

Thank you for joining us. The webinar will begin at 1 p.m.  
You will not hear any audio until we begin the webinar.



# Navigator Program Engagement Webinar #2

Wednesday, October 28, 2020  
1pm – 2pm

Outreach & Sales Division | Account Services Team

# Webinar Housekeeping

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## Recording

- Today's webinar session will be recorded.

## Participants

- Please use the dial-in feature if needed:
  - +1 (914) 614-3221
  - Access code: 475-304-764
  - Audio Pin will display in the webinar side panel
- All participants will be muted during the webinar.
- Please use the **Questions tab/box** to type in and submit your questions.

## Notetakers

- We will have notetakers to document your feedback and comments.

## Technical Difficulties

- Submit technical difficulty comments/questions via the questions feature so we can assist you.

# Agenda

1. Open Enrollment Readiness
2. Open Enrollment Kick Off Event Recap
3. Grant/Program Updates
4. Look Ahead
5. Questions/Comments



# Navigator Engagement: Open Enrollment Readiness

# Open Enrollment Readiness

## Renewal Period is here

- Outreach to past consumers
- Renewal Letters
  - Entity Contact detail updates
- Productivity Report usage



## OE 2021 Toolkit

- Go Live – October 30

# Open Enrollment Readiness

- Certification and Recertification

As of 10/28

- In Recertification Training 325
- In Training 38
- Training Complete 707



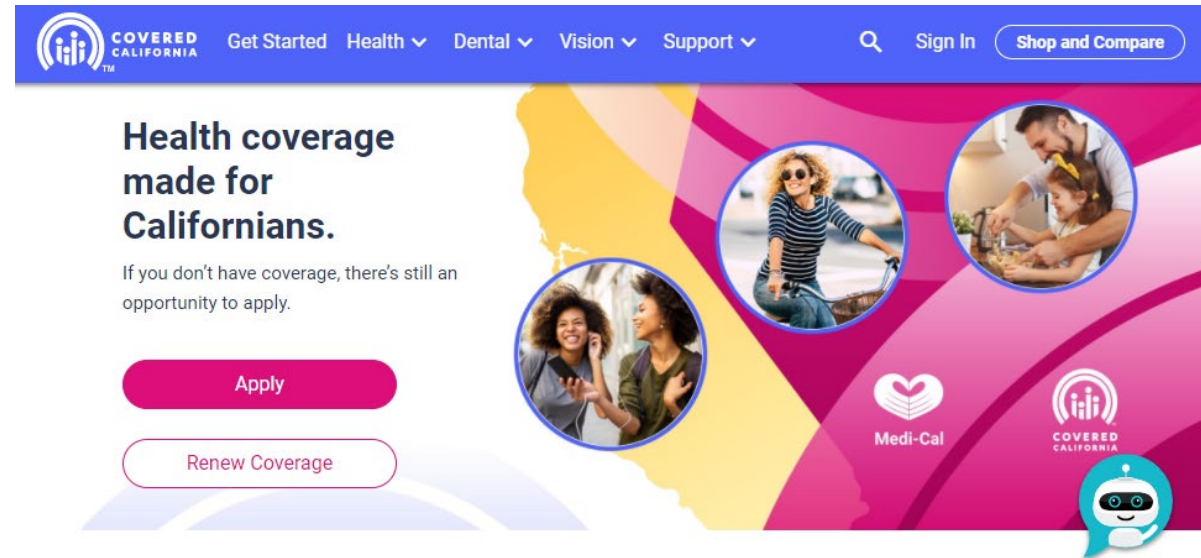
# Open Enrollment Readiness

- CalHEERS:

- Soft pause for duplicate applications
- Release 20.9 recap – little consumer impact
- CEC profile information - review



- CoveredCA.com refresh





# Navigator Engagement : OE 2021 Kick Off Event Recap





## Quick Poll

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Did you attend our  
OE Kick-Off  
webinar sessions?

