



SALES WEBINAR #3



**COVERED
CALIFORNIA**

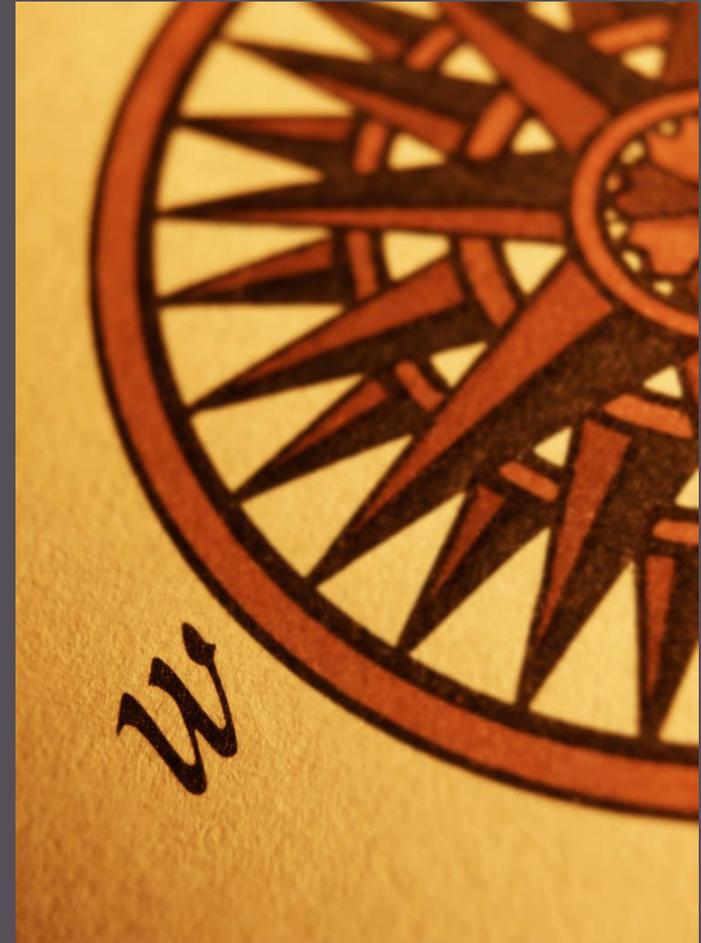


11/05/14



Agenda

1. Service Center Preparedness
2. Dental Update
3. Open Enrollment Support
4. SHOP Update
5. Q & A





Welcome

A few words
from:
Kirk Whelan
Director of
Sales





Service Center Preparedness





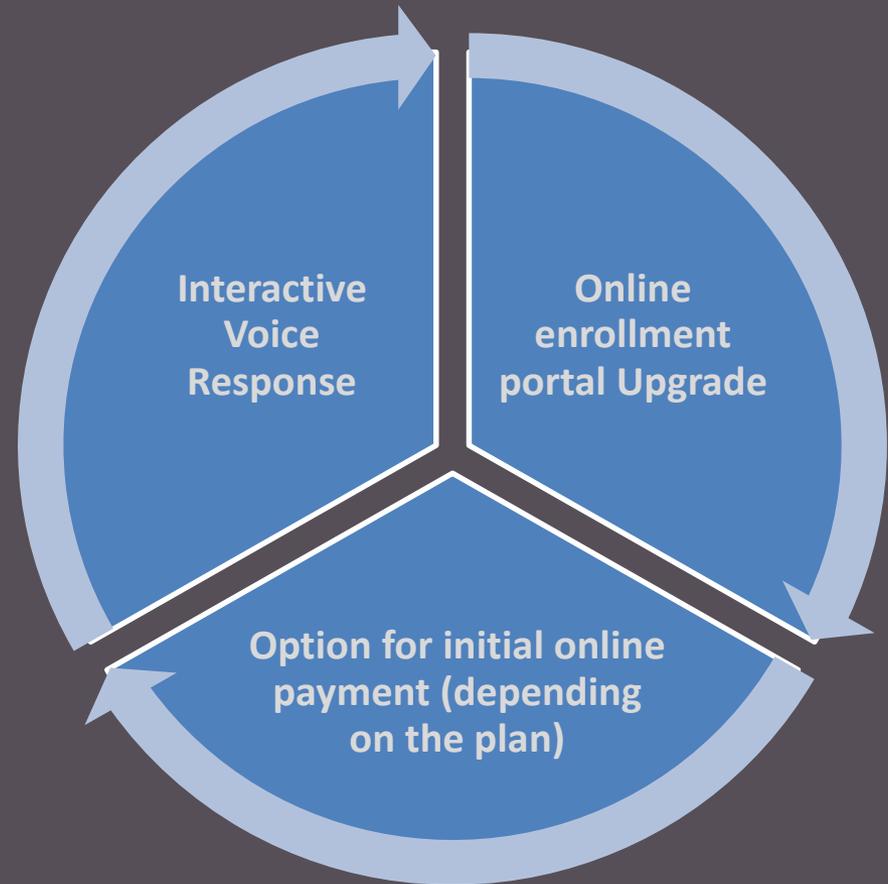
Improving All Service Channels

- Starting open enrollment with more than double the number of Service Center Representatives (expected 1,300 for 2015).
- Expand multi-lingual services without the use of third-party interpreters (55 last year – expected 254 Service Center staff for 2015 for language other than English).
- Expand Service Center hours to accommodate consumers (M-F 8am-8pm, Sat 8am-6pm, and every Sunday from Nov. 16 through December 15).



