)
- [Quick Guide](#)
- [Special Enrollment Information](#)
- [Qualifying Life Events](#)

Contact Information

- Covered California's Office of Consumer Protection
 - Extensions & Appeals:
 - ConsumerProtection@covered.ca.gov
 - 888.217.9311
 - Questions regarding the notices & reporting fraud:
 - ConsumerProtection@covered.ca.gov
 - 888.217.9309
- [Regional Field Representative Team](#)
- [Navigator Grant Program Manager Team](#)