



## Community Partner Briefing

News from Covered California

Volume: 2, Issue: 12

October 8, 2015

### RENEWAL & OPEN ENROLLMENT



#### Countdown to 2016 Coverage

Are you ready for Covered California's upcoming Renewal & Open Enrollment? Covered California's Renewal is just **4 days** away and counting with Open Enrollment in **24 days!**

#### Renewal and Enrollment Kick-Off Webinar

Yesterday, Covered California hosted a webinar explaining the renewal and enrollment journey and the new functionality with a single streamlined application. [View webinar here.](#)

Follow Us:



Active on social media? Follow us on Facebook, Twitter, YouTube, and Instagram.

#### IN THIS ISSUE

- [Renewal & Open Enrollment](#)
- [Webinars](#)
- [Resources](#)

#### REMINDERS

- [Recertification Training Available](#)
- [New Medicare Fact Sheet](#)
- [Tools to Help You Ease Consumer Concerns over Premium Costs](#)
- [County Contact List for Medi-Cal Assistance for Immigrant Californians](#)

#### OUTREACH TOOLS

- [Open Enrollment Webinar Schedule](#)
- [Individual Marketplace Online Enrollment Portal](#)

## Renewal Toolkit 2016

Access critical information and materials you need to handle a wide variety of renewal scenarios.

### New this week:

- 2016 [Covered California Renewal Notice](#) – Consumers will start receiving renewal notices next week. Review the [Talking Points](#) for guidance and critical information on the notice.
- [2016 Standard Benefit Design and Medical Cost Shares](#)
- [Renewal Reminder](#) – Handout that breaks down the renewal process in three simple steps. Available in [English](#) and [Spanish](#).
- [2016 Income Guidelines](#) – Updated Federal Poverty Level (FPL).

[Renewal Toolkit 2016](#)

---

## Recertification Training is Available!

The time is here for Covered California Certified Counselors to complete recertification training. The recertification training is now available in the Learning Management System (LMS).

**The deadline to complete Recertification Training is October 31, 2015.** Those who do not finish will risk deactivation from the program and will not be able to assist consumers with enrollment.

The recertification training is available online. For a step-by-step guide to reset your Login ID and password, please refer to the [LMS User Guide](#).

**Need help or have questions regarding Recertification Training?** Contact the Training Help Desk at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).

---

- [Open Enrollment Paper Calculator](#)
- Enrolling in Quality Coverage: A Step-by-Step Guide
  - a. [English](#)
  - b. [Spanish](#)
- [Renewal Toolkit](#)
- [School Educator Partner Toolkit](#)
- [Covered California Print Store](#)
- [Covered California Store](#)
- [Social Media Toolkit for Individual Marketplace](#)
- [Webinar & Briefings Archive](#)

## IMPORTANT DATES

- 10/12 – Start of renewal season for 2016 coverage
- 10/14 – Covered California Health Plans Webinar
- 11/1 – Open Enrollment for 2016 coverage begins

## UPCOMING OUTAGES

- Friday, October 9th from 8:00 PM to Monday, October 12th, 2015 at 6:00 AM

## Director of Outreach and Sales Discusses Opportunities for Community Partners in *California Broker* Editorial

This month Covered California's Director of Outreach and Sales, Kirk Whelan, contributed the guest editorial in *California Broker* magazine, where he discusses opportunities for Community Partners in the healthcare marketplace and initiatives Covered California is taking to prepare Community *Renewal & Open Enrollment cont.*

Partners in the fourth quarter and beyond. [Read the editorial here](#) to get exclusive details on new Covered California products and resources.

---

## PARTNER RESOURCES

### Shop & Compare Tool Updates

Covered California's Shop & Compare tool has been updated for Open Enrollment! Visit the tool online for early access to 2016 Health Plan rate information and resources to come soon.

---

### Updated Print Materials Available

You can now order printed Open Enrollment brochures and factsheets online. View the marketing materials on the [Printable Materials toolkit](#) and visit our [official print store](#) to order:

- NEW! 2015/2016 Open Enrollment Paper Calculator
- New! 2015/2016 Enrolling in Quality Health Coverage
- Enrolling in Quality Health Coverage
- Getting Affordable Health Coverage in California

## PREVIOUS ISSUES

[September 23, 2015](#)

[September 11, 2015](#)

[August 26, 2015](#)

[August 12, 2015](#)

[July 29, 2015](#)

[July 16, 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**

*Partner Resources cont.*

Please note: These pieces are available in both English and Spanish.

---

## WEBINARS

### **Covered California Health Plans Webinar**

Next Wednesday, October 14th, Covered California will present a webinar to discuss 2016 updates to Covered California Health Plans and standard benefit designs.

**Wednesday, October 14, 2015**  
**11:00 a.m. -12:00 p.m.**

An updated [schedule](#) of upcoming webinars is now available for you to view online. To register for all our webinars, please use the following link [here](#).

## 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**

**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](mailto: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](mailto:OutreachandSales@covered.ca.gov).

Visit our [Link To Us](#) webpage to access official Covered California buttons which you can include on your website or any other digital marketing materials.