Improving All Service Channels

- Decreased wait times
- Speedier page loads
- Friendlier consumer-interface





Improving All Service Channels

Improved notices in English & Spanish

Enhanced Support for Partners

Launching over 200 storefronts



Online Application Updates

New Job Aids:

- Initial Online Payment Functionality
- New look and feel
- Address validation
- Report A Change Update



Online Application Updated Training

The Sales Division will present an updated training demonstration for the updated online application.

Wednesday, November 12, 2015 10:00 – 11:30am PST

Topics:

- In-depth review of new job aids
- Full walk-through of the online application
- Open Enrollment Functionality



Dental Update





Dental Plan Changes

2014 Children's Dental Plans (SADPs)

- Standalone Dental Plans coverage ending 12/31/14

2015 Family Dental Plans

- Delayed launch
- Will not be available before 1/1/15



Embedded Pediatric Dental

2015 Individual Market Qualified Health Plans

- All 2015 QHP's will include pediatric dental

2015 SHOP Qualified Health Plans

- Some SHOP Plans offer embedded pediatric dental:
 - Chinese Community Health Plan
 - Sharp Health Plan
 - Western Health Advantage



Open Enrollment Support





Regional Effort



- 8 regions
- 8 coordinators
- Strategic oversight – coverage – target populations
- Connect agents and community partners



