



2015 - 2016 RENEWAL TOOLKIT

A “one-stop shop” for information and resources in order to support Covered California members through the renewal process. Check back frequently for updates.

We have moved several resources from this Renewal Toolkit to our 2016 Open Enrollment Toolkit, which you can find [here](#).

Renewal Tools

Resource	Type	Description	Date Updated
Renewal Quick Guide	Fact Sheet	Tips and reminders for the renewal process.	11/2/2015
Renewal Reminder in English and Spanish	Handout	Handout to provide to consumers listing three simple steps to renew coverage.	10/5/2015
Job Aid: Renewal	Job Aid	Instructions on the 2016 Covered California renewal process.	10/19/2015
Job Aid: Report A Change	Job Aid	Instructions on how to use the “Report a Change” function on behalf of a consumer to make changes to their application information.	10/19/2015
Job Aid: Delegating and Removing a Delegation	Job Aid	Instructions for delegating a CEC via Find Local Help and removing a CEC delegation via Manage Delegates.	7/13/2015
Job Aid: Create an Individual Account	Job Aid	Instructions for how to create a consumer account and link it to an existing case via an Access Code.	6/9/2014

Renewal Notices

Resource	Type	Description	Date Updated
2016 Consent, Income, and Tax Attestation Notice	Notice	Notice to consumers explaining they are at risk of losing their Advance Premium Tax Credit (APTC).	12/1/2015

2016 Consent, Income, and Tax Attestation Notice Talking Points	Talking Points	Quick and important facts regarding Covered California's 2016 Consent, Income, and Tax Attestation Notice sent to consumers.	12/1/2015
2016 Covered California Renewal Notice (CaINOD12)	Notice	Notice to consumers explaining the renewal process and the importance of retaining health insurance.	11/18/2015
2016 Covered California Renewal Notice Talking Points	Talking Points	Quick and important facts regarding Covered California's Renewal Notice (CaINOD12) sent to consumers.	10/5/2015

Consent for Verification

Resource	Type	Description	Date Updated
Authorization for Consent Notice	Notice	Notice to consumers that did not provide consent for Covered California to verify their income information.	7/15/2015
Consent for Verification Talking Points	Talking Points	Quick and important facts about the 2015 Renewal Period and the electronic authorization for consent to verify income.	7/15/2015
Job Aid: View and Update Consent for Verification	Job Aid	Instructions to update the Consent for Verification on CoveredCA.com	7/13/2015

Immigration and Lawful Presence

Resource	Type	Description	Date Updated
Citizenship/Lawful Presence Inconsistency Notice	Notice	Notice to consumers whose citizenship or lawfully present status cannot be verified. Also available in Spanish , Chinese , Vietnamese , and Korean .	7/15/2015
Citizenship/Lawful Presence Inconsistency Email	Email	Email to consumers whose citizenship or lawfully present status cannot be verified.	7/15/2015



Citizenship/Lawful Presence Inconsistency Notice Talking Points	Talking Point	Quick and important facts about providing proof of citizenship and lawful presence.	7/15/2015
Job Aid: Uploading Verification Documents	Job Aid	Step-by-step instructions for uploading verification documents to the CoveredCA.com website.	6/14/2014
Immigration Toolkit	Various	Welcome to Answers, FAQs in English and Spanish, Acceptable Documents by Category of Lawful Presence, Common Immigration Documents	1/26/2015

Non-Tax Filers

Resource	Type	Description	Date Updated
Non-Tax Filer Letter	Letter	Notice to all Covered California members about the importance of filing a federal tax return	7/15/2015
IRS Letter 5591	IRS Letter	Notice to consumers that received a Premium Tax Credit for the 2014 coverage year and have yet to file their 2014 federal tax return.	7/15/2015
Non-Tax Filer Talking Points	Talking Points	Quick facts about renewal implications for non-tax filers and links to IRS and other resources.	7/15/2015

Agent Extract

Resource	Type	Description	Date Updated
Job Aid: Agent Extract	Job Aid	Step-by-step instructions for accessing your Agent Extract/Individual Book of Business.	7/15/2015
Inconsistency Extract Talking Points	Talking Points	Important information about the new Inconsistency Extract available to Agents.	7/28/2015