

[View this email online or in your mobile browser.](#)

Share This Email:   

[Agent Website](#) | [Partner Toolkit](#) | [Peter's Blog](#) | [Contact Us](#)



## Agent Briefing

News from Covered California

Volume: 2 Issue: 12

October 6, 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 **6 days** away and counting with Open Enrollment in **26 days**!

#### Renewal Consumer Journey

Tomorrow, Covered California will be hosting a Renewal Consumer Journey webinar for

Follow Us:



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

#### IN THIS ISSUE

- [Renewal & Open Enrollment](#)
- [Small Business](#)
- [Application Updates](#)
- [Agent Resources](#)
- [Webinars](#)

#### REMINDERS

- [Now Accepting Small Group Cases for November and December](#)
- [New Medicare Fact Sheet](#)
- [Become an Agent Storefront Today](#)
- [Sell Small Group Coverage through the Agent Storefront](#)

agents. Attend the webinar to learn about the consumer's renewal journey and new functionality in the single streamlined application.

[Click here to register](#)

**Wednesday, October 7, 2015  
2:00 - 3:00 p.m.**

---

## **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 to share with consumers 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](#)

---

**Director of Outreach and Sales  
Discusses Opportunities for  
Agents in *California Broker***

### Program

- [Agent Extract: Your Book of Business Resource](#)
- [County Contact List for Medi-Cal Assistance for Immigrant Californians](#)

## **SALES TOOLS**

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

## **IMPORTANT DATES**

- [10/7 – Renewal Consumer Journey](#)
- 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**

## 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 agents in the healthcare marketplace and initiatives Covered California is taking to prepare agents in the fourth quarter and beyond. [Read the editorial here](#) to get exclusive details on new Covered California products and resources.

---

## SMALL BUSINESS

### ACA-Compliant Health Plans

By the end of this year, all small group plans that are not compliant with the Affordable Care Act (ACA) will be eliminated from the healthcare marketplace. Because of the change, small group employers that currently provide health coverage to their employees under non-ACA compliant plans will not be able to renew their current coverage and are looking for new health insurance solutions. This is a pivotal moment in the small group marketplace, with numerous opportunities for agents to sign new business.

As you encounter prospective small group clients this fourth quarter, we encourage you to consider Covered California for Small Business, which offers many of affordable, ACA-compliant health plans that can meet their needs and budget. Visit [our website](#) for more information on why Covered California for Small Business is the solid choice for your small group clients.

---

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

### PREVIOUS ISSUES

[September 22, 2015](#)

[September 10, 2015](#)

[August 28, 2015](#)

[August 11, 2015](#)

[July, 28, 2015](#)

[July 15, 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**

## Small Business Agent Online Enrollment Portal Available Now

We recently announced the availability of the Covered California for Small Business [Agent Online Enrollment Portal](#). The new portal gives agents the ability to enroll, manage and make changes to small group cases—all online.

[FAQs](#) and a [training video](#) are available for reference. Check out the new portal today!

---

## New Covered California for Small Business Website & Partner Toolkit

Last issue we also announced the new and improved Covered California for Small Business [website](#) and [Partner Toolkit](#)! Designed to be more user-friendly for agents and small businesses, these tools make it easy to find the resources and information available for the small business program.

---

## APPLICATION UPDATES

### Agent Portal Login Issues Due to Expired Passwords

Have you recently had trouble logging onto the Agent Portal for the single streamlined application? It may be because your password has expired. The Agent Portal now requires agents to reset their password every sixty days to ensure the safety of both agent and client information.

When your password expires, the system will prompt you to reset your password. You must

enter your current password and answer your security questions correctly. If you fail to do either, or have not set up security questions, you will be redirected to a Contact Us page.

As always, when setting up an online account or resetting your password, you must adhere to Covered California's [password standards](#). If you continue to have login issues, contact the Agent Service Center for assistance.

---

## AGENT RESOURCES

### Contact Your Regional Sales Representative Today

In preparation for our third Open Enrollment Period, check out the updated directory of our Sales & Outreach Field Team. As our local representatives on the ground, Field Team members are divided between eight sales regions. They are a vital part of our effort to reach out to underserved local populations and motivate more eligible Californians to purchase health insurance. In particular, our local field reps work closely with our Certified Insurance Agents to remove barriers to enrollment and make sure every consumer understands their health care options and how to enroll. [Access our map directory](#) today to get in touch with a local team member.

---

### 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

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

---

## WEBINARS

### Renewal Consumer Journey

Tomorrow, Covered California will present a Renewal Consumer Journey webinar for agents. Attend the webinar to learn about the consumer's renewal journey and new functionality in the single streamlined application.

[Click here to register](#)

**Wednesday, October 7, 2015**  
**2:00 - 3:00 p.m.**

---

## **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](#).

## **Covered California's Agent Service Center**

Phone: (877) 453-9198  
Monday - Friday  
8:00 a.m. - 6:00 p.m.

E-mail: [Agents@covered.ca.gov](mailto:Agents@covered.ca.gov)

Check the [October Agent Service Center calendar](#) for availability.

Do you have suggestions for how we can make this newsletter better? Contact us at [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov). We want to hear from you.

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.

This message was intended for: [emagala@pinnacletpa.com](mailto:emagala@pinnacletpa.com)  
You were added to the system November 12, 2013.  
For more information [click here](#). [Update your preferences](#)  
[Unsubscribe](#) | [Unsubscribe via email](#)