2014 Bus Tour

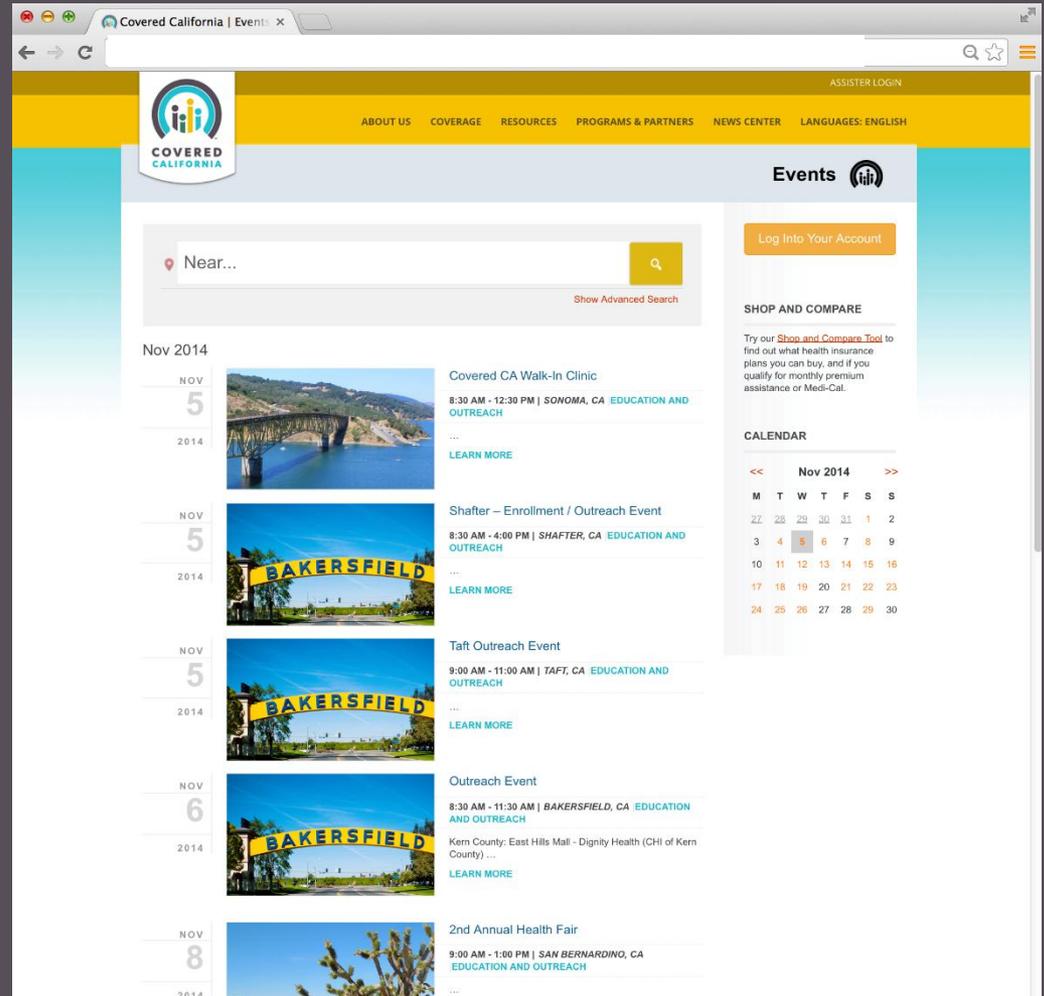


Mon., Nov. 10	Sacramento, Petaluma, San Francisco and San Jose
Tues., Nov. 11	Gilroy, Fresno, Bakersfield
Wed., Nov. 12	Pasadena, Riverside, Palm Springs, Moreno Valley
Thurs., Nov. 13	San Diego, Santa Ana, Downtown Los Angeles
Fri., Nov. 14	Los Angeles
Sat., Nov. 15	San Bernardino, Anaheim, Santa Ana, Carson, Los Angeles
Sun., Nov. 16	Los Angeles (churches/faith-based)
Mon., Nov 17	Santa Barbara, San Luis Obispo, Paso Robles, Salinas
Tues., Nov. 18	Yuba City/Marysville, Chico, Redding



New Events Calendar

- Search Events by zip, city, address
- Expanded Event Details





Search Events

- **Basic Search**
 - Zip code
 - City
 - Address
- **Advanced Search**
 - Date range
 - County
 - Distance
- **Select a Date**

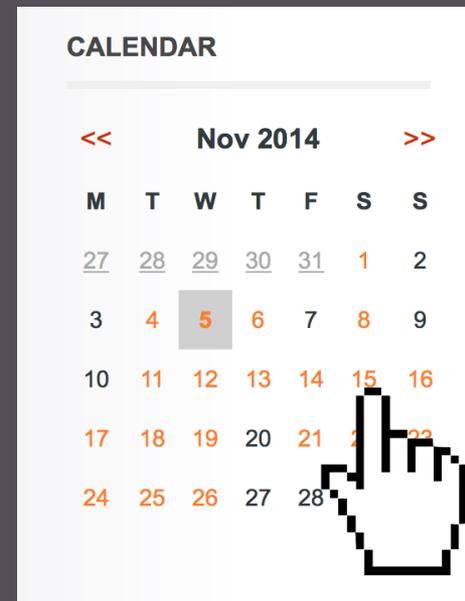
San Francisco, CA, United States

Dates: 11/15/2014 and 11/29/2014

County: All Counties

Within: 25 mi

Show Advanced Search





Event Details

Date Saturday, November 15, 2014

Time 10:00 am - 2:00 pm

Location Richmond Memorial Auditorium & Convention Center
403 Civic Center Plaza
Richmond, CA 94804

Contra Costa

Essential information

The screenshot shows a web browser window displaying the event page. The page features a yellow header with the Covered California logo and navigation links. The main content area includes event details such as date, time, location, and event type. A map shows the location of the Richmond Memorial Auditorium & Convention Center. A 'GET READY' section provides information about financial assistance and enrollment. A 'WHAT TO BRING' button is visible at the bottom.

GET COVERED CONTRA COSTA

Date Saturday, November 15, 2014

Time 10:00 am - 2:00 pm

Location Richmond Memorial Auditorium & Convention Center
403 Civic Center Plaza
Richmond, CA 94804
Contra Costa

Event Type Enrollment

Expected Attendance 1000 people

Language Assistance Cantonese, Burmese, Hindi, Khmu

Event Organizers Healthy Richmond

GET READY

You may qualify for free Medi-Cal or financial assistance to purchase private health insurance through Covered California. Find out what program you're eligible for by attending this FREE event! Get your questions answered by Covered California representatives. Open Enrollment for 2015 coverage starts November 15, 2014 and ends February 15, 2015.

WHAT TO BRING



Event Details

The screenshot shows the 'GET COVERED CONTRA COSTA!' event page. The event is scheduled for Saturday, November 15, 2014, from 10:00 am to 2:00 pm at the Richmond Memorial Auditorium & Convention Center, 403 Civic Center Plaza, Richmond, CA 94804. The event type is 'Enrollment'. Expected attendance is 1000 people. Language assistance is provided in Cantonese, Burmese, Hindi, and Khmer. The event organizers are Healthy Richmond. A map shows the location at the Richmond Memorial Auditorium & Convention Center. A 'Log Into Your Account' button is visible. A 'SHOP AND COMPARE' section offers a tool to find health insurance plans. A calendar for November 2014 shows the event on the 15th. A 'GET READY' section provides information on eligibility for free Medi-Cal or financial assistance. A 'WHAT TO BRING' section is also present.

