

Release Date: September 24th, 2018

CalHEERS will be updated to version 18.9 on Monday, September 24, 2018. These release notes are intended to inform you of the important changes occurring in CalHEERS with this release.

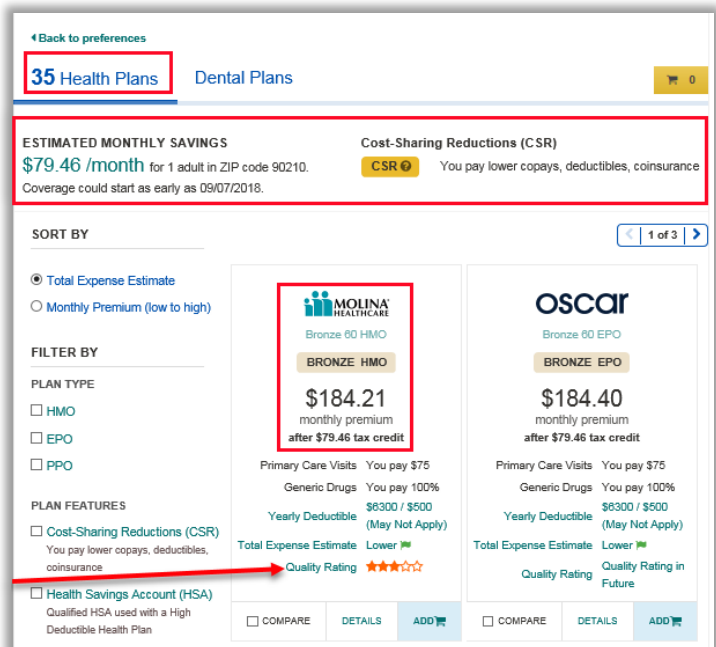
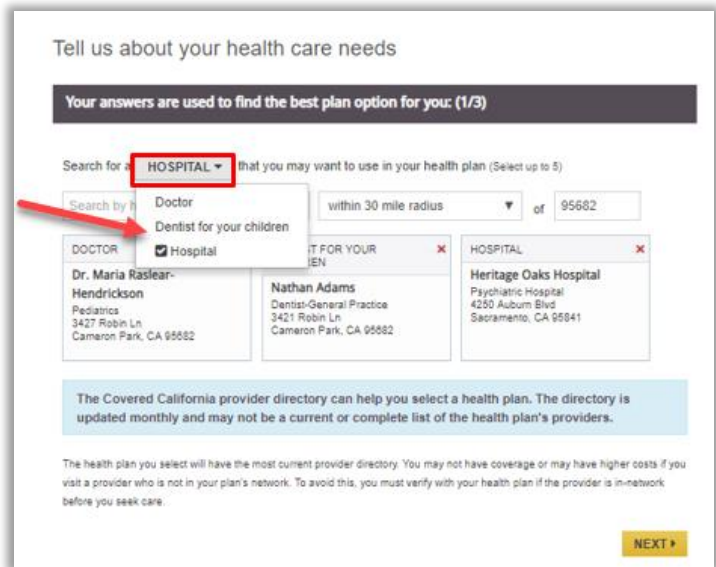
2019 Shop & Compare Rates

Rates and plans will be loaded into the Shop & Compare tool by **October 1** for the 2019 benefit year! Visit the [Shop and Compare Job Aid](#) for more details on how to review the consumers plan options or receive an estimate of premium assistance the consumer will receive.

Plan Selection Made Simple

Updates have been made to the Plan Selection pages to allow consumers to search and filter plan options easily and find the best plan options available to fit their needs:

- Consumers will now be prompted to add **Doctors, Dentist for your Children, and Hospitals** to Plan Selection criteria up front, instead of last
 - Consumers can add up to **5** options to see if they are accepted by their potential new plan
- Health and Dental Plans now show as tabs instead of buttons
- A total number of available plans will display on the tab
- Estimated Monthly Savings and Cost-Sharing Reductions is now stated at the top of the **Plan Selection** page
- The monthly premium of each plan is displayed in large font!
- Hover text has been added throughout the application to help describe select insurance terms and options to make the experience more user friendly:
 - **Example:** If the consumer hovers over **Quality Rating**, the hover text will read, "Quality ratings compare members' experience and medical care to national standards"

