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Agent Briefing

News from Covered California

Volume: 2 Issue: 11

September 22, 2015

SMALL BUSINESS

Agent Online Enrollment Portal Now Available!

Covered California for Small Business is excited to announce that a new Agent Online Enrollment Portal is available beginning this week. The new portal gives agents the ability to enroll, manage and make changes to small group cases—all online.

Many of the portal's key features will make the employer application process more intuitive and convenient for you, including:

- **Real-time enrollment** and case submission
- **Data validation** to improve data accuracy
- **A user dashboard** for viewing and tracking case status
- **Automatic email alerts** to keep you informed of status changes
- **Case notes and an upload function** for required documents
- **Added general agent support** for agents currently working with a general agent

Register to Use the Portal and Get Started Today

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- [Agent Resources](#)

REMINDERS

- [Become an Agent Storefront Today](#)
- [Sell Small Group Coverage through the Agent Storefront Program](#)
- [Shop & Compare Tool](#)

[Click here to get started and set up your login and password.](#) You'll need your valid insurance license number and your email address associated with your Covered California certification status. If you need assistance with the registration process or need to confirm the email address we have on file, please contact the Agent Service Center at 877-453-9198.

Online Enrollment Portal Training

As a reminder, we will be hosting a Covered California for Small Business webinar **this Thursday** which will feature an exclusive talk with Covered California Director of Outreach & Sales, Kirk Whelan and Covered California for Small Business Vice President of Sales, Chris Patton. Stick around for the second half of the webinar for a brief, 30-minute training session on the new portal. During the training, agents will be introduced to the online portal's features and learn how to submit and manage new small group cases. The training will also be made available as part of Covered California for Small Business' new online partner toolkit for convenient reference.

If you'd like to learn more about adding Covered California for Small Business to your portfolio, contact the Sales Team at 844-332-8384.

New Covered California for Small Business Website & Partner Toolkit

Covered California for Small Business has a new and improved [website](#)! Designed to be more user-friendly for agents and small businesses, the website makes it easy to find the resources and information available for the small-business program.

The main webpage features a brief video and introduction that answers key questions about the

Now Featuring [2015-2016 Health Plan Rates](#)

- [Agent Extract: Your Book of Business Resource](#)
- [County Contact List for Medi-Cal Assistance for Immigrant Californians](#)

SALES TOOLS

- [Open Enrollment Paper Calculator](#)
- [Enrolling in Quality Coverage: A Step-by-Step Guide](#)
 - a. [English](#)
 - b. [Spanish](#)
- [Open Enrollment Webinar Schedule](#)
- [Renewal Toolkit](#)
- [School Educator Partner Toolkit](#)
- [Covered California Print Store](#)
- [Covered California Store](#)
- [Social Media Toolkit for Individual Marketplace](#)
- [Webinars & Briefings Archive](#)
- [2015 Health Benefits Chart](#)

IMPORTANT DATES

- [9/24 – Covered California for Small Business Webinar & Online Portal Training](#)
- 9/30 – Deadline for submitting Consent for Authorization documents

program and highlights the competitive advantages that make Covered California for Small Business unique. Other short videos have been added throughout the new website to provide clarity on topics like how the program works and how to get in-person assistance through a Certified Insurance Agent. In addition, the menu bar has been reorganized so that consumers can find quick answers to their questions and explore program offerings in greater depth.

As a result of these updates, some of the materials you're used to accessing online may have moved. Visit the [website](#) to familiarize yourself with the new layout and the location of resources available to share with your small group clients.

Covered California for Small Business Partner Toolkit

A new [Covered California for Small Business Partner Toolkit](#) is available to help agents and other community partners spread the word about the small-business program. Access the new toolkit for useful resources to help educate your small group clients on their small business health plan options, including:

- Presentations and Handouts
- Orientation Videos
- Digital Banners
- Branded Signage
- Customizable Radio Scripts

You can find specific sales tools including eligibility guidelines, branding guidelines, and information on the SHOPWorks marketing program included as a part of the toolkit.