This circular callout provides expanded details for the event:

- Event Type: Enrollment
- Expected Attendance: 1000 people
- Language Assistance: Cantonese, Burmese
- Event Organizers: Healthy Richmond

Expanded information



Event Details

GET READY

You may qualify for free Medi-Cal or financial assistance to purchase private health insurance through Covered California. Find out what program you're eligible for by attending this FREE event! Get your questions answered by Covered California representatives. Open Enrollment for 2015 coverage starts November 15, 2014 and ends February 15, 2015.

WHAT TO BRING

Please bring the following documents for each adult applying:

- Proof of Identity:** choose one
 - California ID
 - Driver's License
 - U.S. Passport
- Proof of California Residency:** choose one
 - California ID
 - Driver's License
 - Rental/Lease agreement
 - Utility Bill
- Proof of Income:** choose one
 - Past 30 days of Pay Stubs
 - Income Tax Return
 - Award Letters (unemployment, disability benefits, social security benefits, etc)
- Proof of Citizenship:** choose one
 - Birth Certificate
 - Permanent Resident Card (green card)
 - Certificate of Naturalization
- Social Security Number**

List Documents to Bring

...you're eligible for
...California representatives. Open
...15, 2015.

WHAT TO BRING



Events

Get Covered Contra Costa!

Date Saturday, November 15, 2014

Time 10:00 am - 2:00 pm

Location Richmond Memorial Auditorium & Convention Center (<http://events-calendar-01.azurewebsites.net/locations/richmond-memorial-auditorium-convention-center/>)
403 Civic Center Plaza
Richmond, CA 94804

Contra Costa (<http://events-calendar-01.azurewebsites.net/events/categories/contracosta/>)

Event Type Enrollment

Expected Attendance 1000 people

Language Assistance Cantonese, Burmese, Hindi, Khmu

Get Ready

You may qualify for free Medi-Cal or financial assistance to purchase private health insurance through Covered California. Find out what program you're eligible for by attending this FREE event! Get your questions answered by Covered California representatives. Open Enrollment for 2015 coverage starts November 15, 2014 and ends February 15, 2015.

What To Bring

Please bring the following documents for each adult applying:

-  **Proof of Identity:**
- o California ID
 - o Driver's License
 - o U.S. Passport

-  **Proof of California Residency:**
- o California ID



Collateral Materials Update





Collateral Materials Recap & Updates

MESSAGING:

- To help consumers understand their options clearly.

SUPPORTING MESSAGING:

- Financial Assistance
- Comparison of Quality Health Care Plans
- Accessibility
- Affordability
- Security/Peace of Mind



CoveredCA.com Programs Toolkit

<http://hbex.coveredca.com/toolkit/collateral.shtml>

Printable Materials

Desktop Printer-friendly Collateral Materials

Getting More Affordable Health Coverage
What You Need to Know

- English
- Spanish

Getting Financial Assistance through Covered California
What You Need to Know

- English
- Spanish

Enrolling in Quality Health Coverage
A Step-by-Step Guide

- English
- Spanish

Immigration Status and Eligibility
What You Need to Know

- English
- Spanish

- Getting More Affordable Health Coverage
- Getting Financial Assistance through Covered California
- Enrolling in Quality Health Coverage
- Immigration Status and Eligibility
- Event Flyer (Interactive)
- Application Information Sheet (Interactive)
- Customizable Call Center Card (Editable Field)
- Paper Calculator (Interactive)
- 2015 Fact Sheet



Covered California Print Store

- <http://360.kpcorp.com/coveredca/Login.aspx>
- Create A User Account or Login
- Covered CA Budget or Pay by Credit Card

Welcome to the CoveredCA Print Store.

If you have a budget from Covered CA, please log in as an Existing User, as Self-registered Users will not be able to access existing budgets and will be required to pay by credit card.

Questions? Contact us at m360support2@kpcorp.com

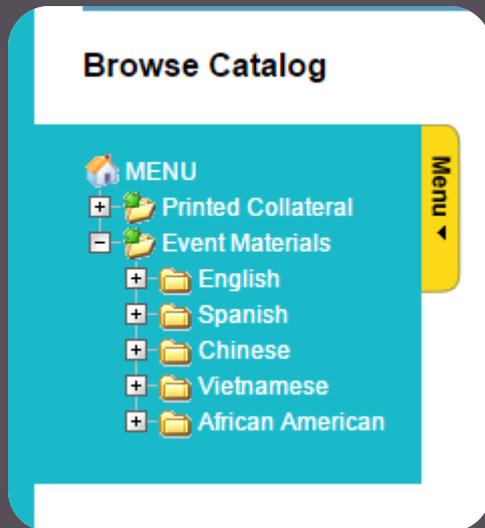
Login

Existing Users Please enter a user name and password.	New Users Please enter a new user name and password and click "Continue".
User Name: <input type="text"/>	User Name: <input type="text"/>
Password: <input type="password"/>	Password: <input type="password"/>
<input type="checkbox"/> Next time log me in automatically	Confirm Password: <input type="password"/>
Forgot Your Password?	
<input type="button" value="LOGIN"/>	<input type="button" value="CONTINUE >"/>



Covered California Print Store Menu

- Printed Collateral in multiple languages and Braille
- Event Materials in multiple languages



- Email Notification of New Items
- If you do not have a Covered CA budget, or you have exhausted your budget, you can purchase materials using a credit card.
- Please note that many pieces are bilingual, showing the specified language on one side, with English on the other.



