

A “one-stop shop” for information and resources in order to support Covered California members through the renewal process. Check back frequently for updates.

Renewal

Resource	Type	Description	Date Updated
Renewal Quick Guide	Quick Guide	Tips and reminders for the renewal process including links and information on Renewal Notices.	10/03/2019
Job Aid: Renewal	Job Aid	Instructions on the 2019 Covered California renewal process.	10/03/2019
Individual Market Updates and State Subsidy Webinar: Video Recording	Webinar Training and Deck	Individual Market Updates and State Subsidy Program	09/20/2018
2020 Open Enrollment Slide Deck	Slide Deck	State Subsidy Program, 2020 Regional Rates, Covered California for Small Business, Open Enrollment Readiness, and Enroller Tools and Resources	10/07/2019
Consumer Renewal Journey Walkthrough	Video	Video walkthrough of the consumer renewal journey for 2019 in CalHEERS	09/18/2018

Renewal Notices

Resource	Type	Description	Date Updated
Covered California Consent for Verification Notice (CalNOD11)	Notice	Notice to consumers explaining they are at risk of losing their APTC if they do not update consent.	10/03/2019
Covered California Renewal Notice (CalNOD12) a- English a- Spanish b- English b- Spanish c- English c- Spanish d- English d- Spanish	Notice	<p>Notice to consumers explaining the renewal process and the importance of retaining health insurance.</p> <p>NOD12A – Consumers enrolled in a plan, and eligible for Advanced Premium Tax Credit (APTC)</p> <p>NOD12B – Consumers pending enrollment, and pending APTC</p> <p>NOD12C – Consumers who are pending enrollment, but are unsubsidized</p> <p>NOD12D – Consumers that are enrolled in a dental plan only</p>	10/03/2019

Covered California Renewal Notice Insert	Mailing Insert	Buckslip inserted into the Renewal Notices (CalNOD12)	09/25/2019
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Consumer-Facing Documents

Resource	Type	Description	Date Updated
How to Reset and Retrieve your Username	Quick Guide	Newly Created: Form to help consumers reset and/or retrieve their username or password in CalHEERS.	09/24/2019
Consumer Delegation	Quick Guide	Newly Created: Form for consumers to use to delegate a Certified Enroller.	09/24/2019

2020 Health, Dental and Vision Plans

Resource	Type	Description	Date Updated
Health Plans Booklet - 2020	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	10/03/2019
Standard Benefit Design Chart - 2020	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	10/03/2019
2020 County Rate and Plan Information	Slide Deck	2020 County Rate and Plan Information Booklet including statewide rate sheets and a hospital directory from all 19 California Rating Regions.	09/24/2019
Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.	09/24/2019
Family Dental Booklet - 2020	Reference Document	Dental insurance companies and plan rates.	09/24/2019
Adult Dental Benefits, Limitations and Exclusions	Handout	Summary of exclusions and limitations found in the adult dental plans.	09/06/2019
Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	09/06/2019

Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers	10/03/2019
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary	10/03/2019

Helpful Tips & Tools

Resource	Type	Description	Date Updated
Shop and Compare	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	10/03/2019
Income Section	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	10/03/2019
Income Guidelines	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines current through March/April 2020. The next update will occur March/April.	09/24/2019
Conditional Eligibility	Quick Guide	Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California.	09/24/2019
Consent for Verification Quick Guide	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2019.	10/03/2019
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.	10/03/2019
Agent & CEC Portal Search	Training Guide	Instructions on how to effectively use the "Search" functionality in the Agent or CEC Portal.	10/03/2019
CalHEERS Password Reset	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	10/03/2019
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	10/03/2019

Contact Covered California

Resource	Type	Description	Date Updated
Covered California Service Center Operating Hours	Schedule	Service Center hours of operation for consumers and certified enrollers.	09/10/2019
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.	10/03/2019

Agent Resources

Resource	Type	Description	Date Updated
Agency Manager Tool Kit	Tool Kit	Resources for Agency Managers to assist with viewing and exploring a Book of Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more.	10/03/2019
Approved Admin Staff Role Tool Kit	Tool Kit	Resources for Approved Admin Staff to with the online application support, managing Agency delegations (Level 2 only) crating new profiles and Agents (Level 2 only), and much more.	10/03/2019
Agent Extranet Tool Kit	Tool Kit	Step-by-step instructions for accessing your Agent Extranet/ Book of Business.	10/03/2019
Book of Business for Agents	Quick Guide	Report of all your Covered California consumers.	10/03/2019
Book of Business (Agency Manager Export)	Job Aid	Access an aggregate Agency Book of Business from the CalHEERS Agency portal.	10/03/2019
Conditional Eligibility Extract	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	10/03/2019