Access the new small-business program [toolkit here](#) or by clicking the "I'm an Agent" button at [CoveredCA.com/ForSmallBusiness](#).

If you'd like to learn more about adding Covered California for Small Business to your portfolio,

for automatic renewal

- 9/30 – Deadline for submitting Lawful Presence/Citizenship and/or Social Security documents
- 10/12 – Start of renewal season for 2016 coverage
- 11/1 – Open Enrollment for 2016 coverage begins

UPCOMING OUTAGES

- Saturday, September 26th from 6:30PM to Monday, September 28th, 2015 at 6:00 AM
- Friday, October 9th from 8:00 PM to Monday, October 12th, 2015 at 6:00 AM

PREVIOUS ISSUES

[September 10, 2015](#)
[August 28, 2015](#)
[August 11, 2015](#)
[July 28, 2015](#)
[July 15, 2015](#)
[June 30, 2015](#)



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers

contact the Sales Team at 844-332-8384.

Now Accepting Cases for November and December

Do you have small groups that need to make the jump to ACA-compliant plans before the end of the year? If so, we are taking cases early. Covered California for Small Business is currently accepting small group applications for 11/1 and 12/1 effective dates. Agents interested in submitting new business can submit applications now to get a head start on the season. Covered California will bill small groups shortly before their coverage begins on their chosen effective date.

This is your chance to pace your enrollment efforts so you free up time and resources during the busiest time of year and boost year-end sales. Stay ahead of the curve and submit your small group applications early! To get a quote [click here](#). Applications can be found at CoveredCA.com/ForSmallBusiness.

OPEN ENROLLMENT

Countdown to 2016 Coverage

Are you ready for the upcoming fourth quarter? Covered California's Open Enrollment is **39 days** away. Renewal is just **19 days** away and counting! To support you as you plan and prepare for this busy season, here are included a few resources which you may find useful as you interact with consumers:

- [Webinar Schedule](#) – Full schedule of the webinars that will be hosted throughout the fourth quarter to give agents access to valuable new

that give them the best value.

CoveredCA.com
(800) 300-1506

information, updates and training on our health plan offerings and resources.

- [Renewal Toolkit 2016](#) – Features documents, tools and materials to help you as you guide consumers through the renewal process.
- [Open Enrollment Paper Calculator](#) – Explains financial assistance simply and gives consumers a general understanding of how income and household size impact eligibility for financial assistance. The piece can also be personalized to include your contact information so consumers can reach out when they are ready to look at their coverage options.
- [The Covered California Print Store](#) – Features marketing materials for purchase including branded tablecloths, canopies, posters, and brochures in multiple languages. You can customize collateral pieces with your contact information to co-brand with Covered California and have them delivered right to your front door.
- [Enrolling in Quality Coverage: A Step-by-Step Guide](#) – Explains the application process step-by-step and includes important information that consumers should keep track of including enrollment deadlines and how to apply for financial assistance. The guide can also be personalized to include agent contact information and is available in [Spanish](#).

Covered California's countdown and resources for Renewal and Open Enrollment will be featured under "Important Dates" in the right-hand toolbar over the next few weeks.

ACCESS TO CARE

**U.S. Census Report Confirms
California's Significant Success in**

Reducing the State's Uninsured Rate

Covered California Executive Director Peter V. Lee hailed a recent U.S. Census Report, which showed a significant decline in California's uninsured rate. The report showed California's uninsured rate dropped to 12.4 percent in 2014, down from 17.2 percent in 2013. The reduction drop is the fifth largest decline among all states.