Covered California Print Store

AVAILABILITY Print Materials:

- Call Center Card
- Pad Refill
- 12 Page Brochure
- Millennial/Young Adult Street Team Cards
- SHOP Trifold Brochure
- Fact Sheet: Special Enrollment
- Paper Calculator: Special Enrollment
- Fact Sheet: Special Enrollment (Custom)
- Fact Sheet: Covered California - English
- Application Information Pad (Custom)
- Event Flyer (Custom)
- Fact Sheet: Covered California (Custom)

Learn What The New Health Care Law Can Do For You

BRING YOUR
CA ID or driver's license

BRING FOR EACH FAMILY MEMBER APPLYING

Covered California Workshop & Enrollment Event

Questions about the new health care coverage options available through Covered California™ Certified Covered California representatives will be available to help you for free. You can begin the application process, receive an estimate on your monthly premium or just learn more about your health plan options. The Open Enrollment Period starts November 15, 2014, and ends February 15, 2015, so act today.

WHEN at AM

WHERE

NOTES

Got questions? We can help.

YOUR APPLICATION INFORMATION

Please take a few minutes to complete this information on this website. A Covered California representative will contact you to help you complete your application.

Who led you to the application?
 ___ Covered California Representative ___ Covered California Website ___ Covered Insurance Agent
 ___ Health Care Provider ___ Social Security Representative
 ___ Covered Representative's Contact Information

First Name: _____ Last Name: _____ Email: _____
 Phone Number: _____ Social ID #: (Applicable) _____

APPLICATION INFORMATION

To use the services of your application you must have your verified application on Covered California's HED-800-334.
 Application ID #: _____
 Application Date: _____
 Application Status: _____
 Application Type: _____
 Application Reason: _____
 Application Date: _____
 Application Status: _____
 Application Type: _____
 Application Reason: _____

Click the green button to enter down any additional information about your application.

Application Information Pad (Custom) - English

FACT SHEET: Covered California

California's Health Insurance Marketplace

Covered California is the state's destination for quality, affordable health care. A part of the nation's health care reform, Covered California is a program that provides health insurance to all Californians who qualify. It offers a range of quality, affordable health insurance plans to fit your budget. Any one can be eligible for having a job or working contract.

Who Covered California to learn more about eligibility and enrollment opportunities.

Through Covered California, you may qualify for financial help to pay for health insurance. You can get financial help with your health insurance.

Number of people in your household	Year 2015 household income to base plan	Year 2015 household income to silver plan	Year 2015 household income to gold plan
1	\$14,875	\$18,715	\$18,850
2	\$21,875	\$27,715	\$28,850
3	\$28,875	\$36,715	\$37,950
4	\$35,875	\$45,715	\$47,050

Covered California Makes Quality Health Insurance Affordable

Four Standard Benefit Levels

Covered California will offer four standard benefit levels to all Californians at all income levels and benefit plans. The four standard benefit levels are: Silver, Gold, Platinum, and Bronze. Each level of coverage offers different benefits and features. You can choose the level of coverage that best fits your needs and budget. The four standard benefit levels are based on their expected cost of medical care.

Platinum plans have the highest monthly premiums, but they also pay 90% of covered health expenses. Bronze plans have the lowest monthly premiums but only pay 60% of covered health expenses.

All health insurance plans are created by Covered California based on their quality, customer satisfaction and affordability. They all cover essential health benefits such as preventive care, hospital care, prescription drugs, mental health, substance use, and maternity and newborn care.

Fact Sheet: Covered California - English



Covered California Print Store

AVAILABILITY Event Materials:

- Tabletop Poster
- 16 x 20 Poster
- Tablecloth 6 feet or 8 feet
- Pop-Up Canopy 8' x 8' or 10' x 10'



Your destination for affordable health care 



Covered California™ will make it simple and affordable for you to get quality health insurance and financial help.

Get the information you need today!
The easiest way to get help is at coveredCA.com
or a local office. For a local office, call 1-800-454-3333. Or we will call you at 1-800-333-8333.



Covered California Print Store

WHO CAN ACCESS THE PRINT STORE:

- **Have to be a Covered California Partnered Entity/Individual**
 - Outreach and Education Grantee (
 - Certified Enrollment Entity
 - Navigator Grantee
 - Community Outreach Network Partner
 - Certified Insurance Agents
 - Certified Plan-Based Enrollers
- **Allocated Budget**
 - One account only
 - Budget amount allowed for order
 - Credit Card purchase feature
 - Email notifications
- **Other**
 - Credit Card purchase feature
 - Email notifications

Welcome to the CoveredCA Print Store.

