



Sales Webinar #4



**COVERED
CALIFORNIA**

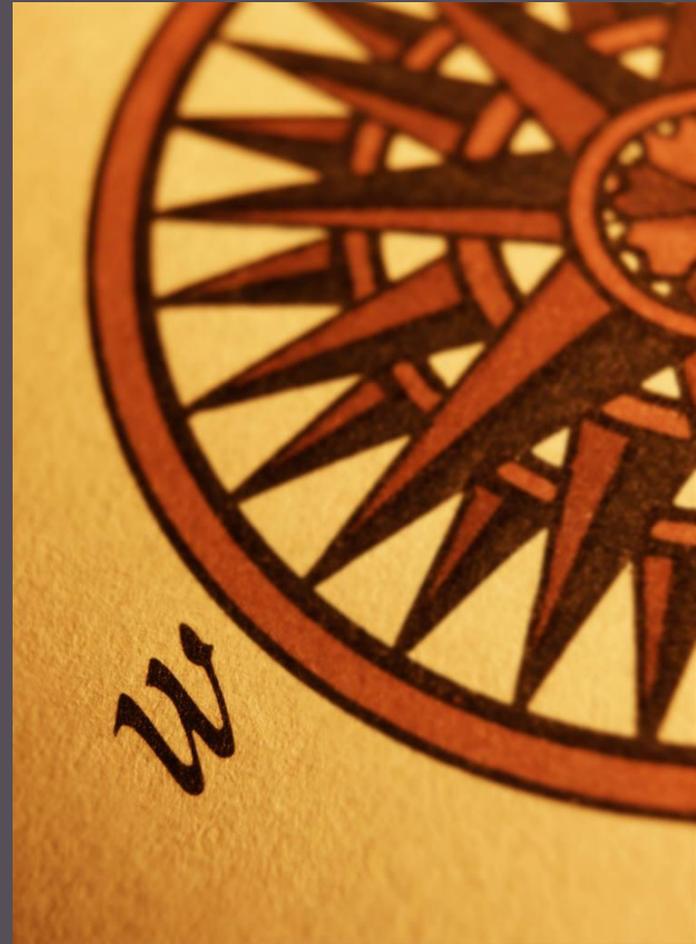


11/19/14



Agenda

- Access Codes
- Delegation Issue:
CalHEERS Workaround
- New Collateral Materials
- SHOP Special Enrollment
- A Day in the Life:
CalHEERS Training





ACCESS CODES

- How to get an Access Code:
 - Contact the CEC/PBE Help Line at 855-324-3147 with the consumer on the line or next to them.
 - Identify yourself as a CEC or PBE.
 - Indicate to the Help Line Representative that the consumer needs an access code.
 - The representative will ask to speak to the consumer to verify the consumer's identity.
 - The representative will generate an access code and provide it to the consumer.
 - The CEC/PBE can then assist the consumer with creating a new account and link it via the access code to the existing case in the system.
 - The CEC/PBE can also delegate the case via "Find Help Near You".
 - Once this is done, the CEC or PBE should then have access to the account to upload documents, report changes, assist with renewals, etc.



DELEGATION ISSUE: CalHEERS WORKAROUND

The current procedure for consumers who delegate their account via “Find Local Help” and click on “Continue” after having selected a CEC/PBE is currently not available.

Job Aid is available with Step by Step instructions.



NEW COLLATERAL MATERIALS

- Call Center Cards
 - Fact Sheet: Special Enrollment
 - Paper Calculator
 - WYNTK: Getting Financial Assistance
 - WYNTK: Immigration Status
 - WYNTK: Getting More Affordable Health Coverage in California
 - Enrolling in Quality Health Coverage
 - Lawn Sign Kit
 - Fact Sheet: Covered California
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- Visit the store at: <https://360.kpcorp.com/coveredca/Login.aspx>



SHOP SPECIAL ENROLLMENT

SHOP Special Enrollment Period: November 15 to December 15, 2014

- Small businesses that are eligible to enroll:
 - Those that have not previously met participation requirements
 - 70% of eligible employee participation
 - Those that have not previously met contribution requirements
 - 50% of the employee premium for the lowest cost plan available
- SHOP coverage effective in 2015
- To enroll your clients, contact the SHOP Sales Team at (844) 332-8384 for a quote.



CalHEERS Training: A Day in the Life





A DAY IN THE LIFE:

- CalHEERS walkthrough including (48 mins):
 - Completing an Application
 - Changing a Plan
 - Conducting Report a Change
- Will be posted to IPAS and Agent Website

www.CoveredCA.com



You Tube

