

**Enrollment Assistance Alert**  
*Breaking News from Covered California*

**Subject line: Covered California: Feature Release Webinar Next Week**

**Join us for our next Webinar: Online Application Feature Release and other Updates from the Covered California Outreach and Sales Team**

Next Thursday, May 19, Covered California will present a webinar for outreach and sales partners. Attend this webinar to learn more about the next system update to the online application (CalHEERS) Feature Release 16.4, tips about how to help consumers with Conditional Eligibility, and a review of quick tips for Special Enrollment.

Mark your calendars:

**Thursday, May 19, 2016**  
**11:00 a.m. - 12:00 p.m.**

To register for this webinar, please use the following link [here](#).

Review our [Webinar Registration and Closed Captioning Quick Guide](#) with instructions on how to register and access closed captioning.

---

**Update to CalHEERS Release Notes 16.4**

As a reminder CalHEERS will undergo an update this weekend, known as Release 16.4. We have updated the 16.4 CalHEERS [Release Notes](#) for Certified Enrollers to clarify functionality on the [One Time Passcode Job Aid](#).

---

**CEC/PBE Help Line Hours**

Monday through Friday, 8:00 a.m. to 6:00 p.m.  
\*\*Memorial Day, Monday, May 30, 2016, Closed\*\*

Phone: (855) 324-3147

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

---

**Upcoming Outages**

- Saturday, May 14 from 6:30 p.m. to Monday, May 16 at 6:00 a.m.
- Saturday, June 11 from 6:30 p.m. to Monday, June 13 at 6:00 a.m.