



Community Partner Briefing

NEWS FROM COVERED CALIFORNIA

September 1, 2016

Director's Corner

Learn what we are doing to ramp up for the Annual Renewal Period beginning this October and for the Open Enrollment Period, beginning November 1, 2016 from [Kirk Whelan, Director of Outreach and Sales, and Covered California for Small Business>>](#)

Open Enrollment

“Amped Up! For Open Enrollment 4” – 2016 Kickoff Tour

Covered California Sales Team will hit the road **September 12 - 29, 2016** for the **“Amped Up! For Open Enrollment 4”** kickoff tour. From Redding to San Diego, come and engage with the Outreach and Sales team to learn and ask us all of your questions about this year's Open Enrollment period and be ahead of the curve as we deliver the new health plan rates in your region, application updates, and new sales tools. [Click here for meeting dates and locations and to reserve your spot today>>](#)

Updated Subsidy-Eligible Maps for Open Enrollment - Now Available

Subsidy-Eligible Maps identify targeted areas of remaining uninsured or privately insured consumers, representing Covered California's subsidy-eligible target populations. Check out our recently updated [Maps](#) broken

into the eight sales areas to plan and strategize your outreach, education, and enrollment efforts in your region.

Also, read our recent [Press Release](#), which includes survey results that show the Affordable Care Act has dramatically reduced California's uninsured rate.

Renewal

Ensure Consumer Consent for Verification is Current

The annual renewal period begins the first week of October. Consumers need to provide their consent by September 30, 2016 in order to benefit from an automated renewal process without losing their Advanced Premium Tax Credit (APTC). Review the [Consent for Verification Notice](#) and [Consent for Verification Quick Guide](#) for more information.

Update Consumer Contact Information Before Renewal Begins

Ensure your consumer's account is up-to-date with Covered California if the consumer has had any changes to the following contact information: **Residence (and Mailing) Address, Email, and Phone Number**. After a consumer updates their information with Covered California, they should contact their health insurance plan to make sure they also have their new contact information.

Look For It!

Recertification Training – Keep Your Covered California Certification Status

The **2016-17 Recertification Training** for certified Counselors, Plan-Based Enrollers and Medi-Cal Managed Care Plan Enrollers is now available. The **certification training** courses are also available. All Covered California returning certified counselors and enrollers are required to complete the 2016-17 recertification training and pass the exam by **December 31, 2016**. [Learn more on accessing the recertification training here>>](#)

Webinars

Now Available – Statewide Health Plan Regional Rate Analysis

The statewide version of the 2017 Regional Rate Analysis webinar from last Thursday, August 25 is now available to view online. The [slide deck](#) contains rate sheets from all 19 California Rating Regions. Be sure to review the webinar [recording](#) for an overview of the 2017 Regional Rate and Plan Information Booklet.

Mark Your Calendar: Renewal Consumer Journey & Online Application Feature Release 16.9

Thursday, September 22 at 2:00pm the Outreach and Sales team will provide the consumer renewal journey and new functionality in the online application (CalHEERS) Feature Release 16.9. [Register here>>](#)

Register Today: Updated Outreach & Sales Webinar Series

Don't miss out! The [Outreach and Sales webinar series](#) has been **updated** and is available to view online with registration links for each webinar. In this webinar series the Outreach and Sales team will provide valuable information to assist certified enrollers during the 2016 - 2017 renewal and open enrollment period.

Online Application

In Case You Missed It

Have questions about the online application (CalHEERS) Feature Release 16.7 system update? View our [Online Application Feature Release 16.7 webinar FAQ](#), which is a collection of questions from the webinar and those received into the OutreachandSales@covered.ca.gov email inbox.

Health Plans

Added Feature Offered in 2017 for PPO & EPO Plans

Beginning January 1, 2017 Covered California health plans are required to ensure that **ALL** Covered California members either select a Primary Care Physician (PCP) or have one recommended by the health plan starting coverage year 2017 or within 60 days of the consumer's effective date with the health plan. Read our [PCP Matching Quick Guide](#) to learn more about this change and how it affects consumers with a PPO or EPO health plan.

Seen on Social

Facebook Post from Covered California



The image shows a Facebook post from the official page of Covered California. The post header includes the profile picture, the name 'Covered California' with a verified checkmark, and a 'Like Page' button. The text of the post states: 'The annual period when people can enroll in a health plan or make changes to their coverage. Open Enrollment for 2017 will be from November 1, 2016 to January 31, 2017.' Below the text is a large green graphic with a white border. The graphic features the words 'BUZZ WORDS' in large, bold, yellow capital letters, surrounded by several white speech bubbles of varying sizes. At the bottom of the graphic, the text 'OPEN ENROLLMENT' is written in white capital letters, and the Covered California logo is positioned in the bottom right corner.

Tweeted on Twitter #CoveredCA



Covered California @CoveredCA · 21h

#Vaccines are included as preventive care on all health plans through #CoveredCA!
bit.ly/2apgpXg



4 6

Health Reform Landscape

More Insured Californians

Earlier this month, CBS SF Bay Area provided insight into the Kaiser Family Foundation California Longitudinal Panel [survey](#), that 72 percent of Californians that did not have health insurance in 2013, are now covered in 2016. [Read the full story here>>](#)

Specialty Drug Costs Impact Health Insurance Companies on the Federal Exchange

Published yesterday, MarketWatch provided an overview of why Aetna, UnitedHealthcare, and Humana are pulling back on commitments to sell insurance on the Federal Exchange. The two biggest insurers leaving the exchanges say the number 1 problem is specialty-drug costs and not necessarily the Affordable Care Act. [Read the full article here>>](#)

Increased Number of Small, Midsized Companies Paying Employee's Medical Claims Directly

In an article published in the U.S. News earlier this month, it was reported that some companies are paying their workers' medical costs instead of purchasing a health insurance policy, known as self-insuring. There is a potential financial risk with this practice as employee claims can be higher than expected. [Read more and review the analysis here>>](#)

Expanded Medicaid Can Lower ACA Premiums

A new study conducted by the Department of Health and Human Services and reported by The New York Times found that expanding Medicaid in states can lower insurance premiums. The study found marketplace premiums were 7 percent lower in states which expanded Medicaid than those that had not.

[Review the full story and access the survey here>>](#)

CEC/PBE Help Line

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

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

Phone: 855-324-3147

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

Upcoming Outages

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

Saturday, October 1 from 6:30pm to Monday, October 3, 2016 at 6:00am

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



CEC/PBE Help Line Hours

Covered California's CEC/PBE Help Line

Phone: 855-324-3147 Monday - Friday, 8:00 a.m. to 6:00 p.m.

Saturdays and Sundays, Closed

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

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.

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.