



## Community Partner Briefing

News from Covered California

Volume: 2, Issue: 26

May 3, 2016

### ONLINE APPLICATION

#### Update to the Online Application – CalHEERS Release 16.4

The Individual Marketplace online application, also known as CalHEERS, will undergo an update in two weeks, known as Release 16.4. Review the [16.4 CalHEERS Release Notes](#) for Certified Enrollers to stay up-to-date on important changes to the online application.

### SPECIAL ENROLLMENT

#### “The Power of Synergy” 2016 Special Enrollment Outreach Campaign Wraps Up

The Covered California Outreach and Sales Team facilitated 13 meetings statewide from San Diego to Chico for certified enrollment partners to come together, share best practices and strategies on how to outreach and educate their communities about special enrollment.



At each of the meetings, a panel of certified enrollment partners shared their successes and

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#### IN THIS ISSUE

- [Online Application](#)
- [Special Enrollment](#)
- [Products and Services](#)
- [Partner Resources](#)
- [Health Reform](#)
- [CEC/PBE Help Line](#)

#### REMINDERS

- [Updates to Online Application \(CalHEERS\)](#)
- [Uninsured California Wage and Salary Workers By Industry](#)

#### OUTREACH TOOLS

- Special Enrollment Resources
  - a. [Special Enrollment Toolkit](#)
  - b. [Life Events/Special Enrollments Webinar Recording and Slide Deck](#)
  - c. [2016 SEP Kick-off Tour Recording and Slide Deck](#)
  - d. [Social Posts Tool Kit](#)
  - e. [Subsidy-Eligible GIS Maps](#)

lessons learned from the last open enrollment period and strategies for reaching the estimated 439,392 Californians who will experience a qualifying life event in the coming months.

Over 600 attendees represented a diverse array of enrollment partners across the state – Agents, Counselors, Plan-Based Enrollers, Covered California Health and Dental Plans, Medi-Cal and County representatives. The opportunities for networking and engagement amongst enrollment partners, Covered California staff, community and other stakeholders encouraged momentum for our shared efforts to engage and seek consumers experiencing qualifying life events throughout the summer.

We also took the feedback and questions received and crafted some quick tips formatted in a Q&A to better help service consumers. Review these [Special Enrollment Quick Tips](#) to help answer common questions you may have about Special Enrollment.

Review the [presentation slide deck](#) for more specifics from our Special Enrollment Outreach Campaign.

For more information about Special Enrollment strategies, please contact your [regional field representative](#).

## PRODUCTS AND SERVICES

### New Vision Coverage Options for Covered California Consumers

Covered California and EyeMed have [partnered](#) to offer consumers an additional pathway to vision coverage. Consumers will be able to shop for both vision carriers, EyeMed and VSP, via the [Covered California vision page](#).

View the [EyeMed Summary of Benefits handout](#) that details the three individual vision plans offered to Covered California consumers, including In-Network and Out-of-Network options. Enroll consumers directly with EyeMed year-round, during and outside of the Open Enrollment Period.

- IRS Form 1095 Resources
  - a. [IRS Form 1095-A Tool Kit](#)
  - b. [IRS Forms 1095 - A, B, and C Quick Guide](#)
- [CEC/PBE Help Line Hours](#)
- [Webinar & Briefings Archive](#)
- Enrolling in Quality Coverage: A Step-by-Step Guide
  - c. [English](#)
  - d. [Spanish](#)
- [Covered California Print Store](#)
- [Covered California Online Store](#)

### UPCOMING OUTAGES

- Saturday, May 14 from 6:30 p.m. to Monday, May 16 at 6:00 a.m.

### PREVIOUS ISSUES

- [April 5, 2016](#)
- [March 22, 2016](#)
- [March 8, 2016](#)
- [February 24, 2016](#)
- [February 10, 2016](#)

## PARTNER RESOURCES

### Search Capability Added to CoveredCA.com

This Friday, May 6, the [CoveredCA.com](http://CoveredCA.com) website will be receiving the added benefit of a Google™ “widget,” which allows visitors to the site to search for content. The search button will be located at the top right corner of the screen on all pages within the CoveredCA.com site, on both the English and Spanish page. At this time, the search capability does not include the content within the online application or the Partner Tool Kit, but should help consumers quickly find information about prescription drugs, health, dental or visions plans, Small Business, etc.

## HEALTH REFORM

### Covered California Slows Premium Increases with Unique Negotiating Power, UC Berkeley Study Finds

Covered California is one of the few state exchanges that negotiates premiums and benefits with insurers, while most other states, as well as the federal exchange, accepts any plan that seeks to participate.

Richard Scheffler, a health economist at UC Berkeley and lead author of the study, said one reason for the slower growth is California’s negotiating power. “What happens here is an exchange that’s competitive, but is helped by regulation,” Scheffler said, “that clears up the market in the sense that consumers can make apples-to-apples choices.”

[Read the May 2, 2016 KQED article to learn more.](#)

### Covered California’s Board Adopts Prescriptions for A Better Health Care System

During April’s board meeting, Covered California adopted a significant new change to its contracts with health insurers to take health care reform to the next

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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.

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level. Read our [press release](#) for detailed information on the new contract changes, which will cover the years 2017 – 2019.

“Covered California’s mission is not just getting patients health insurance; it’s about improving the quality of the health care delivery system,” Covered California Executive Director Peter V. Lee said. The new contract provisions will advance ongoing efforts by health insurance companies, hospitals and care providers to ensure that patients receive quality health care.

## CEC/PBE HELP LINE

### CEC/PBE Help Line Hours

Monday thru Friday, 8:00 a.m. to 6:00 p.m.  
Saturdays and Sundays, Closed

\*\*Memorial Day, May 30, 2016, Closed\*\*

**Phone: 855-324-3147**

Check the [CEC/PBE Help Line calendar](#) for availability.

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**Saturdays and Sundays, Closed**

Click [here](#) for the CEC/PBE Help Line schedule.

**The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737**

### LMS Help Desk Support

**Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).**

**Questions or comments** about our articles or to **suggest** articles on other important informational topics to us, email: [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov).

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