



## **Community Partner Alert**

BREAKING NEWS FROM COVERED CALIFORNIA

August 23, 2016

### **Mark Your Calendar: 2017 Regional Rate Analysis Webinar**

This Thursday, August 25 at 2:00pm the Outreach and Sales team will provide a statewide overview and analysis of 2017 Regional Rates to support certified enrollers as they assist consumers with understanding their enrollment options. [Register here>>](#)

Review our Webinar [Registration and Closed Captioning Quick Guide](#) with instructions on how to register and access closed captioning. An updated schedule of the [Outreach and Sales webinar series](#) is now available to view online, which includes registration links for each webinar.

### **Re-Certification Training – Keep Your Covered California Certification Status**

All Covered California Certified Counselors must take the 2016 - 2017 Covered California Re-certification Training. The training courses are expected to be made available **around September 1, 2016**. The updated certification training courses for newly certifying counselors and Plan-Based Enrollers will also be available on the same date.

**Important:** Notification on the release date, instructions, and credentials will be sent to candidates and certified counselors by the release date.

### **Kaiser & Blue Shield Pay Now Functionality**

The **Pay Now** button in the online application (CalHEERS) is now functioning properly for Blue Shield. Kaiser continues to work on a resolution and we will notify you once it is functioning properly. For new enrollments that need to post a binder payment with Kaiser to effectuate coverage, please contact the Kaiser customer service center directly at 844-524-7370.

## **CEC/PBE Help Line Hours**

Monday thru Friday, 8:00am to 6:00pm  
Saturdays and Sundays, Closed

**\*\*Labor Day, September 5, 2016, Closed\*\***

Phone: 855-324-3147

Check the [CEC/PBE Help Line](#) for availability.

## **Upcoming Outages**

Saturday, August 27 from 6:30pm to Monday, August 29, 2016 at 6:00am

Friday, September 9 from 8:00pm to Monday, September 12, 2016 at 6:00am

Friday, September 23 from 8:00pm to Monday, September 26, 2016 at 6:00am

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | [www.coveredCA.com](http://www.coveredCA.com)

LMS Help Desk Support  
Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).