



CalHEERS 20.6 Release Toolkit Agents and Certified Enrollers

A “one-stop shop” where enrollers can find information on important changes in CalHEERS and other resources in order to support Covered California consumers.

20.6 Release Resources

Resource	Type	Description	Date Updated
Delegation History	Quick Guide	Information on how enrollers can now view a display of their Delegation History	6/26/2020
Duplicate Application Cases	Quick Guide	A new duplicate application warning pop-up display for when a consumer may already have an existing case	6/26/2020
Enrollment Information Details	Quick Guide	Updated additional enrollment information on the Basic Information page	6/26/2020
Out-of-State/Country Address & Married Filing Jointly	Quick Guide	Consumers can now provide or indicate an out-of-state or out-of-country address. If Married Filing Jointly, requirement to have another person on the application	6/26/2020
CalHEERS 20.6 Enrollment Portal Updates	Video	Short video highlighting updates to Enrollment Portal	6/25/2020
Agent and CCSB Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and Certified Enrollers	6/1/2020