



Community Partner Briefing

News from Covered California

Volume: 2, Issue: 15

November 18, 2015

NEWS RELEASE

Enrollment Figures Show Robust Interest in Health and Dental Coverage Offered Through Covered California

SACRAMENTO, Calif. — Covered California announced Wednesday that it is seeing very strong interest in the new optional dental coverage offered for adults through the health exchange. More than 33,000 people have enrolled in family dental coverage since Covered California members began renewing their health insurance plans on Oct. 12.

[READ MORE](#)

OPEN ENROLLMENT

Open Enrollment Is Underway

Our [Open Enrollment Toolkit](#) is available with information and resources to help support you through the Open Enrollment process. Recent additions include the 2016 [Health](#) and [Dental](#) Plan Booklets, as well as the [2016 Dental Exclusions and Limitations](#) and a [Dental Marketing Postcard](#) that can be used to co-brand with your agency's information and market the availability of Covered California Family Dental Plans. Please check back

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REMINDERS

- [Social Media Toolkit Updated for Open Enrollment](#)
- [Updated Print Materials](#)
- [2016 Plans and Benefits Update Webinar](#)
- [Director of Outreach and Sales Discusses Opportunities for Partners in California Broker Editorial](#)

Open Enrollment cont.

frequently for updates to the Open Enrollment Toolkit.

Extended Hours at CEC/PBE Help Line Hours!

The CEC/PBE Help Line is currently experiencing high call volumes and longer than usual wait times. We apologize for the inconvenience and appreciate your patience while we work to ramp up for Open Enrollment.

CEC/PBE Help Line Extended Hours

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

Covered California's CEC/PBE Help Line
Phone: (855) 324-3147

The CEC/PBE Help Line will be closed Thursday, November 26 for the Thanksgiving holiday and open limited hours on Friday, November 27 from 8:00 a.m. to 4:30 p.m.

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

Spotlight on Coverage

Covered California's statewide, 2,000 mile bus tour concluded in Sacramento this past Friday, November 12, 2015. Read the details about a few of the stops along the way, including the [Central Coast](#), [Monterey County](#), the [Bay Area](#), [Redding](#) and [Sacramento](#).

OUTREACH TOOLS

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

IMPORTANT DATES

- 11/24 – Open Enrollment Update Webinar
- 12/12 – End of Renewal Period
- 12/12 – Plan selection deadline for January 1 coverage

UPCOMING OUTAGES

- Saturday, November 21, 2015 from 9:00 p.m. to Monday, November 23, 2015 at 6:00 a.m.

RENEWAL

Automatic Renewals Begin November 12

From November 12 through mid-December, Covered California members will automatically renew into coverage. Help members in your book of business make any updates or changes so they are reflected on their 2016 renewal application.

Please note: Due to the high volume of renewals, members will automatically be renewed a few days earlier than what was indicated on their 2016 Covered California Renewal Notice (CalNOD12). An example of the CalNOD12 notice can be found [here](#).

Ensure that members in your book of business update their [Consent for Verification](#) so that they can renew for coverage with Advanced Premium Tax Credit (APTC).

For an overview of the renewal process check out our one-page [Renewal Quick Guide](#) found in our [2015-2016 Renewal Toolkit](#).

Qualifying Changes in 2015

If you have completed a renewal for a Covered California member into a different health insurance company for 2016, you'll need to contact the CEC/PBE Help Line to report any changes to the consumer's 2015 coverage.

Contact the CEC/PBE Help Line at (855) 324-3147 to report these changes.

PREVIOUS ISSUES

[November 4, 2015](#)

[October 21, 2015](#)

[October 8, 2015](#)

[September 23, 2015](#)

[September 11, 2015](#)

[August 26, 2015](#)

PARTNER RESOURCES

Delegation and Delegation Change Policy – Individual Marketplace

Review our [Delegation and Delegation Change Request Policy](#) to learn the important facts about the delegation and delegation change request process at Covered California Service Centers.

Quick Reference Guide: Medication and Insurance Access Programs for People Living with HIV

The California Department of Public Health has developed a [Quick Reference Guide](#) for Californians living with HIV. Read through the guide for details about the AIDS Drug Assistance Program (ADAP) and helpful guidance on how Covered California health plans can supplement ADAP coverage.

UnitedHealthcare Assister Website

UnitedHealthcare is one of our new health plans on CoveredCA.com for 2016. Certified Enrollment Counselors are encouraged to start learning about UnitedHealthcare products and services so they can help their clients find a plan that matches their needs and their budget. Certified Enrollment Counselors can go to www.uhc.com/assisters to find training resources, consumer materials and the provider directory link. Information and support is also available by calling the UnitedHealthcare Assister Hotline at 866-698-1739.



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

CHANGE REQUEST FORM

Updating Entity and Counselor Contact Information!

To ensure that you receive critical and time-sensitive email updates from Covered California, your entity's IPAS Account Administrator must login into the IPAS account and verify that the entity's Primary, Authorized Contact, and affiliated counselor contact information is up to date.

Complete and submit a [Change Request Form](#) located on the IPAS homepage if changes are required. Use IPAS My Files to submit your change request form. Click [here](#) for directions to download and upload files via My Files. Please use this guide to upload your attached document for processing.

WEBINARS

Open Enrollment Update Webinar

The Open Enrollment Update webinar originally scheduled for yesterday has been rescheduled to next **Tuesday, November 24, 2015**. Attend the Open Enrollment Update webinar next week to learn more about renewal and open enrollment updates.

Mark your calendars:
Tuesday, November 24, 2015
2:00 p.m. - 3:00 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](#).

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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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