If you have a budget from Covered CA, please log in as an Existing User, as Self-registered Users will not be able to access existing budgets and will be required to pay by credit card.

Questions? Contact us at m360support2@kpcorp.com

Login

Existing Users Please enter a user name and password.	New Users Please enter a new user name and password and click "Continue".
User Name: <input type="text"/>	User Name: <input type="text"/>
Password: <input type="password"/>	Password: <input type="password"/>
<input type="checkbox"/> Next time log me in automatically	Confirm Password: <input type="password"/>
Forgot Your Password?	<input type="button" value="CONTINUE >"/>
<input type="button" value="LOGIN"/> <input type="button" value="CANCEL"/>	



Covered California Print Store

HOW TO ACCESS THE PRINT STORE:

- Go to the website:
<http://360.kpcorp.com/coveredca/Login.aspx>
- Create a user account or login
- Select the material and the quantity
- Add to cart
- Proceed to checkout
- Enter shipping information
- Enter credit card payment if you don't have an allocated budget
- Complete order

An email confirmation will be sent to you after you place the order and when the order has been shipped.

COVERED CALIFORNIA

Welcome to the CoveredCA Print Store.
If you have a budget from Covered CA, please log in as an Existing User, as Self-registered Users will not be able to access existing budgets and will be required to pay by credit card.
Questions? Contact us at m360support2@kpcorp.com

Login

Existing Users Please enter a user name and password.	New Users Please enter a new user name and password and click "Continue".
User Name: <input type="text"/>	User Name: <input type="text"/>
Password: <input type="password"/>	Password: <input type="password"/>
<input type="checkbox"/> Next time log me in automatically	Confirm Password: <input type="password"/>
Forgot Your Password?	
<input type="button" value="LOGIN"/> <input type="button" value="CANCEL"/>	<input type="button" value="CONTINUE >"/>



Event Supplies



Learn What The
New Health Care Law
Can Do For You

BRING YOUR



CA ID or driver's license

BRING
FOR EACH FAMILY
MEMBER APPLYING



Proof of current income*



U.S. passport, legal resident card
or certificate of citizenship or
naturalization documentation

KNOW
FOR EACH FAMILY
MEMBER APPLYING



Birth dates



Social Security Numbers**



Home ZIP code

Covered California Workshop & Enrollment Event

Questions about the new health care coverage options available through Covered California™? Certified Covered California representatives will be available to help you for free. You can begin the application process, receive an estimate on your monthly premium or just learn more about your health plan options. The Open Enrollment Period starts November 15, 2014, and ends February 15, 2015, so act today.

WHEN at AM

WHERE

NOTES

8000714HG-074

Got questions? We can help.



This event is FREE and open to everyone.

*Proof of current income of all family members applying. A dependent's income should only be included if their income level requires them to file a tax return. A family is defined as the person who files taxes as head of household and all the dependents claimed on that person's taxes. If you don't file taxes, you can still qualify for free or low-cost insurance through Medi-Cal.
**Families that include unlawfully present immigrants can apply. You can apply for your child even if you are not eligible for coverage.

EVENT FLYER:

- Cobranded option
- Enrollment Event Information
- Customize in-person assistance contact information
- List of documents and information needed for enrollment



Collateral Materials for Events

YOUR APPLICATION INFORMATION PAD:

- **FRONT SIDE:** Application Information
- **BACK SIDE:** List of information needed to complete the enrollment; and customize in-person assistance contact information

YOUR APPLICATION INFORMATION

If you were helped with an application, you may fill out the information on this card to help you remember who helped you apply and details of your account.

Who helped you with the application?
___ Certified Enrollment Counselor ___ County Medi-Cal Office Eligibility Worker ___ Certified Insurance Agent
___ Plan-Based Enroller ___ Service Center Representative

Certified Representative's Contact Information
Full Name: _____ Email: _____
Phone Number: _____ Enroller ID#, if applicable: _____

APPLICATION INFORMATION:
To check the status of your application you may contact your certified representative or Covered California at 1-800-300-1506.

Account Username: _____
Application ID#: _____ Case#: _____
Remember your account password and account PIN. If you forget your account password or PIN please contact Covered California at 1-800-300-1506.

NOTES:
Use the space below to write down any additional information about your application.

8000073-ENG-094

you should BRING:

FOR EACH FAMILY MEMBER APPLYING

- Proof of current income*
- CA ID or driver's license of the person who is applying for the family
- U.S. passport, legal resident card or certificate of citizenship or naturalization documentation

you should KNOW:

FOR EACH FAMILY MEMBER

- Birth dates
- Social Security Numbers**
- Home ZIP code

GOT QUESTIONS? WE CAN HELP.

