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Agent Alert

Breaking News from Covered California

Return Mail Extract Coming Soon to Agent Extranet

Covered California uploads important reports, such as your [book of business](#) in the Agent Extranet (see [Agent Extranet Job Aid](#) to get access). Beginning Wednesday, May 18 a new monthly report will be provided that identifies consumers in your book of business for whom we have received returned mail and who require an update to their mailing address in order to receive important communication from Covered California.

Please help consumers update their mailing and residence address, phone number, and email address. Review our [Return Mail Extract Quick Guide](#) for more information about the new Return Mail Extract available to you.

Join us for our next Webinar: Online Application Feature Release and other Updates from the Covered California Outreach and Sales Team

Next Thursday, May 19, Covered California will present a webinar for outreach and sales partners. Attend this webinar to learn more about the next system update to the online application (CalHEERS) Feature Release 16.4, tips about how to help consumers with Conditional Eligibility, and a review of quick tips for Special Enrollment.

Mark your calendars:

Thursday, May 19, 2016
11:00 a.m. - 12:00 p.m.

To register for this webinar, please use the following link [here](#).

Review our [Webinar Registration and Closed Captioning Quick Guide](#) with instructions on how to register and access closed captioning.

Update to CalHEERS Release Notes 16.4

As a reminder CalHEERS will undergo an update this weekend, known as Release 16.4. We have updated the 16.4 CalHEERS [Release Notes](#) for Certified Enrollers to clarify functionality on the [One Time Passcode Job Aid](#).

Agent Alert
May 13, 2016

Agent Service Center Hours

Monday through Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed
Memorial Day, Monday, May 30, 2016, Closed

Phone: 877-453-9198

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

Upcoming Outages

- **Agent Extranet:** Friday, May 13 from 8:00 p.m. to Monday, May 16 at 5:00 a.m.
- **CalHEERS:** Saturday, May 14 from 6:30 p.m. to Monday, May 16, 2016 at 6:00 a.m.
- **CalHEERS:** Saturday, June 11 from 6:30 p.m. to Monday, June 13, 2016 at 6:00 a.m.

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

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**Agent Alert
May 13, 2016**