



A “one-stop shop” for Covered California’s Special Enrollment Period where enrollers can find information on Qualifying Life Events, Special Enrollment Verification, Health, Dental and Vision Plan information, as well as resources in order to support Covered California consumers.

Check back frequently for updates.

Special Enrollment Resources

Resource	Type	Description	Date Updated
Special Enrollment	Quick Guide	Special Enrollment at a glance.	2/10/2021
Special Enrollment Verification	Quick Guide	Information on Covered California’s Special Enrollment Verification process and how to assist consumers with Special Enrollment verification needs.	2/10/2021
Special Enrollment Job Aid	Job Aid	Walkthrough of the online application for Special Enrollment.	2/10/2021
Special Enrollment FAQ	FAQ	Commonly asked questions and answers regarding Special Enrollment.	2/13/2020
New Special Enrollment Quick Guide	Quick Guide	Information regarding new QLEs for short-term Special Enrollment Period.	2/14/2020
CalHEERS Online Application	Job Aid	A step-by-step guide to assist enrollers with the CalHEERS Online Application.	8/27/2020
Proposition 22	Quick Guide	Detailed information about Prop 22 which requires app-based companies to provide health care stipends to drivers.	2/1/2021
Benefits and Things to Consider	Quick Guide	Information for consumers regarding benefits and things to consider when deciding to switch from an off-exchange to an on-exchange Covered California health plan.	3/17/2020

Health, Dental, and Vision Plans

Resource	Type	Description	Date Updated
2021 Plan Year Information	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
Standard Benefit Design Chart - 2021	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.	9/23/2020
Family Dental Plans	Reference Documents	Link to website outlining dental insurance companies and plan rates.	9/23/2020
Adult Dental Benefits, Limitations and Exclusions	Handout	Summary of exclusions and limitations found in the adult dental plans.	9/23/2020
Prescription Drug Formularies	Guide	Prescription drug costs, according to metal tier, for all 2019 Covered California Individual health insurance plans.	9/23/2020
Health & Dental Plan Provider Directories	Index	Use these links to contact the Health and Dental Plans directly for more information on the provider directories.	9/23/2020
Vision Coverage Quick Guide	Guide	VSP and EyeMed vision coverage quick guide for Certified Enrollers.	2/14/2020
EyeMed Summary of Benefits	Chart	EyeMed vision coverage benefits and network summary.	9/10/2018

Helpful Tips & Tools

Resource	Type	Description	Date Updated
Shop and Compare	Job Aid	Instructions on how to navigate the updated Shop and Compare tool.	1/29/2020
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.	2/10/2021



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Agent & CEC Portal Search	Training Guide	Instructions on how to effectively use the “Search” functionality in the Agent or CEC Portal.	10/22/2020
Assisting Medi-Cal Eligible Consumers	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.	2/14/2020
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 2021.	12/4/2020
Delegation and Delegation Change	Policy	Guidance on consumer delegation for Certified Enrollers.	2/14/2020
CalHEERS Password Reset	Job Aid	Instructions for how to assist consumers on resetting their password in the online application (CalHEERS).	2/14/2020
Add an Event	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
Agent Extranet Toolkit	Toolkit	Step-by-step instructions for accessing your Agent Extranet/Book of Business.	9/23/2020
Book of Business for Agents	Quick Guide	Report of all your Covered California consumers.	9/23/2020
Agency Manager Toolkit	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
Approved Admin Staff Role Toolkit	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



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Book of Business (Agency Manager Export)	Job Aid	Access an aggregate Agency Book of Business from the CalHEERS Agency portal.	9/23/2020
Health Care Sharing Ministries Policy and Procedures	Policy	Outline of general policies, definitions of roles, and responsibilities of Covered California and Certified Insurance Agents	3/18/2020
Health Care Sharing Ministry Consumer Acknowledgement and Full Disclosure Form	Form	Consumer Informed Consent and Acknowledgement form; side-by-side chart comparing Covered California Marketplace Plans and Health Care Sharing Ministries	7/24/2020
21.2 CalHEERS Updates	Release Notes	Notes with information about important changes and enhancements occurring in CalHEERS	2/8/2021
Delegation Tool	Quick Guide	Guide outlining the steps for enrollers to self-serve and delegate a consumer's case to their Book of Business using the new Accelerated Consumer Delegation Consent tool	2/8/2021
Self-Delegation How-to Video	Video	Short video showing the steps for enrollers to delegate a consumer's case to their Book of Business	1/26/2021

Consumer-Facing Documents

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

Income Guidance

Resource	Type	Description	Date Updated
Income Guidelines	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines current as of March/April 2020. The next update will occur March/April 2021.	10/1/2020



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Countable Sources of Income	Guide	Reference guide on what to count for income for APTC/CSR.	10/23/2020
Income Section	Job Aid	A step by step guide to assist enrollers with the income section of the online application.	9/30/2020
2021 FPL and Maximum Contribution Calculator	Calculator	Excel-based spreadsheet version of the State Subsidy estimator using 2021 rates	9/30/2020

Documentation

Resource	Type	Description	Date Updated
Acceptable Administrative Documentation	Guide	Acceptable documentation that can be submitted to Covered California.	10/31/2019
Attestation of Non-Incarcerations Status	Form	Form for consumers to use to attest to their Non-Incarcerations Status, if applicable.	9/10/2018

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.	2/1/2021
Regional Field & Account Representatives	Handout	Contact information for our field and account team representative by region within California.	10/3/2019
Covered California's SEP Verification Team	Contact Info	Extensions & Appeals: SpecialEnrollment@covered.ca.gov 888.217.9311 Questions regarding the notices & reporting fraud: ConsumerProtection@covered.ca.gov 888.217.9309	12/26/2018