Consent for Verification Quick Guide for Certified Enrollers

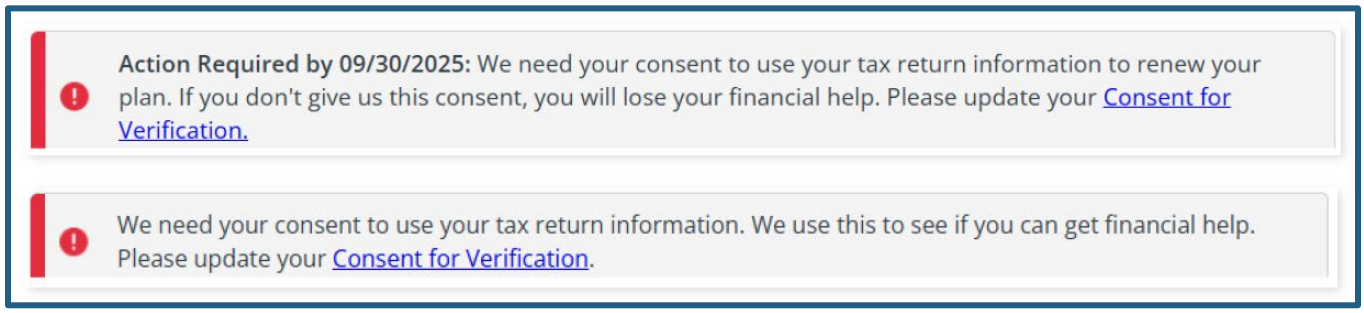
Overview

Consumers may need to update their consent to verify income and household size. They can complete this process online, or with the help from a Certified Enroller.

For Mixed Household cases, an exception is provided to allow certified enrollers to update consent for verification and/or tax filing attestation. See the Mixed Households section of this guide.

Consumers were advised to contact Covered CA or their certified enroller for assistance in updating their Consent for Verification.

An alert banner will display in the *Account Alerts* section of the Consumer Home page when a consumer's Consent for Verification is expiring.



Clicking the **Consent for Verification** link navigates the user to the *Consent for Verification* page.

Consent for Verification Guidelines

Consumers who are enrolled in a health insurance plan through Covered CA in the current benefit year, and whose consent for verification has expired:

- Will receive a NOD11: Request for Renewal of Insurance Consent for Covered CA to verify their income and household size beyond the current benefit year.
- Will need to provide their consent for verification to determine their continuing eligibility for financial help for the next benefit year.
- If consumers do not update their consent for verification for the next benefit year and do not actively renew:
    - Their plan will be automatically renewed without any financial help 30 days after the date on the NOD12: Renewal Request they received in October.
- If consumers call us after 30 days of the date on their NOD12: Renewal Request, they can still provide us their consent, and have their financial help renewed during open enrollment period.
- When a consumer actively renews for the next benefit year, the consumer grants the consent to electronically verify their information.

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How to help

- The **Update Consent for Verification** link can be accessed in the *Account Information* section on the Consumer Home Page.
- The link displays after login for subsidized cases (financial assistance) with an application status of *Submitted*. The links do not display if the application type is an unsubsidized Covered California Plan only (no financial assistance).

Consumers may update their consent for verification at any time to allow Covered CA to review their tax information during the annual enrollment period.

Mixed Households

Certified enrollers can update consent for verification and/or tax filing attestation for mixed household cases only if no other changes that re-determine eligibility are needed:

If other changes that will re-determine eligibility are needed:

