



Agent Briefing

NEWS FROM COVERED CALIFORNIA

Director's Corner

Dear Partners,

Once again, I want to highlight the amazing opportunities we have to extend more financial help than ever before to new and existing consumers because of the American Rescue Plan:

- Consumers at any income level may be eligible for more financial assistance.
- Consumers who earn more than 400% of the Federal Poverty Level may be eligible for federal financial help for the first time.
- Currently uninsured consumers will see more financial help and lower premiums than ever before.
- Consumers currently insured off-exchange may be able to save hundreds or even thousands of dollars by switching to the same or similar coverage through Covered California.

I encourage you to use our [American Rescue Plan Suggested Messaging for Enrollers](#), which includes specific messaging and suggested talking points to help you contact consumers and make sure they are not missing out on potential financial help. And, if you have any questions about The American Rescue Plan, we have provided an updated [Frequently Asked Questions \(FAQ\) document](#) that has valuable information for you to help consumers understand the new law and if they are eligible for financial help, and to understand the benefits of moving to on-exchange coverage.

I would also like to point out another tool that can help you connect to consumers. We have recently updated our [Estimated Uninsured Subsidy-Eligible Map](#) to a new, interactive format. This is a single, interactive map that shortcuts to the 21 major populated counties, and you can zoom in directly to target areas.

As always, thank you for all you are doing; we appreciate your partnership in our mission to help get California covered! Please carefully review all the information, resources, and materials in this briefing as they will help you connect more people with vital health insurance coverage.

Terri Convey

Director

Outreach and Sales & Covered California for Small Business

Latest News

News Release: April 21, 2021

[California's Largest Public Health Care Purchasers Unite to Address Gaps in Childhood Immunizations and Colorectal Cancer Screenings Due to the COVID-19 Pandemic](#)

News Release: April 12, 2021

[Covered California Opens the Doors for Millions of Californians to Benefit From Lower Health Care Premiums, Save Money and Stimulate the Economy Through the American Rescue Plan](#)

News Release: April 7, 2021

[Covered California Says Farewell to Its Last Founding Board Member and Welcomes New Assembly Speaker Appointee to the Board](#)

IRS Form 1095-A

During tax season, Covered California sends two forms to our members:

1. The federal **IRS Form 1095-A** Health Insurance Marketplace Statement; and
2. The California **Form FTB 3895** California Health Insurance Marketplace Statement.

IRS Form 1095-A

IRS Form 1095-A is an important federal tax document that serves as proof of coverage for individuals to claim the premium tax credit, reconcile any Advanced Premium Tax Credit (APTC) received, and to file an accurate tax return for the 2020 tax year. The amount displayed on the IRS Form 1095-A reflect how much was paid to Covered California Health Insurance companies to help with the cost of a consumer's health coverage. An IRS Form 1095-A helps ensure the amount of APTC applied in 2020 is accurately reported and serves as proof of Minimum Essential Coverage.

Form FTB 3895

The Form FTB 3895 is an important state tax document that serves as proof of coverage for individuals to claim the California Premium Subsidy (state subsidy), reconcile any advanced state subsidy received, and to file an accurate tax return to avoid paying the state individual mandate penalty for the 2020 tax year. The amount displayed on the Form FTB 3895 reflect how much was paid to Covered California Health Insurance companies to help with the cost of a consumer's health coverage.

A Form FTB 3895 helps ensure the amount of state subsidy applied in 2020 is accurately reported and serves as proof of Minimum Essential Coverage.

Please Note: The **IRS Form 1095-A and Form FTB 3895** is generated for each enrolled plan (except minimum coverage plans), regardless of if **APTC/state subsidy** was applied.

Important Information to Help Consumers:

- If a consumer's communication preference is email, they will receive an email from Covered California with instructions to sign into their [CalHEERS account](#) and download their forms. They will not receive their forms in the mail.
- If a consumer's communication preference is mail, they will receive their forms in the mail.
- All consumers can access their IRS Form 1095-A and Form FTB 3895 in their [CalHEERS account Home Page](#), or under *Documents & Correspondence*, even if their preference is mail.

Now Available: [IRS Form 1095-A and Form FTB 3895 Toolkit for Certified Enrollers](#) contains detailed information about the Form 1095-A and Form FTB 3895 as well as other important resources and the premium assistance reconciliation process.

Special Enrollment

COVID SEP Extension

[Covered California announced](#) an extension of the COVID Special Enrollment Period (SEP) to allow uninsured and eligible consumers enroll in health care coverage through Covered California from February 1, 2021 to May 15, 2021. When helping consumers apply for health care coverage, select the best fitting Qualifying Life Event (QLE) in the QLE drop-down menu. The application will be reviewed for Covered California eligibility much like it is during Open Enrollment. If the consumer does not have a QLE, select the “**None of the Above**” option. The application will continue for a Covered California eligibility determination.

Please note: The 1st day of the month rule applies following plan selection.

CARES Act Income Reporting

The CARES Act approved two forms of stimulus payments to ease the financial hardship Americans are experiencing during the Coronavirus (COVID-19) pandemic. For important information about **countable income** when helping Californians enroll in programs providing financial help for health insurance coverage, please see the [CARES Act FAQ for Enrollers](#).

