



COVERED
CALIFORNIA



Shop & Compare

PERSONAL PROPOSAL USER GUIDE

February 4, 2016

WELCOME

This document provides instructions on how to use the Covered California Shop & Compare Personal Proposal feature. Access the Shop & Compare *Personal Proposal* tool through CoveredCA.com or on our mobile app, *Get Covered*, available on the iOS or Google Play Stores.

The Shop & Compare tool helps consumers browse high-quality health insurance policies and preview eligibility for premium assistance, cost-sharing reductions or for Medi-Cal. The new *Personal Proposal* feature allows consumers to download an apples-to-apples comparison of the Covered California health plans available to them in their area. The proposal clearly identifies bottom-line payment information after premium assistance is applied.

Consumers can download the proposal on the tablet and dotcom versions of the tool or choose to have a copy mailed to an address of their choosing. The mobile apps provide the ability for Agents and Certified Enrollment Counselors to include their contact information on the personal proposal that is mailed to consumers.

Download it now on



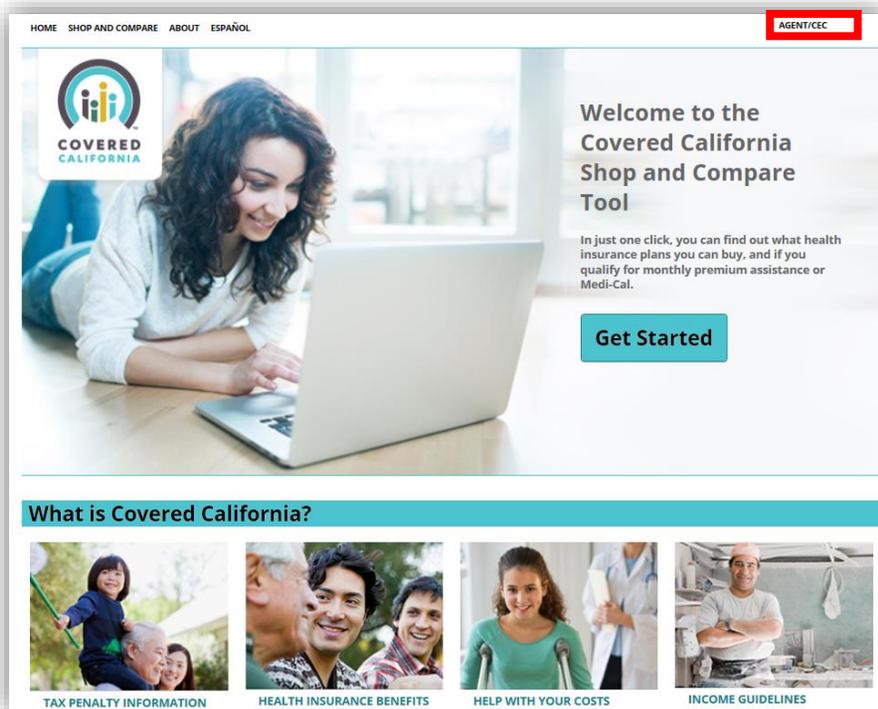
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Get Started

To begin, open the iOS or Google Play Store on your smartphone and search Get Covered. Download the **Get Covered (CA)** App. An Agent or Certified Enrollment Counselor can include their contact information on the personal proposal mailed to consumers.

Click on the *Agent/CEC* button at the top right corner and enter your contact information you would like included on the proposal. Ensure to input an address for yourself if you would like to receive a duplicate copy of the proposal sent to the consumer. Once you click *Submit* a check mark will be displayed to the right of the *Agent/CEC* link on the top right corner. Click the **Get Started** button and you will then be directed to the *Household Information* page.



Personal Proposal

If you are a Certified Agent or a Certified Enrollment Counselor and you would like to send a customized proposal to consumers with your contact information, enter it in the fields below.

Name *

Agent Number

Street address

City

State

California

ZIP

5 digit ZIP code

Email

Phone *

* These are required fields.