[READ MORE](#)

WEBINARS

Covered California for Small Business Webinar & Bonus Online Portal Training

This Thursday, September 24, 2015 Covered California for Small Business will be hosting an exclusive talk with Covered California Director of Outreach & Sales, Kirk Whelan and Covered California for Small Business Vice President of Sales, Chris Patton to discuss the many opportunities the small-business program is providing to the agent community. Attend this webinar to find out what Covered California for Small Business has to offer this quarter and in the coming year and how you and your small group clients could benefit.

[Click here to register](#)

Thursday, September 24, 2015
10:00 - 11:00 a.m.

Stick around after the webinar for a special training session on the new [Covered California for Small Business Online Enrollment Portal](#) to learn the

portal's features and how to submit and manage new small group cases.

Unable to attend? A recording of this webinar, in addition to the portal training and a FAQ will be made available in the Covered California for Small Business Agent Tool Kit.

A [full schedule](#) of upcoming webinars is now available for you to view online.

Kaiser Permanente Member Experience Webinar

On October 1, 2015 Kaiser Permanente will be hosting the third in a series of Covered California health plan webinars for outreach and sales partners. Attend this webinar to learn more about Kaiser Permanente's member experience and resources available to consumers through Kaiser's health plans. A registration link will be provided via Agent Alert next week.

**Thursday, October 1, 2015
2:00 - 3:00 p.m.**

A [full schedule](#) of upcoming webinars is now available for you to view online.

AGENT RESOURCES

New Archive Available for Accessing Past Webinars and Newsletters

To support efforts to organize and centralize agent communications, there is a new [Webinars & Briefings archive](#) available online as part of our updated [Partner Toolkit](#). The archive is organized

so agents can easily sort through past webinars, newsletters, and other important documents by date and subject.

Add the [archive page](#) to your bookmarks so you remember to visit it for the latest and most up-to-date information. We also encourage you to access our [Partner Toolkit](#) regularly to view new features and resources as they become available ahead of Open Enrollment.

New Medicare Fact Sheet Available

Need assistance clarifying Medicare concepts for consumers? Check out the [Medicare Fact Sheet](#) to assist you in explaining Medicare terms and concepts to Medicare beneficiaries and their families. The Fact Sheet goes into detail about Medicare's relationship to Medi-Cal, Medicare Part A v.s. Part B and explains the distinctions between Medicare and Covered California. This piece also includes several Medicare eligibility scenarios which you can reference as you answer questions regarding eligibility and enrollment in Medicare and/or Covered California plans.

It is important for you to know that Covered California does not offer Medicare or Medicare supplemental plans. If a consumer is enrolled in Medicare, they are not eligible to purchase coverage through Covered California.

Renewal Toolkit 2016

To make the renewal process as simple as possible, access the 2016 Renewal Toolkit which includes the critical information and materials you need to handle a wide variety of renewal scenarios and quickly identify Covered California member's

needs.

[Pre-Termination Notice](#) – This notice is a follow up request to resubmit eligibility documentation to Covered California. Members that receive this notice must submit Lawful Presence/Citizenship and/or Social Security documents to continue with health coverage or financial assistance through Covered California. Consumers that receive this notice must provide Covered California with appropriate documentation by September 30, 2015 or risk coverage termination.

Reminder: Important documents available in the toolkit:

Access the [Renewal Toolkit 2016](#) here or anytime on Covered California's [agent webpage](#) to get access to the Pre-Termination Notice and other important Notices, Talking Points, Job Aids and FAQs. This toolkit will be updated with additional materials as they become available.

Covered California's Agent Service Center

Phone: (877) 453-9198
Monday - Friday
8:00 a.m. - 6:00 p.m.

E-mail: Agents@covered.ca.gov

Check the [September Agent Service Center calendar](#) for availability.

Do you have suggestions for how we can make this newsletter better? Contact us at OutreachandSales@covered.ca.gov. We want to hear from you.

Visit our [Link To Us](#) webpage to access official Covered California buttons

which you can include on your website or any other digital marketing materials.

Covered California™ 1601 Exposition Blvd. Sacramento, CA 95815 **CoveredCA.com**

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