



Certified
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Agent

NEWS BRIEF

Appointment of Representatives' Form Helps Enrollers Assist Medi-Cal Applicants

For the purpose of making the enrollment and retention process as simple as possible, Covered California would like to highlight a particular form from the California Department of Health Care Services: the “Appointment of Representative” form, also known as “Form MC 306.” This form gives certified enrollers the right to act on behalf of the consumer in regards to their application for, or redetermination of, Medi-Cal benefits, by submitting any requested verification documents, accompanying the consumer to required face-to-face interviews, obtaining information regarding the consumer’s application status, providing medical information to county departments, assisting in hearing processes and receiving a copy of a specific notice of action, at the request of the applicant.

Both the certified enroller and the consumer must sign and date the “Appointment of Representative” form to grant the certified enroller legal permission to act as the consumer’s appointed representative. When consumers ask their Certified Enrollment Representative to follow up on their behalf with the county human services office, a signed MC 306, or similar authorization signed by the consumer and containing the same information, must be submitted. However, this form is not required for determination of Medi-Cal eligibility.

Covered California encourages Certified Enrollment Counselor’s to complete the “Appointment of Representative” form during enrollment — especially for “mixed program” families in which the parents are eligible for premium assistance through Covered California and children are eligible for Medi-Cal. Certified Insurance Agents and Certified Enrollment Counselors are finding that in order to advocate for consumers on Medi-Cal matters, an “Appointment of Representative” form must be completed and filed with the county human services office.

Forms can be downloaded from the California Department of Health Care Services’ website. The English version is available at

www.dhcs.ca.gov/formsandpubs/forms/Forms/mc306.pdf.

The Spanish version is available at

www.dhcs.ca.gov/formsandpubs/forms/Forms/MEB%20Translated%20Forms/mc306sp0108.pdf.