# Open Enrollment Kick Off Event Recap

- Kick Off recap
  - Covered CA Live!
    - 1980 registered to watch
  - Statewide Session
    - 1028 Attendees
  - Four Navigator Account Group Sessions
    - 260 Attendees
  - One Statewide CAC Session
    - 272 Attendees



# Open Enrollment Kick Off Event Recap

## Event resources

- Presentation and Rate Appendix requests:
  - [CommunityPartners@covered.ca.gov](mailto:CommunityPartners@covered.ca.gov)
- Recordings
  - [Navigator Kick Off](#)
  - [CAC Kick Off](#)
- Survey
  - <https://www.surveymonkey.com/r/P965Z2G>



# Navigator Engagement : Grant/Program Updates

# Grant/Program Updates

- Certified Enrollers

- Cannot accept payment for enrollment activity
- [communitypartnercertsupport@covered.ca.gov](mailto:communitypartnercertsupport@covered.ca.gov)
- CalHEERS profile review

- Sub-grantee updates

- Account Reps as a resource



# Grant/Program Updates

## Delegations

- Stay with Entity
- New applications are automatic
- Manual Redelegations
- Internal Transfers
- CEC detail in CalHEERS
- Multi-Affiliated CECs





# Navigator Engagement : Look Ahead

# Look Ahead

## Toolkits

- Medi-Cal Transition toolkit
- Renewal – Carrier presentation
- OE 2021 Toolkit - October 30

## Regional Rates

- Toolkits
  - <https://hbex.coveredca.com/toolkit/>
- Appendix
  - Request via Account Rep

### IRS Forms Overview

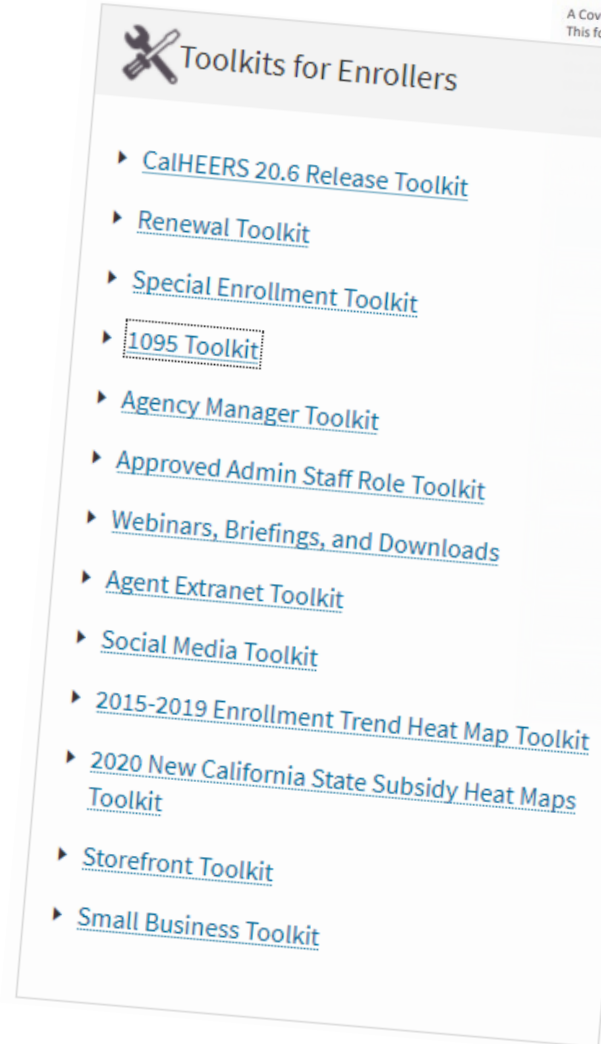
The Affordable Care Act (ACA) requires IRS Forms 1095-A, B, and C be provided to consumers and a copy to the IRS.

A Covered California notice will be included with a consumer's IRS Form 1095-A, as well as instructions. This form will help consumers determine whether the amount of premium assistance, or Advanced Premium Tax Credit (APTC), paid to Covered California Health Insurance Companies on their behalf in was more or less than the amount they were actually eligible to receive based on

consumers who are determined APTC eligible and then later determined Medi-Cal overlapping coverage, do not generally have to repay the APTC received during the year. However, if a consumer is currently enrolled in both Medi-Cal and a Covered California plan with APTC, they must Contact Covered California immediately.

