



Community Partner Briefing

News from Covered California

Volume: 2, Issue: 23

March 8, 2016

APPLICATION FUNCTIONALITY

Update to the Online Application

The Individual Marketplace online application, also known as the California Healthcare Enrollment, Eligibility and Retention System (CalHEERS) was updated this past weekend, known as Release 16.2. Review the 16.2 Online Application [Release Notes here](#) for Certified Enrollers to stay up-to-date on important changes.

It is especially important for Certified Enrollers servicing consumers in **San Mateo, San Francisco, and Santa Clara counties** to review the [CCHIP companion quick guide here](#).

CONDITIONAL ELIGIBILITY

Conditional Eligibility Notice Deadline

This is a reminder that consumers with a January 1 coverage start date who received a [conditional eligibility notice](#) must upload, fax, or mail valid documentation by this **Thursday, March 10, 2016**, or they risk losing their health insurance, their Advanced Premium Tax Credit (APTC), and/or Cost Sharing Reductions.

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

For **Incarceration Status**, the [Attestation of Non Incarceration Status Form](#) is now available on [CoveredCA.com](#). The consumer can use this form to attest to their Non Incarceration Status if applicable.

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

Tax Preparation & 1095-A Resources for Enrollers and Consumers

Here are a few helpful tax resources:

- [IRS Form 1095-A Tool Kit](#) which contains important details about the tax form and the premium assistance reconciliation process.
- [Tax Preparation Help for Consumers Handout](#) that includes details about where consumers can find a licensed or registered tax preparer, low-cost tax preparation services, and information about the impact health coverage has on taxes.

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.
- 3/31/16 – CEC/PBE Help Line and Consumer Service Center closed for César Chávez Day

UPCOMING OUTAGES

- Saturday, March 12 from 9:00 p.m. to Monday, March 14 at 6:00 a.m.
- Wednesday, March 16 from 2:00 a.m. to 6:00 a.m.
- Wednesday, March 23 from 2:00 a.m. to 6:00 a.m.

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.

The CEC/PBE Help Line and Consumer Service Center will be closed on Thursday, March 31, 2016, in observance of César Chávez Day.

PREVIOUS ISSUES

[February 24, 2016](#)

[February 10, 2016](#)

[January 26, 2016](#)

[January 13, 2016](#)

[December 29, 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**

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.

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