Clear Submit

Household Information Page

Enter the following consumer information:

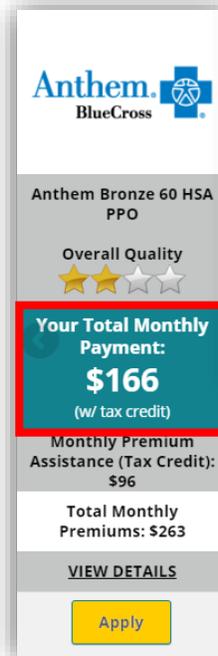
- Household Income – select between annual, monthly, biweekly, weekly, hourly
- Zip code
- Age of all household members, including those not enrolling
- Click the **+ Add person** button to add additional members of your household
- Unclick the “Enrolling” box if the household member is not enrolling
- Based on the information provided, the results message will display and indicate if the household is potentially eligible for premium assistance, cost-sharing reductions, eligible for Medi-Cal, or both
- Click the **> See My Options** button and the results will be displayed on the Your Options page

The screenshot shows the 'Household Information' page with the following details:

- Household income:** \$ 26,000.00, Annual
- ZIP Code:** 92115, San Diego County
- Person 1:** Age 30, Enrolling (checked), with a 'Remove' button.
- Total Enrolling:** 1
- Number of people in the household:** 1
- Breaking Down the Monthly Cost:** A red-bordered box contains the message: "Good news! You may qualify for help with paying for health insurance through Covered California. Now, let's take a look at the health insurance plans that may be available in your area!"
- Buttons:** '+ Add person', 'Clear', and '> See My Options'.
- Footnote:** '* Indicates required field'

Your Options Page

- View Quality Star Ratings
- Bottom line payment information is displayed in the turquoise box
- Click *View Details* to review apples-to-apples comparison of the Covered California health plans available to them
- Toggle between metal tiers to explore Family Dental Options
- Click *Enroll* or *Apply* to begin the application process
- Select the  button to be directed to the Get Personal Proposal page



Anthem BlueCross

Anthem Bronze 60 HSA PPO

Overall Quality
★☆☆☆☆

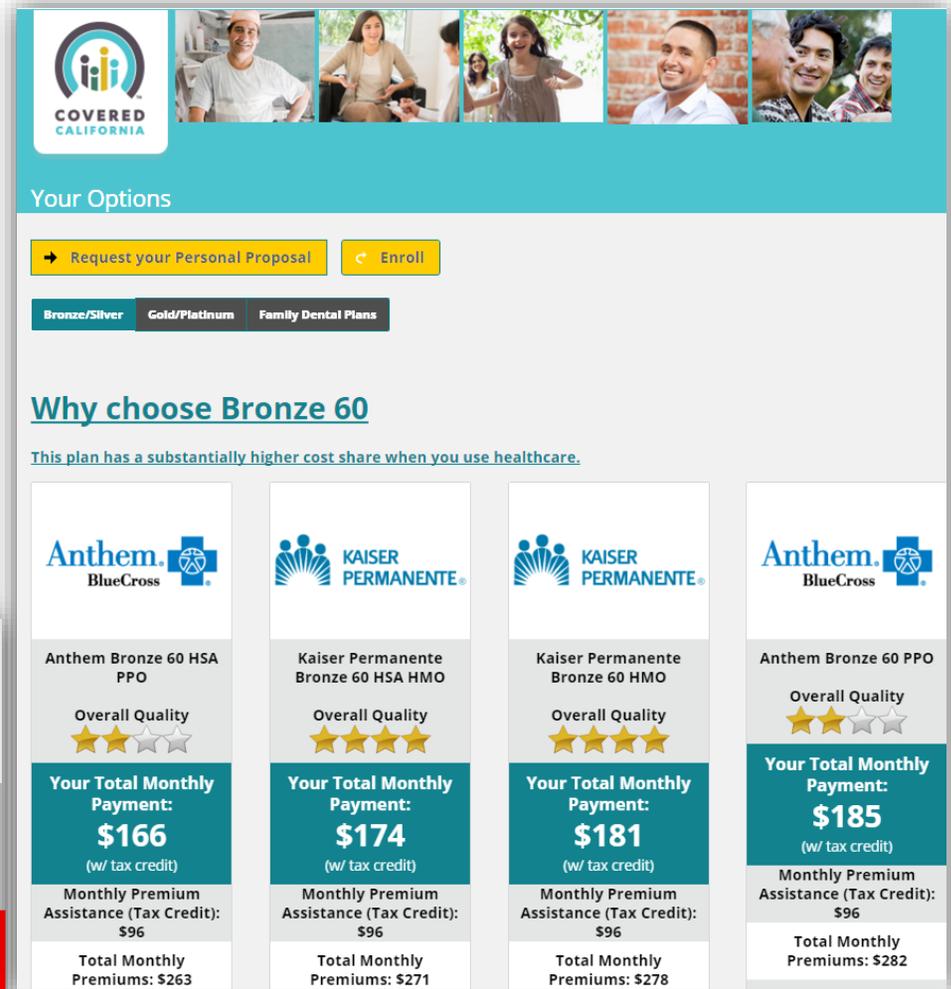
Your Total Monthly Payment: \$166
(w/ tax credit)