*Proof of current income of all family members applying. A dependent's income should only be included if their income level requires them to file a tax return. A family is defined as the person who files taxes as head of household and all dependents claimed on the person's taxes. If you don't file taxes, you can still qualify for free or low-cost insurance through Medi-Cal.
**Medi-Cal includes automatically provided emergency care apply. You can apply for your child even if you are not eligible for coverage.



Website Redesign & Update





CoveredCA.com Website

Redesigned to make consumer experience both easier and more intuitive.

- Consumers have a home page before logging into their account.
- Each partner type will have it's own web home page on CoveredCA.com
- Organized Medi-Cal information
- Organized FAQs for applicants and current members
- Website is available in Spanish
- Scheduled to Launch November 10, 2014



EXPLORE
What's Right for You

PREVIEW
Health Plans

APPLY
To Get Covered

GET HELP
Find Answers

Open Enrollment

Runs Nov. 15 to Feb. 15

Sign up for health coverage,
including Medi-Cal!

Apply

YOU'RE
IN

Resources to Help You
Keep and Use Your
Covered California Health
Insurance Plan



Find Local Help



Tell a Friend



Shop and Compare



Partner Resources



Small Businesses



Medi-Cal

Resources

- Shop and Compare Tool
- Income Guidelines
- Fact Sheets
- Link to Us
- Partner Tool Kit
- Consumer Protection
- Federal Tax Guidelines
- Live Chat

Featured Links

- Real Stories
- Health Insurance Companies
- Certified Insurance Agents
- Certified Enrollment Counselors
- Health Benefit Exchange
- Register to Vote
- Medi-Cal
- County Office Locations

Other Languages

- العربية
- فارسی
- 한국어
- Español
- Tagalog

Covered California is
powered by both

CALIFORNIA
Health Benefit Exchange





EXPLORE
What's Right for You

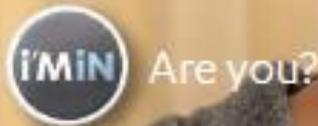
PREVIEW
Health Plans

APPLY
To Get Covered

GET HELP
Find Answers

"Once I was covered through Covered California, I was able to go get the surgery I needed, and it was a life saver."

— Trent



Click for more Covered California real stories

**YOU'RE
IN**

Resources to Help You
Keep and Use Your
Covered California Health
Insurance Plan



Find Local Help



Tell-a-Friend



Shop and Compare



Partner Resources



Small Businesses



Medi-Cal



EXPLORE
What's Right for You

PREVIEW
Health Plans

APPLY
To Get Covered

GET HELP
Find Answers



YOU'RE IN

Resources to Help You Keep and Use Your Covered California Health Insurance Plan

Find Local Help



Tell-a-Friend



Shop and Compare



Partner Resources



Small Businesses



Medi-Cal



EXPLORE
What's Right for You

PREVIEW
Health Plans

APPLY
To Get Covered

GET HELP
Find Answers

Need help applying?

Click on the GREEN button to find someone who can help you sign up for health coverage, including Medi-Cal.

**YOU'RE
IN**

Resources to Help You
Keep and Use Your
Covered California Health
Insurance Plan



Find Local Help



Tell-a-Friend



Shop and Compare



Partner Resources



Small Businesses



Medi-Cal



EXPLORE
What's Right for You

PREVIEW
Health Plans

APPLY
To Get Covered

GET HELP
Find Answers

Open Enrollment

Runs Nov. 15 to Feb. 15

Sign up for health coverage,
including Medi-Cal!

Apply

**YOU'RE
IN**

Resources to Help You
Keep and Use Your
Covered California Health
Insurance Plan



Find Local Help



Tell a Friend



Shop and Compare



Partner Resources



Small Businesses



Medi-Cal



EXPLORE
What's Right For You

PREVIEW
Health Plans

APPLY
To Get Covered

GET HELP
Find Answers

[Home](#) › [Resources](#) ›

Resources for Partners

**I'm a
Community
Partner**

Enter Portal



**I'm a
Certified
Insurance
Agent**

Enter Portal



**I'm a
Certified
Plan-Based
Enroller**

Enter Portal



**I'd Like to
Become a
Partner**

Learn More





Resources

- Shop and Compare Tool
- Income Guidelines
- Fact Sheets
- Link to Us
- Partner Tool Kit
- Consumer Protection
- Federal Tax Guidelines
- Live Chat

Featured Links

- Real Stories
- Health Insurance Companies
- Certified Insurance Agents
- Certified Enrollment Counselors
- Health Benefit Exchange
- Register to Vote
- Medi-Cal
- County Office Locations

Other Languages

- العربية
- فارسی
- 中国語
- 한국어
- русский
- Tagalog
- မြန်မာစာ
- Khmer
- Lao
- Español
- Tiếng Việt

Covered California is powered by both

CALIFORNIA
Health Benefit Exchange



ACCESSIBILITY

GLOSSARY

ABOUT US

FEATURED NEWS

PRIVACY POLICY

REGULATIONS

DATA & RESEARCH



CoveredCA.com is a joint partnership of Covered California and the Department of Health Care Services.