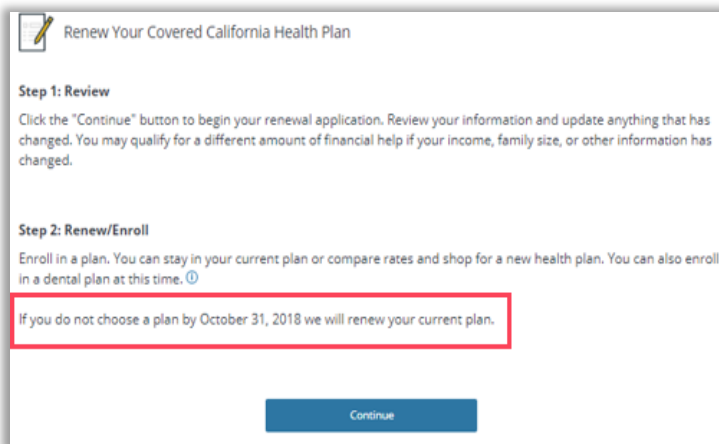
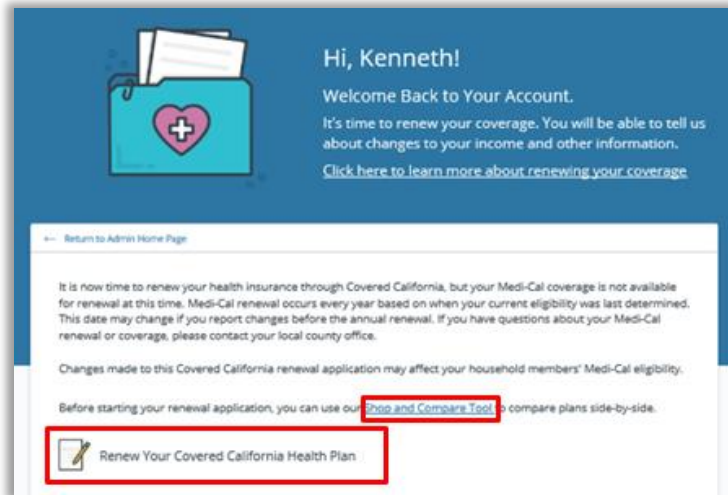


Renewals Easier Than Ever

Covered California renewal period will be **October 1st** through **December 15th, 2018**.

Covered California consumers and enrollers wishing to renew their coverage for the new benefit year will be impressed with how easy it is to guide through the application to complete a renewal.

Beginning with the consumer’s home page, the renewal process will now be focused on why the consumer is returning and effortlessly walk the consumer through the information that is needed to finish their renewal quick and easy. The consumer can now select the **Shop and Compare Tool** from the consumer’s home page during renewals to compare their current plan with other plan options.



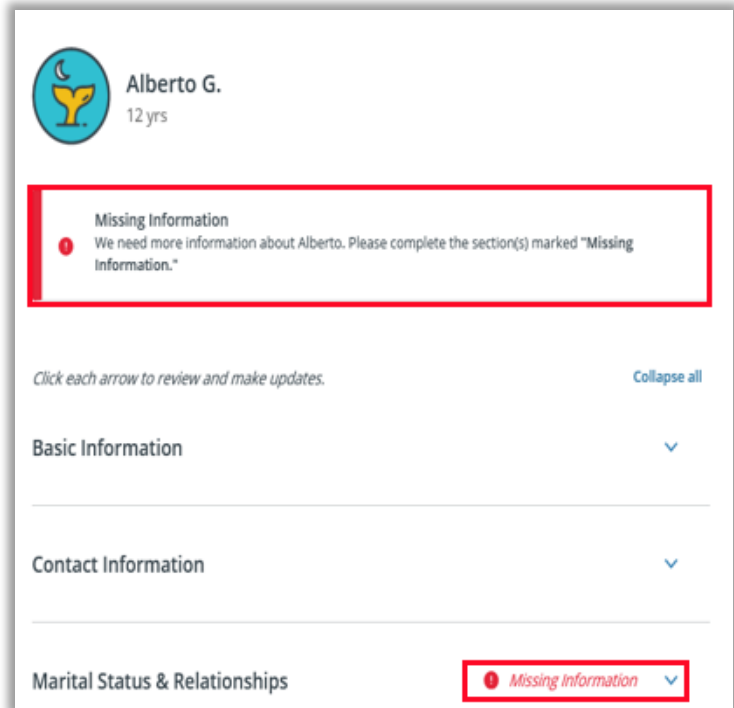
New messaging will be added to the consumers’ Home page for Covered California households and mixed households during renewal. A reminder will tell consumers to choose a new plan or they will be auto enrolled in their current plan for the upcoming year.