Monthly Premium Assistance (Tax Credit): \$96

Total Monthly Premiums: \$263

[VIEW DETAILS](#)

[Apply](#)



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Your Options

[Request your Personal Proposal](#) [Enroll](#)

Bronze/Silver Gold/Platinum Family Dental Plans

Why choose Bronze 60

This plan has a substantially higher cost share when you use healthcare.

Anthem BlueCross	Kaiser Permanente	Kaiser Permanente	Anthem BlueCross
Anthem Bronze 60 HSA PPO	Kaiser Permanente Bronze 60 HSA HMO	Kaiser Permanente Bronze 60 HMO	Anthem Bronze 60 PPO
Overall Quality ★☆☆☆☆	Overall Quality ★★★★★	Overall Quality ★★★★★	Overall Quality ★★★☆☆
Your Total Monthly Payment: \$166 (w/ tax credit)	Your Total Monthly Payment: \$174 (w/ tax credit)	Your Total Monthly Payment: \$181 (w/ tax credit)	Your Total Monthly Payment: \$185 (w/ tax credit)
Monthly Premium Assistance (Tax Credit): \$96			
Total Monthly Premiums: \$263	Total Monthly Premiums: \$271	Total Monthly Premiums: \$278	Total Monthly Premiums: \$282

Get Personal Proposal Page – Mail to me

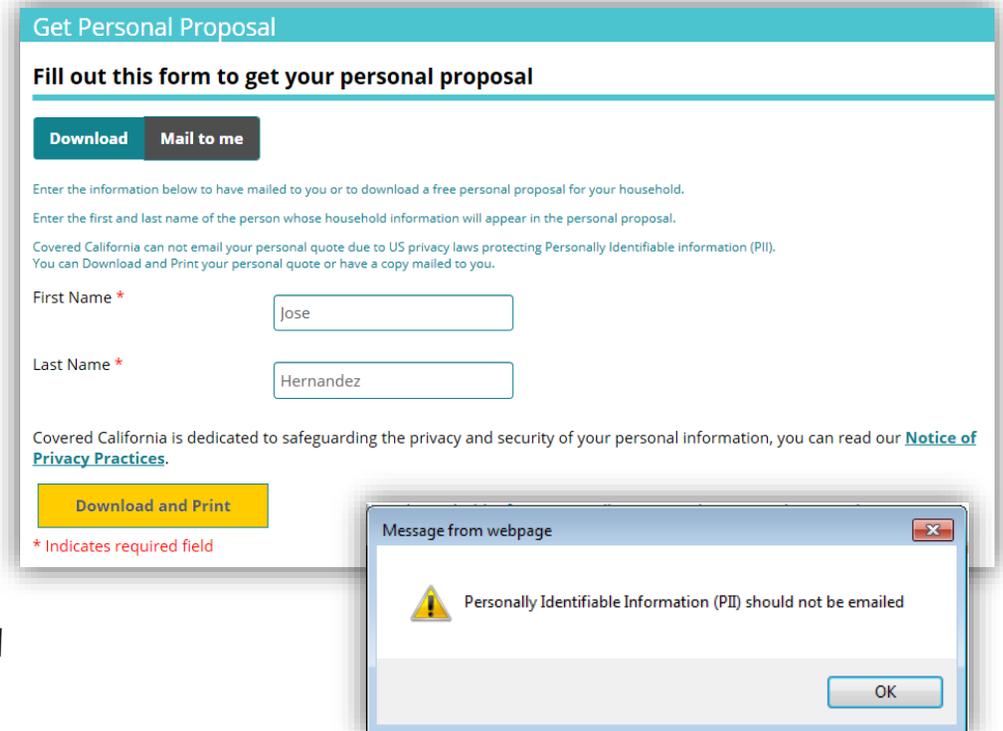
- Click the **Mail to me** button
- To receive the personal proposal, the *Mail to me* button requires the below consumer information:
 - First and last name
 - Street address
 - City, State, Zip
- Click the **Have one mailed to me** button and a personal proposal will be mailed to the individual at the address indicated in the fields above with the Agent/CEC's contact information
- A pop-up window will display that explains Covered California has received the request for a personalized proposal to be mailed to the consumer will within 3-5 business days
- View an example of the personal proposal with Agent/CEC information in [English](#) and [Spanish](#)

The screenshot shows a web form titled "Get Personal Proposal" with a teal header. Below the header is a sub-header "Fill out this form to get your personal proposal". A teal button labeled "Mail to me" is positioned above the form. The form contains several input fields: "First Name *", "Last Name *", "Street address *", "City *", "State *" (a dropdown menu showing "California"), and "ZIP *" (containing "95630"). A yellow button labeled "Have one mailed to me" is located at the bottom of the