The CalHEERS Income page changed Monday, May 18 to include more boxes for the Coronavirus Aid, Relief, and Economic Security (CARES) Act's additional unemployment insurance benefits. Consumers who received Pandemic Unemployment Compensation (PUC) payments should log into their application and report these additional benefits.

Domestic Violence QLE

As of October 5, 2020, "Victim of domestic abuse or spousal abandonment" is available as a distinct Qualifying Life Event (QLE) selection on the special enrollment period (SEP) dropdown menu in the CalHEERS application. For full details, please see the [Quick Guide](#).

Important Reminders

CalHEERS System Maintenance

Due to routine system maintenance, CalHEERS will be unavailable, **Saturday, May 8 at 12:00 a.m. through, Tuesday, May 11 at 6:00 a.m.*** The CalHEERS application will not be available to Certified Enrollers, consumers, counties, or Service Centers during this outage. **The Agent/CEC and Consumer Service Centers will also be closed on Monday, May 10.** We apologize for any inconvenience this may cause and thank you for your patience.

****Outage dates and times are subject to change.***

DocuSign Delegations Sunsetting

The delegation process via DocuSign will no longer be available as of May 1, 2021. **The last day for you to submit a DocuSign Delegation form will be Friday, April 30.** For future delegations, please review our [Accelerated Consumer Delegation Consent Guide for Enrollers](#) for full details of the new automated delegation process.

2021 Covered California FPL and Maximum Contribution Percentage Calculator

Certified Enrollers can use our new [2021 Covered California FPL and Maximum Contribution % Calculator](#) to estimate the additional calculation details that go into a consumer's APTC and/or State Subsidy eligibility.

Please note: *This document works best on a device that has Microsoft Excel installed or in a browser that supports Microsoft Excel downloads.*

California Requires Equal Access to Health Care Services

Consumers have legal rights to care—even now, when some people with preexisting conditions or disabilities may worry they'll be treated after any COVID patients. Please read the [Non-Discrimination Bulletin](#) released by the Departments

of Health Care Services, Public Health, and Managed Health Care for more information.

Federal Poverty Levels

Please reference the new [Program Eligibility by Federal Poverty Level for 2021 chart](#) for up-to-date information when assisting consumers with enrollment. As a reminder, Medi-Cal uses monthly income to determine FPL, but Covered California uses annual income to determine FPL; a mid-year change in income could cause the monthly (Medi-Cal) income to be different from the annual (Covered California) income, resulting in a different eligibility determination than expected.

Authorized Representatives

For a Certified Enroller to speak to county eligibility workers (CEWs) on behalf of consumers, the Certified Enroller must be designated as an Authorized Representative (AR) by the consumer. Consumers can have as many Authorized Representatives as they want. Access the Authorized Rep. forms here:

- [Individual as Authorized Representative](#)
- [Agency as Authorized Representative](#)

Health Reimbursement Arrangement (HRA) Affordability Tool

A [Health Reimbursement Arrangement](#) (HRA) is an employer-funded group health benefit that provides tax-free reimbursement for qualified medical expenses. Some employers offer HRAs to their employees instead of, or in addition to, traditional healthcare plans.

[The HRA Affordability Tool](#) is now live on the Covered CA website! This new tool will help consumers determine whether they can purchase a Covered CA health plan with their HRA funds.

Text Alerts Opt-In

This Open Enrollment Period is perhaps our most important yet, and our enrolling partners need important information—fast. That is why we want to remind you of our text alerts! [Sign up now](#) to receive short, targeted text messages with links to the information, deadlines, tools, and resources you need to serve your consumers during this enrollment period.

Please note: You are not required to sign up for messaging as a condition to maintaining your agent certification or to receive any other service or product from Covered California. Message and data rates may apply. You may revoke your consent at any time. If your contact information changes, you should inform Covered California. Covered California will send approximately one text message per week during Open Enrollment periods and approximately one text message per month during other periods.

Enrollment Partner Tool Kits

Helpful Resources and Materials

[Enrollment Partner Toolkits](#) are a “one-stop shop” for Covered California’s Certified Enrollers and include resources and materials to help you support Covered California consumers. Our Toolkits provide a wide range of consolidated documents, such as Job Aids, Quick Guides, FAQs, Talking Points, and more.

Social Media Toolkit

Access our [Social Media Toolkit](#), which provides resources and best practices along with pre-approved content in English and Spanish and shareable images for [Facebook](#), [Twitter](#), [Instagram](#) and more.

Seen on Social

Twitter



Facebook



Covered California ✓

April 22 at 10:00 AM · 🌐

Covered California is proud to join the California Department of Public Health in encouraging all Californians to get their COVID-19 vaccine.

Visit [VaccinateALL58.com](https://www.vaccinateall58.com) for more COVID-19 facts and updates on your eligibility. Let's get you there. Let's #GetToImmunity #VaccinateALL58 #CaliforniaforALL



Vaccinate ALL 58

Together we can end the pandemic.

Agent Service Center

Agent Service Center

Phone: (877) 453-9198

Monday - Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

Covered California for Small Business (CCSB) Service Center

Phone: (855) 777-6782

Monday - Friday, 8:00 a.m. to 5:00 p.m.

Saturdays and Sundays, Closed

Review the [Agent and CCSB Service Center schedule](#) for a full list of availability and a list of holiday closures.