

[Agent Website](#) | [Partner Toolkit](#) | [Peter's Blog](#) | [Contact Us](#)



## Agent Briefing

News from Covered California

April 5, 2016

### SPECIAL ENROLLMENT

#### "The Power of Synergy" – Covered California's Special Enrollment Period Kick-off Tour

Thanks to the efforts of our Agents, Navigators and Community Partners, the 2016 Open Enrollment closed with lots of success. Many of you worked together in your communities to enroll Californians in large numbers and we want to share insights, lessons learned and success stories from open enrollment, and kick-off the 2016 Special Enrollment Period (SEP).

The Covered California Sales Team will be touring statewide in the month of April to meet with agents and community partners. Our mission is to share SEP opportunities, operational readiness, new SEP rules, provide updates on sales and outreach and have local partners share their recent enrollment experiences.

Reach out to your [Regional Field Representative](#) for the date and time of the meeting in your region. For regions without a field representative, please contact Daniel Rivas by email at [Daniel.Rivas@covered.ca.gov](mailto:Daniel.Rivas@covered.ca.gov).

Seats are limited! Registration will close once the

Follow Us:



Active on social media? Follow on Facebook, Twitter, YouTube, and Instagram.

#### IN THIS ISSUE

- [Special Enrollment](#)
- [Agent Resources](#)
- [Small Business](#)
- [Agent Service Center](#)

#### REMINDERS

- [Updates to Online Application \(CalHEERS\)](#)
- [Uninsured California Wage and Salary Workers By Industry](#)
- [Health Net to Discontinue Out-of-State PPO Health Plans](#)
- [Submit Your Small Business Cases Up to Five](#)

seats are filled.

See you there!

Kirk Whelan, Director of Outreach, Sales and the  
Small Business Exchange  
Covered California

*"Heroes are made when ordinary people like you and me decide to be extraordinary or extra, extraordinary." – [Kid President](#)*

## AGENT RESOURCES

### Conditional Eligibility Extract Now Available in 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). Now a new monthly report is provided that identifies consumers in your book of business with a conditional eligibility status. Review our [Conditional Eligibility Extract Job Aid](#) to help consumers by reminding them to upload [verification documents](#) to maintain their financial assistance and/or coverage.

As a reminder, [conditional eligibility notices](#) will be sent to affected Covered California consumers on a monthly basis corresponding with their coverage start date. The distribution schedule for upcoming notices is included in our [Conditional Eligibility Quick Guide](#). Covered California continues to review the submitted documents and will contact consumers for further information, if necessary.

---

### Changing Agencies? Don't Forget to Update Your Tax ID

If you have changed agencies or started a new agency and now have a different tax ID number, please contact the Covered California

#### [Business Days Before An Effective Date](#)

- [To Update Your Email Address – Contact the Agent Service Center](#)

### **SALES TOOLS**

#### **Special Enrollment Resources:**

- [Special Enrollment Toolkit](#)
- [Life Events/Special Enrollments Webinar Recording](#) and [Slide Deck](#)
- [Social Posts Tool Kit](#)
- [Subsidy-Eligible GIS Maps](#)

#### **IRS Form 1095**

##### **Resources:**

- [IRS Form 1095 Tool Kit](#)
- [IRS Forms 1095 - A, B, and C Quick Guide](#)

#### **Webinars & Briefings Archive**

#### **Paper Calculator**

#### **Enrolling in Quality Coverage, A Step-by-Step Guide:**

- [English](#)
- [Spanish](#)

#### **Agent Resources:**

- [Agent Service Center Hours](#)

Agent Service Center at 877-453-9198 or email to [agents@covered.ca.gov](mailto:agents@covered.ca.gov). Updated tax identification information is required to ensure accurate and timely commissions payments. Please be sure to include the agency name, address, and new tax ID number when you contact us. This applies to all agents as this information cannot be updated on the Agent Dashboard in CalHEERS.

Once your Tax ID change is submitted, Covered CA will issue a new DocuSign agreement to you with the updated information for verification. Generally it takes 7-10 business days to process the request before a new DocuSign agreement is sent.

---

## IRS 1095 Forms – A Quick Comparison of Forms A, B and C

The Affordable Care Act (ACA) requires IRS Forms 1095 – A, B, and C be provided to consumers for tax-filing purposes. Review the new [IRS Form 1095 A, B, and C Quick Guide](#) for an overview of the differences between each form and from whom consumers can expect to receive the form(s).

Make sure to access the resources available in the [IRS Form 1095 Tool Kit](#) for important details about the premium assistance reconciliation process. You can also refer to the [Tax Preparation Help for Consumers Handout](#) for information about where consumers can find a licensed or registered tax preparer or low-cost tax preparation services.

## SMALL BUSINESS

### Bridging the Gap Between Employers & Small Business Owners and the Health Care Tax Credit

In its April issue, *California Broker* published an

- [Accessing Your Agent Extranet Account](#)

- a. [Book of Business Extract](#)
- b. [Conditional Eligibility Extract](#)

[Covered California Print Store](#)

[Covered California Online Store](#)

#### Small Business:

- [Small Business Online Enrollment Portal](#)
- [Covered California for Small Business Partner Toolkit](#)
- [Applicable Large Employer FAQs](#)

#### UPCOMING OUTAGES

- Wednesday, April 6 from 7:30 p.m. to Thursday, April 7, 2016 at 6:00 a.m.
- Saturday, April 9 from 6:30 p.m. to Monday, April 11, 2016 at 6:00 a.m.
- Friday, April 22 from 8:00 p.m. to Monday, April 25, 2016 at 6:00 a.m.

#### PREVIOUS ISSUES

article titled, "Bridging the Gap Between Small Business Owners and the Health Care Tax Credit," written by Chris Patton, vice president of sales for Covered California for Small Business. The article covers little known facts about the small business health care tax credit, clears up some common misconceptions, and offers ways agents can help eligible small business owners achieve significant cost-savings by applying for the tax credit. With tax season now here, this is a great topic to discuss with your small business clients. [Read the article to learn more.](#)

---

## **Applicable Large Employers Must Offer Employee and Dependent Coverage**

Applicable Large Employers (ALEs), or employers with 50 or more [Full-Time Equivalent employees](#), must offer both employee and dependent health coverage this year to avoid associated play or pay penalties in 2017.

Although ALEs enrolled in Covered California for Small Business do not need to subsidize dependent coverage, they should consider making an offer of coverage to eligible dependents to avoid related fines. For more information about this and other ALE requirements, review the [2016 Applicable Large Employer FAQ](#).

## **SERVICE CENTER HOURS**

### **Agent Service Center Hours**

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

Saturdays and Sundays, Closed  
Phone: 877-453-9198

[March 22, 2016](#)  
[March 8, 2016](#)  
[February 24, 2016](#)  
[February 9, 2016](#)  
[January 26, 2016](#)



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 that give them the best value.

---

**CoveredCA.com**  
**(800) 300-1506**

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

## 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](mailto:Agents@covered.ca.gov)

Check the [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](mailto: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**

**PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS E-MAIL**

This message, together with any attachments, is intended only for the use of the individual(s) or entity to whom it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message and/or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message, along with any attachments, from your computer. Thank you.

Agent Briefing  
April 5, 2016