form. A red asterisk indicates required fields. Below the form is a link to "Notice of Privacy Practices". A white pop-up window with a grey border is overlaid on the bottom right, containing the text: "We have received your request to have your personalized proposal mailed to you. You should receive your proposal in 3-5 business days." and an "OK" button.

Get Personal Proposal Page – Download

The tablet and dotcom versions of the Shop and Compare tool offer a downloadable personal proposal

- Choose the  button
- To receive the personal proposal, the *Download* button requires the below consumer information:
 - First and last name
- Click the  button to generate the personal proposal
- A pop-up window opens explaining that the Personally Identifiable Information (PII) displayed in the proposal should not be emailed
 - Select OK
 - The personal proposal will be displayed



The screenshot shows a web form titled "Get Personal Proposal" with a teal header. Below the header is a sub-header "Fill out this form to get your personal proposal". There are two buttons: "Download" (teal) and "Mail to me" (dark grey). The form contains instructions: "Enter the information below to have mailed to you or to download a free personal proposal for your household. Enter the first and last name of the person whose household information will appear in the personal proposal. Covered California can not email your personal quote due to US privacy laws protecting Personally Identifiable information (PII). You can Download and Print your personal quote or have a copy mailed to you." There are two input fields: "First Name *" with the value "jose" and "Last Name *" with the value "Hernandez". Below the fields is a yellow "Download and Print" button and a red asterisk note: "* Indicates required field". A blue "Message from webpage" pop-up window is overlaid on the bottom right, containing a yellow warning triangle icon and the text "Personally Identifiable Information (PII) should not be emailed" with an "OK" button.



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QUESTIONS?

For any questions regarding Covered California or this Shop & Compare Personal Proposal User Guide, please contact OutreachandSales@covered.ca.gov.

CoveredCA.com