

If you are having trouble viewing this email, [view it online](#).



## Agent Alert

Breaking News from Covered California

### December 15 Enrollment Deadline for January 1 Coverage



The plan selection deadline for a January 1 coverage start date is **five days away**. Remind consumers they must enroll and make a plan selection by **11:59:59 p.m. on December 15, 2015** in order for their coverage to be effective on January 1, 2016. There will be **no extensions** to this deadline. Plans selected between December 16 and January 15 will have a February 1 coverage start date.

To assist you in the final days before the December 15 deadline, we've made a few new resources available to help you maximize enrollment efforts and spread the word about Covered California coverage for January 1, 2016.

1. Use our [social media icons](#) along with the following sample Facebook post by adding your contact information and then sharing the post as your

own.

*"The deadline for coverage effective January 1 is six days away. Confused about your options? We'll walk you through. Contact <<Insert email address>> for assistance with enrolling in a CoveredCA health insurance plan."*

You can also visit our [Facebook](#), [Instagram](#), and [Twitter](#) pages and repurpose any of the posts shared there. Use these hashtags: #GetCoveredCA #SpotlightOnCoverage #CoveredCA @CoveredCA.

2. Share with consumers our [Moments](#) and [Perspective](#) ads along with the [What are Storefronts?](#) and How can a Certified Agent help you? videos from the Covered California [YouTube channel](#) to provide a quick overview of the value of a Covered California health plan, details about the Agent Storefront Program and the role Certified Insurance Agents play in the enrollment process.
3. Use our [Subsidy-Eligible GIS Maps](#) to help plan and strategize your outreach, education and enrollment efforts. Our recent [Press Release](#) announces the use of these maps to target the Los Angeles area and how efforts can be focused in the final days before the December 15 deadline.

Don't let your members have a gap in coverage. Renewals completed between the 16th of December and the 15th of January will have a February 1 coverage start date and those completed from the 16th through the 31st of January will have a March 1 coverage start date.

As you work through your final applications for January 1, ensure consumer's applications are complete and accurate. If there are applications that you are still processing for January 1, be sure to make application changes by the December 15, 2015 deadline to ensure they are applied prior to the January 1 start date.

A full schedule of the remaining application deadlines is included below:

Covered California Receives Application or Application Changes	Effective Date
December 1 – 15, 2015	January 1, 2016*
December 16, 2015 – January 15, 2016	February 1, 2016*
January 16 – 31, 2016*	March 1, 2016

\*Changes made after January 15, 2016 to applications with a January 1 or February 1 coverage start date and with a **Pending** enrollment status will push the applicant's coverage start date forward to March 1, 2016. After the close of Open Enrollment on January 31, 2016, consumers will need to experience a Qualifying Event in order to apply for coverage through the Individual Marketplace.

---

### **UnitedHealthcare's Solid Commitment to Covered California**

Covered California's qualified health plan, UnitedHealthcare has recently been in the news, and we want to reassure our Certified Insurance Agents that they remain committed to Covered California and to agents. California's Individual Market is organized differently than other state exchanges and the federal health exchange which has allowed California to have a favorable risk pool of members. We believe UnitedHealthcare has priced appropriately for the costs they are projecting for 2016 in California and that they will likely have a different experience here than indicated in other states.

UnitedHealthcare has reassured the California Individual Marketplace that they are committed to enrolling and providing high-quality coverage for consumers in 2016 and agent commissions in California have not changed. For more information visit [www.uhone.com/broker](http://www.uhone.com/broker).

---

### **Oscar Commissions Remain Unchanged**

Oscar wants to reassure agents that commissions in California remain unchanged. For more information visit [www.HiOscar.com/brokers](http://www.HiOscar.com/brokers).

---

## Resolve Your Final Application Issues This Weekend

If you need assistance with an enrollment application, don't wait until December 15 to get it resolved. **The Agent Service Center will be open this weekend** on both Saturday, December 12 and Sunday, December 13, to give you a chance to get application questions answered and issues handled ahead of the deadline.

We are pleased to report the Agent Service Center's average hold times have been cut by more than half and are continuing to improve daily. We apologize for the longer than usual hold times during this open enrollment period and appreciate your patience while we continue to ramp up.

Special Weekend Hours are listed below:

**Saturday, December 12, 2015, 8:00 a.m. to 4:30 p.m.**

**Sunday, December 13, 2015, 8:00 a.m. to 4:30 p.m.**

**Don't hesitate!** Call the Agent Service Center via phone at (877) 453-9198, and let a Service Center Representative help you work out any final questions or concerns.

Click [here](#) for the Service Center schedule.

---

## Upcoming Live Agent Q&A Session

Do you have a growing list of questions that need answers? Join us for a special live Q&A session on Tuesday, December 22, 2015 where agents can call in and ask any questions that need clarification or more information.

Mark your calendars:

**Tuesday, December 22, 2015**

1:00 – 2:00pm

In the meantime, you can also send us your open questions, comments, or issues you've been experiencing during this Open Enrollment period to [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov), and we'll address them during this session.

Register [here](#). Dial-in information is available upon registration.

---

## **Covered California to Decertify Agents with Unsigned Agent Agreements & Incomplete Voter Registration Training**

We've made numerous attempts to contact agents via email to request signatures on the amended Agent Agreement and Voter Registration Training DocuSign package. A letter has gone out this week to those agents that have not yet signed the Agent Agreement or completed Voter Registration Training prompting them to complete these requirements or risk termination. **Covered California will begin decertifying agents that do not complete these requirements on December 15, 2015.**

If you have not yet signed the Agent Agreement amendment or completed Voter Registration Training, please check your email and sign and submit the DocuSign package that was issued via email in October. If you have not received the DocuSign package, please send an e-mail to [agents@covered.ca.gov](mailto:agents@covered.ca.gov) and include your current e-mail address so your DocuSign package can be resent.

If you'd like additional details about completing the Agent Agreement and Voter Registration Training requirement, please review the [original article](#) from the 10/29/15 Agent Briefing.

---

### **Important Dates for Your Calendar**

- 12/15 – End of Automatic Renewal Period
- 12/15 – Plan selection deadline for January 1 coverage
- 12/15 – Covered California to begin terminating Agents with incomplete Agent Agreement/Voter Registration DocuSign package
- 12/22 – Live Agent Q&A Session

---

### **Upcoming Outages**

- Saturday, December 19, 2015 from 9:00 pm to Sunday, December 20, 2015 at 1:00 pm