For more information, visit [www.coveredca.com](#) for more detailed information:

Type	Description
Notice	Letter containing important tax information and frequently asked questions about tax form 1095-A
Notice	Letter informing consumer of update to tax form 1095-A
Handout	Includes details about where consumers can find a licensed or registered tax preparer or low-cost tax preparation services
Website	Section on <a href="#">CoveredCA.com</a> containing common questions and answers regarding form 1095-A
Quick Guide	Quick overview of each IRS Form 1095
Quick Guide	Guide for Certified Enrollers which includes information on form 1095-A and ways to help consumers complete this form
Job Aid	Job Aid for certified Enrollers on steps to access a consumer's form 1095-A



**Toolkits for Enrollers**

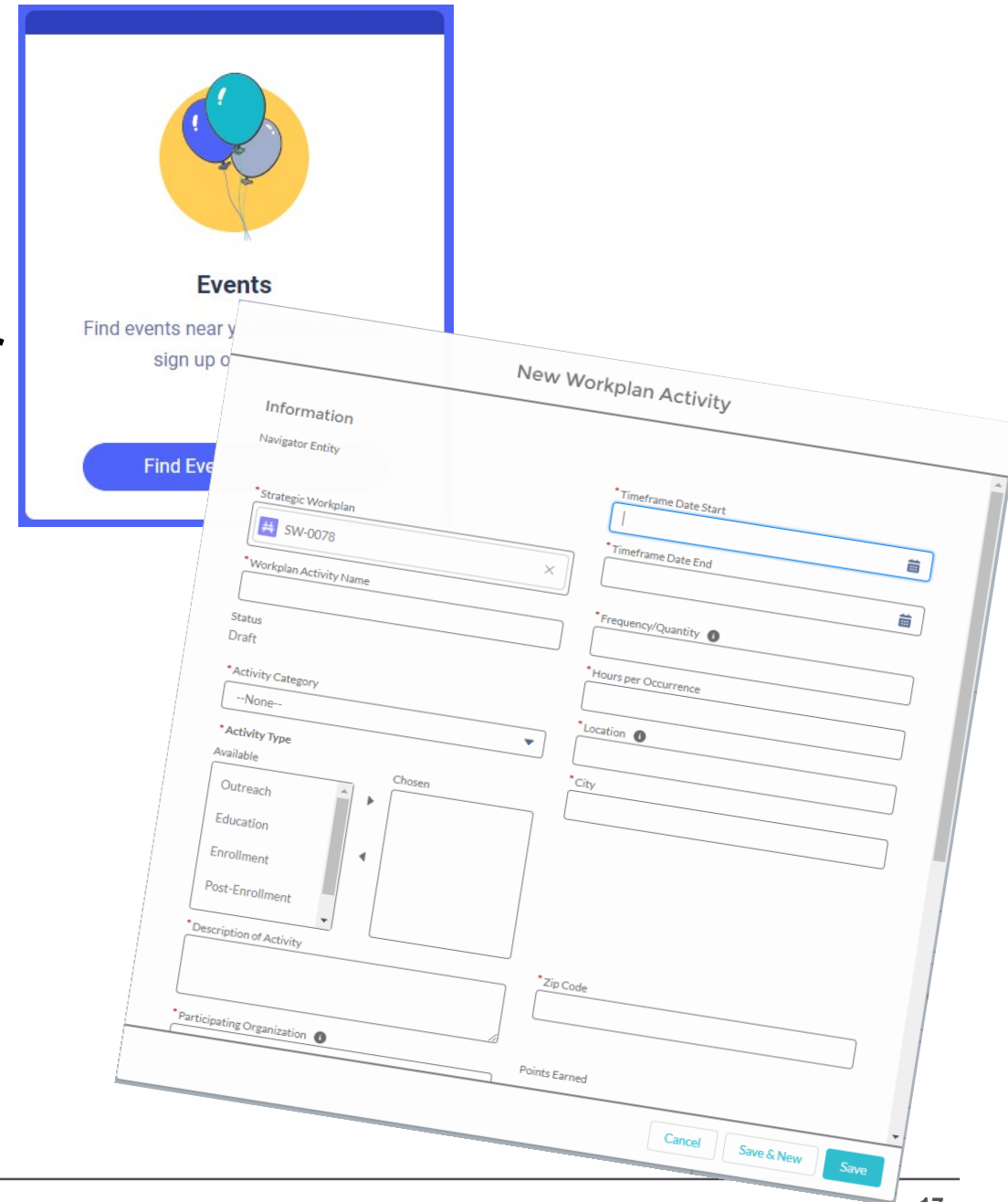
- ▶ [CalHEERS 20.6 Release Toolkit](#)
- ▶ [Renewal Toolkit](#)
- ▶ [Special Enrollment Toolkit](#)
- ▶ [1095 Toolkit](#)
- ▶ [Agency Manager Toolkit](#)
- ▶ [Approved Admin Staff Role Toolkit](#)
- ▶ [Webinars, Briefings, and Downloads](#)
- ▶ [Agent Extranet Toolkit](#)
- ▶ [Social Media Toolkit](#)
- ▶ [2015-2019 Enrollment Trend Heat Map Toolkit](#)
- ▶ [2020 New California State Subsidy Heat Maps Toolkit](#)
- ▶ [Storefront Toolkit](#)
- ▶ [Small Business Toolkit](#)