You will now be able to enroll your consumer for the current benefit year during the signup start date to December 31. This new option will be helpful for the consumer who has a qualifying life event (QLE) and needs coverage before the next benefit year will start.

Making changes and obtaining coverage is now made simple and easy all year long:

- If the consumer needs to Report a Change for the current year, they can now to do so when the case is in renewal mode
- If a Report of Change occurs during the current benefit year, CalHEERS will passively renew the consumer into the same or similar plan for the next benefit year

- Information the consumer or enroller may need to complete the renewal will be shown at the top of each section
- A red exclamation mark will be next to the household member who needs to update old or missing information
- If information is needed to complete the renewal, a **Missing Information** message will display to help the consumer fill in the missing required information



Alberto G.
12 yrs

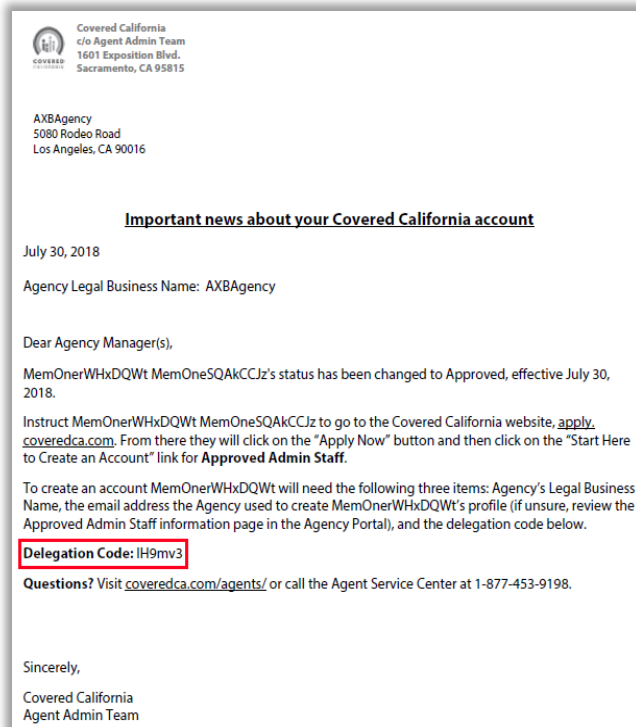
Missing Information
We need more information about Alberto. Please complete the section(s) marked "Missing Information."

Click each arrow to review and make updates. Collapse all

Basic Information ▼

Contact Information ▼

Marital Status & Relationships Missing Information ▼



Covered California
c/o Agent Admin Team
1601 Exposition Blvd.
Sacramento, CA 95815

AXBAgency
5080 Rodeo Road
Los Angeles, CA 90016

Important news about your Covered California account

July 30, 2018

Agency Legal Business Name: AXBAgency

Dear Agency Manager(s),

MemOnerWHxDQWt MemOneSQAkCCJz's status has been changed to Approved, effective July 30, 2018.

Instruct MemOnerWHxDQWt MemOneSQAkCCJz to go to the Covered California website, apply.coveredca.com. From there they will click on the "Apply Now" button and then click on the "Start Here to Create an Account" link for **Approved Admin Staff**.

To create an account MemOnerWHxDQWt will need the following three items: Agency's Legal Business Name, the email address the Agency used to create MemOnerWHxDQWt's profile (if unsure, review the Approved Admin Staff information page in the Agency Portal), and the delegation code below.

Delegation Code: IH9mv3

Questions? Visit coveredca.com/agents/ or call the Agent Service Center at 1-877-453-9198.

Sincerely,
Covered California
Agent Admin Team

New Notice!

A **new** notice will be sent to all Agency Managers in the agency when a new Admin Staff role has been created and approved.

The purpose of this notice is to send a delegation code so that the new staff can create their account, associating them to the agency and providing access to CalHEERS!