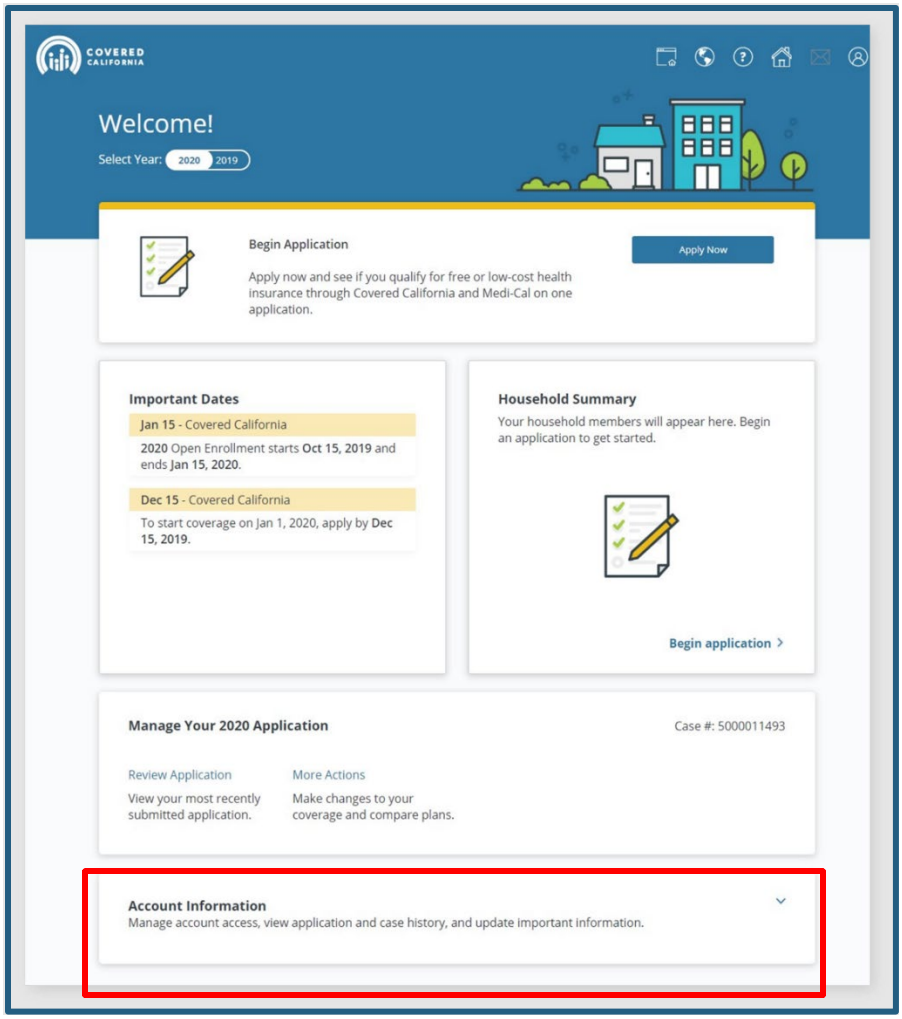
- Update tax filing attestation for the consumer and then refer them to their local county office for any other changes that would re-determine eligibility.
    - Consumers also have the option to update all of their information (including tax filing attestation) through their online account.
        - If the caller makes changes themselves, encourage them to call the county after 5 business days to confirm that their changes were received.

When referring the consumer to their local county office, you can tell the consumer to let the county representative know which additional changes they need to make.

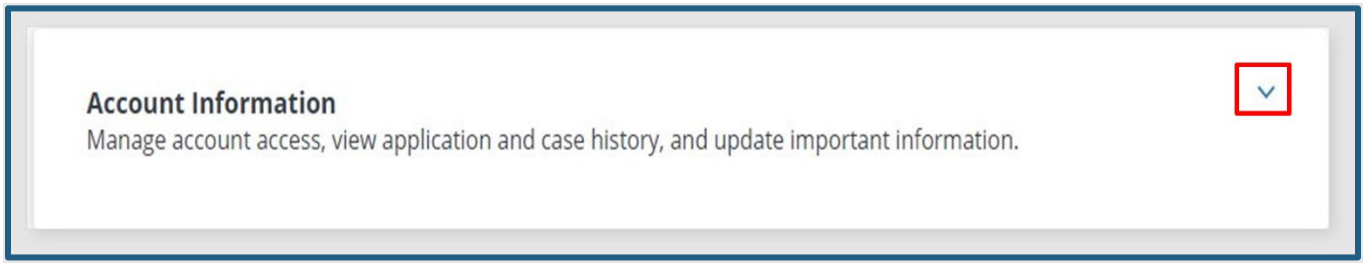
Steps

Follow these steps to assist a consumer with updating consent for verification.

