

If you are having trouble viewing this email, [view it online](#).



Agent Alert

Breaking News from Covered California

Update on UnitedHealthcare in California

UnitedHealthcare has decided to not participate in the individual marketplace in California in 2017. **Covered California consumers that are currently enrolled in a UnitedHealthcare plan will continue to be covered by their current plan through December 31, 2016.** Any consumer currently enrolled with UnitedHealthcare will have an opportunity to select a new health plan during renewal and open enrollment this fall.

Covered California and UnitedHealthcare will send notifications to Agents and consumers this week making them aware of the change for 2017. Consumers have no reason to change to a different health plan now and can continue to utilize services to be applied to their annual deductible or maximum out of pocket limits throughout the remainder of the year.

Currently, Covered California consumers who have selected UnitedHealthcare for coverage in 2016 comprise less than one-tenth of a percent of all Covered California consumers. UnitedHealthcare currently serves limited areas of the state, primarily in Northern California. See table below. In the selected regions where UnitedHealthcare was added in 2016, consumers were provided at least 3 health plan options. Consumers in these regions will continue to have at least two plan options barring any changes or any new plans joining Covered California which will be announced in July.

Region Number	County in Region
Region 1	Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity, Tuolumne, Yuba
Region 9	Monterey, San Benito, Santa Cruz
Region 11	Fresno, Kings, Madera
Region 12	San Luis Obispo, Santa Barbara, Ventura
Region 13	Mono, Inyo, Imperial

Agent Survey: Help Us Build the Agent Program

This week, the Outreach and Sales team will send an Agent Survey to all Covered California Certified Insurance Agents. Your anonymous answers will provide the necessary information to build an ever-improving experience for all agents and consumers.

We continue to strive to provide the entire agent community with the best service, training, and tools. Please look out for the survey in your inbox.

Agent Service Center Hours

Monday through Friday, 8:00 a.m. to 6:00 p.m.
Saturdays and Sundays, Closed

Phone: 877-453-9198

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

Upcoming Outages

- Friday, June 3 from 8:00 p.m. to Monday, June 6 at 6:00 a.m.
- Thursday, June 9 from 8:00 p.m. to Friday, June 10 at 6:00 a.m.
- Saturday, June 11 from 6:30 p.m. to Monday, June 13 at 6:00 a.m.

Covered California™ 1601 Exposition Blvd. Sacramento, CA 95815 **CoveredCA.com**

PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS E-MAIL

This message, together with any attachments, is intended only for the use of the individual(s) or entity to whom it is addressed. It may contain information that is confidential and prohibited from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination or copying of this message and/or any attachment is strictly prohibited. If you have received this message in error, please notify the original sender immediately by telephone or by return e-mail and delete this message, along with any attachments, from your computer. Thank you.

Agent Alert
May 31, 2016