



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
<a href="#">Renewal Quick Guide</a>	Quick Guide	Tips and reminders for the renewal process including links and information on Renewal Notices.	9/29/2020
<a href="#">Job Aid: Renewal</a>	Job Aid	Instructions on the 2021 Covered California renewal process.	9/30/2020
<a href="#">2021 Virtual Statewide Carrier Presentation</a>	Video	Individual Carrier presentations for health, dental, and vision plans	9/15/2020
<a href="#">2021 Virtual Statewide Carrier Presentation</a>	Slide Deck	Slide deck for individual Carrier presentations for health, dental, and vision plans	9/15/2020
<a href="#">2021 Medi-Cal Refresher Training presentation with DHCS</a>	Video	2021 Medi-Cal Refresher Training with DHCS reviewing application process, eligibility, enrollment and more	9/15/2020
<a href="#">2021 Medi-Cal Refresher Training presentation with DHCS</a>	Slide Deck	Slide deck for 2021 Medi-Cal Refresher Training with DHCS	9/15/2020
<a href="#">Statewide OE 2021 Kickoff Webinar</a>	Slide Deck	Covered California Statewide Open Enrollment 2021 Kickoff presentation containing Tools and Resources	9/28/2020

## Renewal Notices

Resource	Type	Description	Date Updated
<a href="#">Covered California Consent to Qualify for Financial Help Notice (CCAN05)</a>	Notice	Notice to consumers explaining they need to give consent to see if they qualify for financial help in 2021.	9/30/2020
Covered California Renewal Notice (CalNOD12)  <a href="#">a- English</a> <a href="#">d- English</a>  <b>Spanish Versions Coming Soon</b>	Notice	Notice to consumers explaining the renewal process and the importance of retaining health insurance.  NOD12A – Consumers enrolled in a plan, and eligible for Advanced Premium Tax Credit (APTC)  NOD12D – Consumers that are enrolled in a dental plan only	9/30/2020
<a href="#">Covered California Renewal Notice Insert</a>	Mailing Insert	Buckslip inserted into the Renewal Notices (CalNOD12)	9/30/2020

## Consumer-Facing Documents

Resource	Type	Description	Date Updated
<a href="#">How to Reset and Retrieve your Username</a>	Quick Guide	Form to help consumers reset and/or retrieve their username or password in CalHEERS.	4/16/2020
<a href="#">Consumer Delegation</a>	Quick Guide	Form for consumers to use to delegate a Certified Enroller.	4/16/2020

## Health, Dental and Vision Plans

Resource	Type	Description	Date Updated
<b>Health Plans Booklet – 2021 (Coming Soon)</b>	Reference Document	Health insurance companies and preliminary plan rates (preliminary rates).	

<a href="#">Standard Benefit Design Chart - 2021</a>	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	9/23/2020
<a href="#">Family Dental Plans</a>	Reference Documents	Link to website outlining dental insurance companies and plan rates.	9/23/2020
<a href="#">Adult Dental Benefits, Limitations and Exclusions</a>	Handout	Summary of exclusions and limitations found in the adult dental plans.	9/23/2020
<a href="#">Prescription Drug Formularies</a>	Guide	Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.	9/23/2020
<a href="#">Health &amp; Dental Plan Provider Directories</a>	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	9/23/2020
<a href="#">Vision Coverage Quick Guide</a>	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers.	2/14/2020
<a href="#">EyeMed Summary of Benefits</a>	Chart	EyeMed vision coverage benefits and network summary.	9/10/2018
<a href="#">2021 Plan Year Information</a>	Slide Deck	2021 County Rate and Plan Information including statewide rate sheets and a hospital directory from all 19 California Rating Regions.	9/28/2020

## Helpful Tips & Tools

Resource	Type	Description	Date Updated
<a href="#">Shop and Compare</a>	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	1/29/2020
<a href="#">Income Guidelines</a>	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines current as of March/April 2020. The next update will occur March/April 2021.	3/24/2020

<a href="#">Countable Sources of Income</a>	Guide	Reference guide on what to count for income for APTC/CSR.	1/30/2020
<a href="#">Income Section</a>	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	9/30/2020
<a href="#">Conditional Eligibility</a>	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.	2/14/2020
<a href="#">2021 FPL and Maximum Contribution Calculator</a>	Calculator	Excel-based spreadsheet version of the State Subsidy estimator using 2021 rates	9/30/2020
<a href="#">Agent &amp; CEC Portal Search</a>	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.	2/14/2020
<a href="#">Assisting Medi-Cal Eligible Consumers</a>	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	2/14/2020
<a href="#">Consent for Verification Quick Guide</a>	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions in 2020.	2/14/2020
<a href="#">Delegation and Delegation Change</a>	Policy	Guidance on consumer delegation for Certified Enrollers.	2/14/2020
<a href="#">CalHEERS Password Reset</a>	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	2/14/2020
<a href="#">Add an Event</a>	Portal	Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community.	9/24/2019

## Agent Resources

Resource	Type	Description	Date Updated
<a href="#">Agent Extranet Toolkit</a>	Toolkit	Step-by-step instructions for accessing your Agent Extranet/Book of Business.	9/23/2020
<a href="#">Book of Business for Agents</a>	Quick Guide	Report of all your Covered California consumers.	9/23/2020
<a href="#">Conditional Eligibility Extract</a>	Quick Guide	Instructions on how to help consumers with a conditional eligibility status in your Book of Business.	2/14/2020
<a href="#">Agency Manager Toolkit</a>	Toolkit	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.	7/24/2020
<a href="#">Approved Admin Staff Role Toolkit</a>	Toolkit	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.	9/23/2020
<a href="#">Book of Business (Agency Manager Export)</a>	Job Aid	Access an aggregate Agency Book of Business from the CalHEERS Agency portal.	9/23/2020
<a href="#">Health Care Sharing Ministries Policy and Procedures</a>	Policy	Outline of general policies, definitions of roles, and responsibilities of Covered California and Certified Insurance Agents	3/18/2020
<a href="#">Health Care Sharing Ministry Consumer Acknowledgement and Full Disclosure Form</a>	Form	Consumer Informed Consent and Acknowledgement form; side-by-side chart comparing Covered California Marketplace Plans and Health Care Sharing Ministries	7/24/2020

### Contact Covered California

Resource	Type	Description	Date Updated
<a href="#">Covered California Service Center Operating Hours</a>	Schedule	Service Center hours of operation for consumers and certified enrollers.	9/18/2020
<a href="#">Regional Field &amp; Account Representatives</a>	Handout	Contact information for our field and account team representative by region within California.	10/03/2019