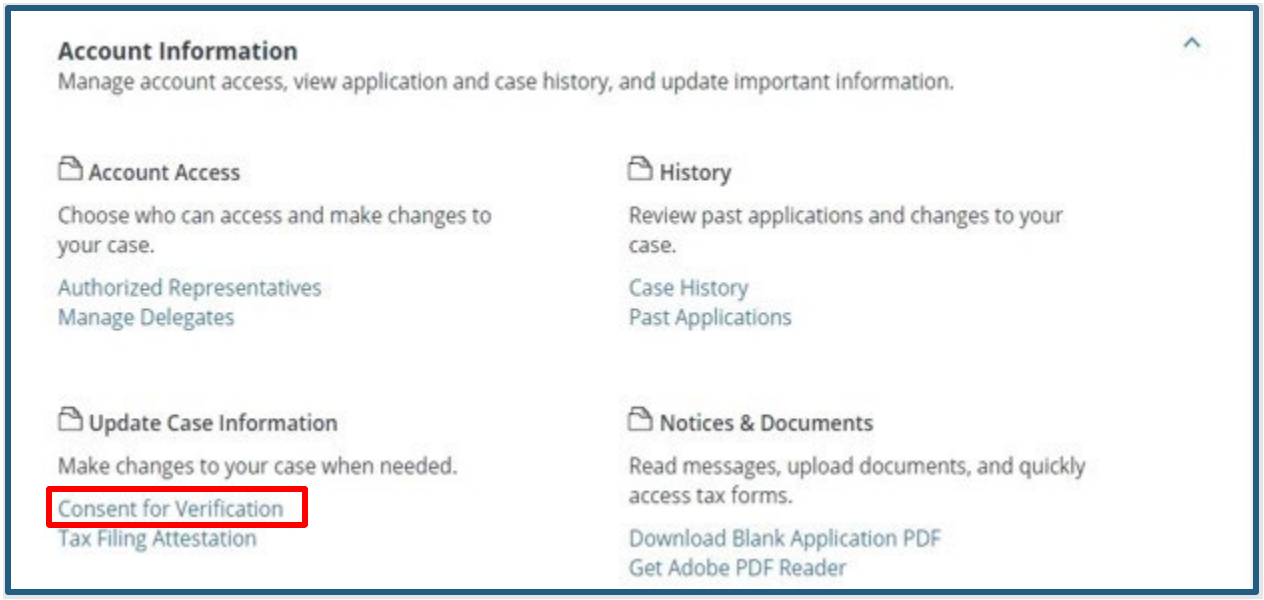
1. Locate the *Account Information* section on the Consumer Home page.



2. Click the caret to expand the section. The **Update Consent for Verification** link display the under the *Update Case Information* subsection.



- Clicking the **Consent for Verification link** navigates the user to the *Update Consent for Verification* page where the consumer may update their consent for verification.



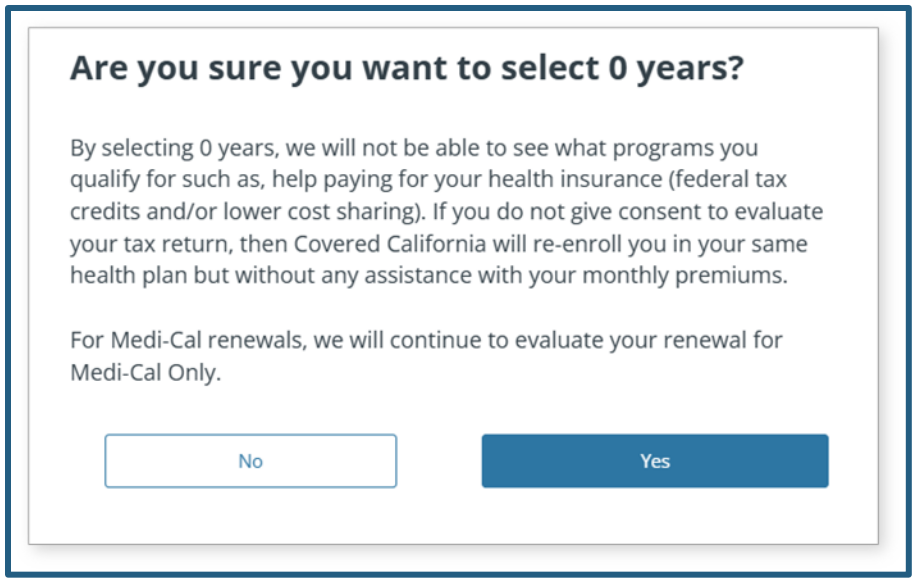
- You currently have given consent for Covered CA to evaluate your tax return at renewal time until the year field displays with the current year plus the number of years selected in the **Update my Consent for:** field.
- Consumers can give Covered CA consent to use their tax return at renewal each year, for up to 5 years. The number of consent years displayed in the **Update my Consent for:** dropdown defaults to 5 years, regardless of the current consent year.

3. To update the consent year, select the number of years from the dropdown next to the **Update my Consent for:** dropdown. Consumers can select 0-5 years from the dropdown.

Example: In this illustration, the consumer agreed to have their tax return evaluated 5 years from 2014. When the consumer submitted their update, the year the verification will expire is indicated: *You currently have given consent for Covered California to evaluate your tax return at renewal time until the year: 2019*

Note: If 0 Years is selected from the **Update my Consent for:** dropdown, the *Are you sure you want to select 0 years?* confirmation popup appears.

- Click the **Yes** button to confirm consent for 0 years. Click the **No** button to return to the Update Consent and Attestation page to make another selection from the Update my Consent for: dropdown.