Shop & Compare Tool & App

- **Modified** the input screen to collect age for each family members, mirroring the Plan Selection
- **Updated** the “spouse” indicator to support more accurate quoting for young families (parents under 21)
- **Re-launch** the custom proposal for 2015 to allow printing and mailing of 2015 plan options to consumer



Shop & Compare Tool & App (continued)

Added quality stars to match plan selection

- Updated educational content tabs:
 - Updates to the glossary to include more terms
 - Expansion of the FAQ's to include most commonly referenced information such as immigration details
 - Graphic chart depiction of metal tiers



Binder Payments (Payment at checkout)

Payment at Check-out currently exists for:

- Chinese Community Health Plan
- Western Health Advantage

Available for open enrollment starting November 15th :

- Anthem
- Blue Shield
- Kaiser
- Molina

Available for open enrollment starting December 1:

- Health Net



SHOP Update





SHOP Update

Commissions

Scheduled Payment	Payment Through Month
Oct	May
11/14/14	August
11/21/14	September
12/07/14	October
12/24/14	November

Performance

SHOP Application Turnaround Time

- 95.5% completed in less than 2 days
- 100% completed in less than 4 days

- 93.9% invoiced in less than 2 days
- 100% invoiced in 3 days



SHOP Renewal Process Timeline

Date	Event
October 15, 2014	Rates approved by CDI & DMHC
October 25, 2014	SHOP Renewal kits are processed
November 1, 2014	Quoting engines (Health Connect, GAs, etc.) make rates available
November 2, 2014	SHOP renewals mailed to groups
December 15, 2014	Change paperwork returned to Covered California
January 2015	Changes are made at the carrier



SHOP Renewal Package

SHOP groups will receive renewal packages containing the following renewal materials:

1. Employer Letter	6. Employee Enrollment Worksheet
2. Program Changes	7. Employer Change Forms
3. Renewal Options	8. Employee Change Forms
4. Renewal Premium Notification	9. Alternate Contribution Scenarios
5. Current Employer Contribution	<ul style="list-style-type: none">▪ Employee Worksheet Changes▪ Who to call



SHOP Program Changes



What's New!

NOW THERE'S
EVEN MORE TO
LOVE ABOUT
SHOP

Rate Changes

For rates effective January 1, 2015, SHOP will change the method used to calculate rates. Employee zip code will now be used for rate calculation, rather than employer zip code, which may provide cost savings, depending on the location of your business or residence.

Adult Dental

Employers will now have the option of offering stand-alone dental coverage for adults, beginning January 1, 2015. Dental benefits are employee paid with no additional cost to employers, allowing businesses to expand benefit offerings without increasing benefits cost.

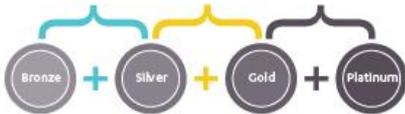
Alternate Benefit Plans

For coverage or renewals effective on or after October 1, 2014, SHOP has expanded benefit plan choices for employees – depending on your location. Check the benefit plan summaries or on the SHOP website for information on the alternative benefit plan choices.

NEW Dual Tier Choice

Dual Tier Choice lets employers provide employees with more options for benefit plan choices. The Dual Tier Choice option is available for coverage starting on or after October 1, 2014.

With this new option, employers select their contribution level and reference plan as before, but can now offer two adjoining metallic tiers to their employees instead of just one. The employee decides which plan from the Dual Tier Choice option provides the best coverage at the most affordable price. Because employees have the opportunity to compare health plans at a variety of price points, the result is greater employee choice and coverage more closely tailored to individual needs – all without additional cost to the employer.



CoveredCA.com/small-business (877) 453-9198



SHOP Updates

SHOP Updates Webinar

*For more information on SHOP Renewal, 2015
Program Changes and more!*

Click here to listen to the recording:

[https://goto.webcasts.com/starthere.jsp?
ei=1046483](https://goto.webcasts.com/starthere.jsp?ei=1046483)



Q & A





Help and Support

Should you need any additional support please contact:



- Certified Insurance Agents (CIAs)
 - Agent Service Center at 1-877-453-9198
 - Agent Email Agents@covered.ca.gov
- Certified Enrollment Entities/Certified Enrollment Counselors (CEEs/CECs) & Plan-Based Enrollers (PBEs)
 - Help Desk 1-855-324-3147
- Certified Educators
 - Contact your field monitors
- Community Outreach Network Partners
 - CommunityOutreachNetwork@covered.ca.gov

www.CoveredCA.com



YouTube

