



Community Partner Briefing

News from Covered California

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February 24, 2016

OPEN ENROLLMENT



Thank you for your hard work and commitment in getting Californians covered during Covered California's third Open Enrollment Period!

More than 439,000 new consumers signed up for health care coverage during this past Open Enrollment Period, including approximately 14,000 who received help finishing their application after the January 31 deadline. Community Partners enrolled 34,688 of these consumers.

Blue Shield of California surpassed Anthem as the most popular statewide plan this year with 28% of Covered California membership, while Anthem came in second with a 25% share of membership. Kaiser Permanente remained in third with 24% followed by Health Net with 14%. These top four Qualified Health Plans account for 91% of Covered California enrollment.

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REMINDERS

- [Join the CAHU Diversity Task Force \(DTF\)](#)
- [Uninsured California Wage and Salary Workers By Industry](#)
- [2016 Subsidy-Eligible Maps](#)

According to [regional data](#), plan selections for regional plans gained ground in 2016:

- In Los Angeles, which consists of rating regions 15 and 16, Molina's total plan selections increased from 22,299 in 2015 to 88,170, nearly a 400 percent increase
- In San Diego, Sharp Health Plan's plan selections increased from 17,830 in 2015 to 25,805
- In San Francisco, Chinese Community Health Plan's plan selections increased from 12,799 in 2015 to 13,627
- In Sacramento, Western Health Advantage's plan selections increased from 5,773 in 2015 to 8,790

Read our [press release](#) for more information on the increased competition among Health Insurance Companies in the marketplace and better prices for consumers.

CONDITIONAL ELIGIBILITY

Conditional Eligibility Notice Sent to Consumers with Jan 1 Coverage Start Date

Consumers began to receive a Covered California notice February 2016 as a reminder that they need to provide documents to prove they are eligible to continue their health insurance and/or financial assistance through Covered California. The first round of this [conditional eligibility notice](#) was sent to those consumers with a coverage start date of January 1, 2016.

Consumers will need to submit valid documentation for one or more of the following reasons:

- U.S. Citizen/National or non-citizen with a lawfully present status

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OUTREACH TOOLS

- Special Enrollment Resources
 - a. [Social Posts Tool Kit](#)
 - b. [Moments Ad](#)
 - c. [Perspective Ad](#)
 - d. [What are Storefronts? Ad](#)
 - e. [Subsidy-Eligible GIS Maps](#)
- [IRS Form 1095-A Tool Kit](#)
- [CEC/PBE Help Line Hours](#)
- [Special Enrollment Toolkit](#)
- [Webinar & Briefings Archive](#)
- Enrolling in Quality Coverage: A Step-by-Step Guide
 - a. [English](#)
 - b. [Spanish](#)
- [Covered California Print Store](#)
- [Covered California Online Store](#)

IMPORTANT DATES

- 3/13/16 – Daylight Savings Time Begins at 2:00 a.m.

UPCOMING OUTAGES

- Saturday, March 12 from 9:00pm to Monday, March 14 at 6:00am

- Income
- Social Security Number (SSN)
- Incarceration Status
- American Indian/Alaska Native Status

Within the notice, documents required per family member are indicated by a check box. If boxes are not checked, no documentation is required for that category.

Updated documentation from these consumers must be received by March 10, 2016.

The consumer can upload, fax, or mail their documentation. More than one document may be required.

If the consumer does not provide the documentation by March 10, 2016, Covered California may be required to cancel their health insurance coverage, their Advanced Premium Tax Credit (APTC), and/or Cost Sharing Reductions. Consumers may be required to reconcile any APTC with the Internal Revenue Service (IRS) when they file their taxes in 2017.

View our [Conditional Eligibility Quick Guide](#) for more information on the notice and to view a list of [acceptable Verification Documentation](#).

NEW PRODUCTS AND SERVICES

Covered California's Pathway to Vision Coverage

Covered California and VSP® Vision Care have [partnered](#) to offer consumers a pathway to vision coverage. Beginning February 16, consumers now have access to shop for VSP vision benefits via a specific [Covered California link](#) found on [CoveredCA.com](#).

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PREVIOUS ISSUES

[February 10, 2016](#)

[January 26, 2016](#)

[January 13, 2016](#)

[December 29, 2015](#)

[December 14, 2015](#)

[December 3, 2015](#)



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

CoveredCA.com
(800) 300-1506

Overview of the full service plan offered by VSP to Covered California participants:

- \$15 exam copay/\$25 glasses copay
- Single vision, lined bifocal, or lined trifocal lenses when glasses are selected versus contact lenses
- \$120 frame allowance or contact lens allowance
- Contact lens - the fitting and evaluation is fully covered with no copay, allowing members to use their full allowance toward the purchase of contacts

While adult vision care is important for Covered California members, adult vision care is not an essential health benefit under the Affordable Care Act and coverage is handled directly through VSP. Vision services for children are an essential health benefit and are included in all health plans purchased through Covered California.