# Look Ahead

## Events Records in Salesforce

- Updates launch very early November
- Finalizing testing by October 30
- Outreach Activity
- One-on-one training for PC/AC
- Additional fields for Virtual Events
- Pre-plumbing for future integration



The image shows a screenshot of the Salesforce 'New Workplan Activity' form. The form is titled 'New Workplan Activity' and is part of the 'Events' section. It contains several fields for creating a new activity record. The 'Strategic Workplan' field is set to 'SW-0078'. The 'Workplan Activity Name' field is empty. The 'Status' is set to 'Draft'. The 'Activity Category' is set to '--None--'. The 'Activity Type' is set to 'Available'. The 'Description of Activity' field is empty. The 'Participating Organization' field is empty. The 'Timeframe Date Start' and 'Timeframe Date End' fields are empty. The 'Frequency/Quantity' field is empty. The 'Hours per Occurrence' field is empty. The 'Location' field is empty. The 'City' field is empty. The 'Zip Code' field is empty. The 'Points Earned' field is empty. The form has a 'Cancel' button, a 'Save & New' button, and a 'Save' button.

# Look Ahead

- A 1-hour long, live cast event:
  - Covered California Executive Director:  
Peter V. Lee
  - National Association of Health  
Underwriters CEO: Janet Trautwein
- Peter and Janet will share their perspectives on:
  - 2020 election
  - Impact to the Affordable Care Act

- Event Details:
  - 11 a.m. PST,
  - Thursday, November 12.
  - [CLICK HERE](#) to register.

**SAVE THE DATE**

**LIVE**

**WITH PETER V. LEE**  
EXECUTIVE DIRECTOR, COVERED CALIFORNIA

**FEATURING**  
JANET TRAUTWEIN  
CEO,  
NATIONAL ASSOCIATION OF  
HEALTH UNDERWRITERS

**VIRTUAL EVENT**

**THE WAY FORWARD:**  
PERSPECTIVES ON THE 2020 ELECTION  
AND IMPACT TO AFFORDABLE CARE ACT

NOVEMBER 12, 2020  
11 a.m. - 12 p.m. PST

**COVERED CALIFORNIA**

# Look Ahead

- Media Events
- Get Covered Mask campaign
- Penalty estimator on FTB
  - <https://www.ftb.ca.gov/file/personal/filing-situations/healthcare/estimator/>
- It's an Election year



# Questions and Comments

- Type your comments in the “chat box” and we will share it out to the group.
- If we need to defer a question to offline/after the webinar has concluded, an email will be sent out to registered attendees with a response.





# Next Steps

- Release an FAQ based on this session
- Progress Reports – due November 15
- Payment Request #2





**COVERED**  
**CALIFORNIA**

**Thank You!**