4. Click the **Update** button to update the number of consent years.

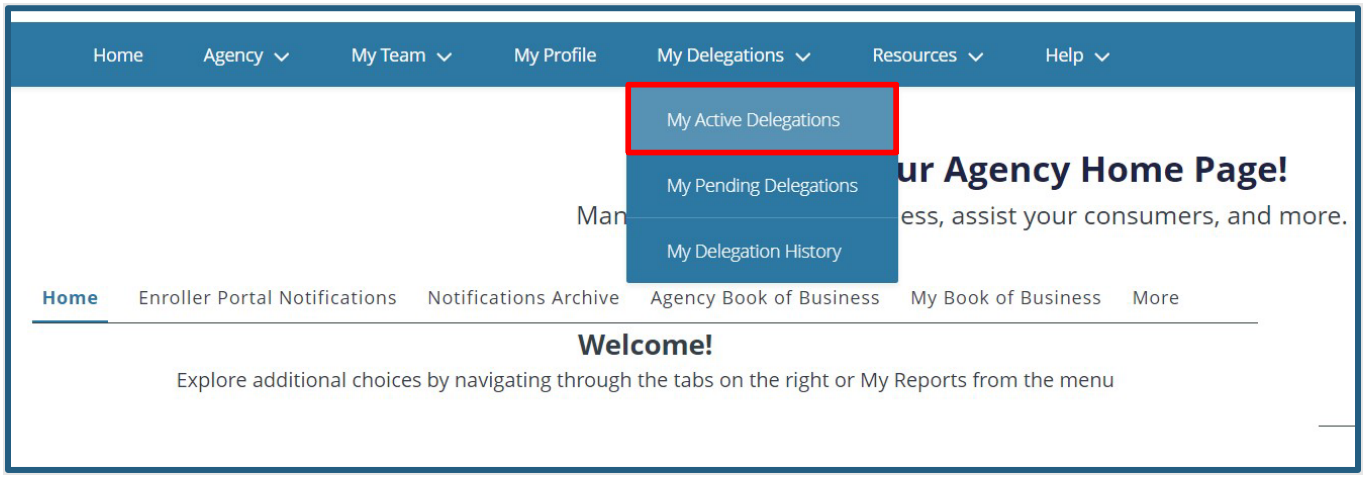
Note: Clicking the **Update** button redetermines eligibility and navigates to the Consumer Home page.

Updating Consent for Verification

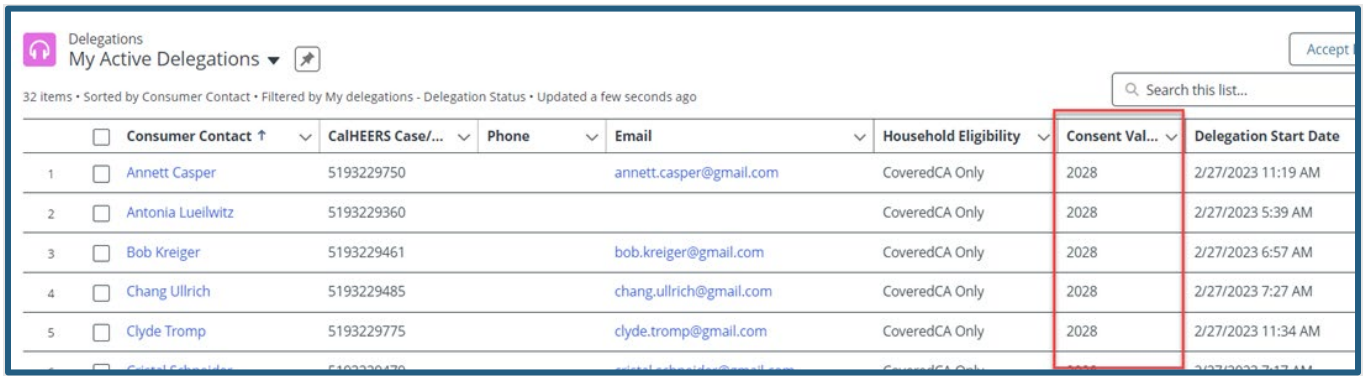
Enrollers can follow the steps below to verify whether a consumer needs to update their consent for verification.

Note: Due to the list view limitation of 2000 rows, the preferred method for enrollers with a large book of business is to utilize the **My Reports** link and export their book of business to filter and search for consumers with consent needing updating.

1. On the Enroller Portal home page, click **My Active Delegations**



2. The enroller's Book of Business displays. Find the *Consent Valid Through Coverage Year* field to determine the year of expiration for that consumer's consent.



Note: The *Consent Valid Through Coverage Year* field can also be found by scrolling right on the Book of Business that is displayed on the home page.