Enrollment with VSP into vision plans is available year-round and is available during and outside of the Open Enrollment Period.

SPECIAL ENROLLMENT

New Tool Kit Available for Special Enrollment



Consumers who experience a [Qualifying Life Event](#)
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can enroll in a Covered California health insurance plan up to 60 days from the date of the event. This is called a [Special Enrollment](#).

View our [Special Enrollment Job Aid](#) found within our [Tool Kit](#) for step-by-step instructions to assist enrolling consumers that experience a Qualifying Life Event.

Life Events and Special Enrollments Webinar Recording & Slide Deck Available Today

If you missed our webinar yesterday, access our webinar [recording](#) & [slide deck](#)! In it we cover outreach and sales success during our third Open Enrollment, 2016 Special Enrollment functionality within the consumer application, an overview of vision and pregnancy coverage and Covered California updates for outreach and sales partners.

Coverage Options for Pregnant Women

Pregnant women have multiple coverage options when applying on [CoveredCA.com](#) or when reporting changes in the application. These options include Medi-Cal for Pregnant Women, the Medi-Cal Access Program (MCAP), and Covered California Health Plans.

Read our [Pregnancy Coverage Options Quick Sheet](#) to learn more about different coverage options for pregnant women.

ADVANCE PREMIUM TAX CREDIT RECONCILIATION

At-Risk Consumers to Lose Premium Assistance in April Unless Action is Taken

In December 2015, Covered California issued a [Consent, Income, and Tax Attestation Notice](#) to

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consumers who have yet to file their 2014 tax return and are in jeopardy of losing their Advanced Premium Tax Credit (APTC). **To avoid losing APTC, consumers who received the notice should contact the Consumer Service Center directly at 800-300-1506.** If no action is taken, APTC will be removed in April —which may affect the cost of their health coverage for the remainder of 2016. No other notices regarding the loss of APTC will be sent to affected consumers.

We encourage you to access our [Consent Income and Tax Attestation Talking Points](#) for guidance if consumers in this situation reach out to you.

New Tax Preparation Resource for Consumers

In partnership with the California Tax Education Council and others, Covered California is providing new tax preparation resources for certified enrollers and consumers. The new [Tax Preparation Help for Consumers Handout](#) includes details about where to find a licensed or registered tax preparer, low-cost tax preparation services, and information about the impact health coverage has on taxes.

Note: Only licensed tax preparers are authorized to provide assistance with tax filing questions. Certified enrollers should not attempt to facilitate tax filing or provide tax advice to Covered California members.

IRS Form 1095-A Tool Kit

The new [IRS Form 1095-A Tool Kit](#) contains a wealth of information about the form and the premium assistance reconciliation process including:

1. A quick one-page [fact sheet](#) providing brief information about the form and how to help consumers as they prepare for the tax season
2. A [job aid](#) for specific instructions about the steps to access the form online

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3. A copy of the [notice](#) with frequently asked questions
4. Details about the [1095-A Dispute Form process](#)
5. A [presentation](#) from a recent webinar that discusses why consumers must reconcile their APTC

If you have questions about the notice, IRS Form 1095-A, or the 1095-A Tool Kit, please contact the [CEC/PBE Help Line](#) for assistance.

PARTNER RESOURCES

Shop & Compare Personal Proposal

Access the Shop & Compare Personal Proposal tool through www.CoveredCA.com or on our mobile app **Get Covered** available on the iOS and Google Play Stores.

The Shop & Compare tool helps consumers browse high-quality health insurance policies and preview eligibility for premium assistance, cost-sharing reductions or for Medi-Cal. The *Personal Proposal* feature within the Shop & Compare tool allows certified enrollers to download the proposal on their tablets and computers or choose to have a copy mailed to an address of their choosing. The mobile apps provide the ability for certified enrollers to include their contact information on the personal proposal that is mailed to consumers.

View our [Shop & Compare Personal Proposal Quick Sheet](#) and [User Guide](#) for functionality and information on how to access the personal proposal.

CEC/PBE HELP LINE

CEC/PBE Help Line Hours

Monday thru Friday, 8:00 a.m. to 6:00 p.m.
Saturdays and Sundays, Closed

Phone: 855-324-3147

Check the [CEC/PBE Help Line calendar](#) for availability.

CEC/PBE Help Line Hours

**Covered California's CEC/PBE Help Line
Phone: (855) 324-3147
Monday thru Friday, 8:00 a.m. to 6:00 p.m.
Saturdays and Sundays, Closed**

Click [here](#) for the CEC/PBE Help Line schedule.

The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737

LMS Help Desk Support

Contact LMS Help Desk Support at CCULearning@covered.ca.gov.

Questions or comments about our articles or to **suggest** articles on other important informational topics to us, email: OutreachandSales@covered.ca.gov .

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