



**COVERED  
CALIFORNIA**

## Open Enrollment Next Steps

October 15, 2013

# PROGRAM IMPLEMENTATION UPDATES





## TOPICS COVERED IN THIS PRESENTATION

- Media Letter of Instruction (LOI)
- Print Shop Update
- Fingerprinting Update
- Resources
- Questions & Answers



# WHERE TO FIND RESOURCES

## WEBINAR PRESENTATIONS AND TOOLS

- Daily webinar presentations and additional resources are for download on the homepage of your Certified Enrollment Entity Application <https://ipas.ccgrantsandassistors.org/>



[Agents Start Here »](#)

[Entities Start Here »](#)

[Started? Login Here »](#)

### Application Toolkit

[CEE Application Checklist](#)  
[CEE Application Worksheet](#)  
[Helpful Tips](#)  
[Application Change Request Form - Coming Soon](#)

### Certified Enrollment Entity Forms

[CEE Agreement](#)  
[State of California Payee Data Record](#)  
[Enrollment Entity Training Webinar](#)  
[CEE Management Training Completion Form](#)  
[Covered California Top 20 FAQs](#)

### Certified Enrollment Counselor Forms

[CEC Agreement](#)  
[Criminal Disclosure Form](#)  
[Capital Live Scan Locations](#)  
[CEC Training Registration Guide – LMS System](#)

### Certified Enrollment Entity and Certified Enrollment Counselor Resources

Daily Webinars  
[October 1, 2013 \(PDF\)](#)  
[October 3, 2013 \(PDF\)](#)  
[October 7, 2013 \(PDF\)](#)  
[October 9, 2013](#)  
[October 11, 2013](#)

### Training

[LMS User Guide](#)  
[LMS CEC Training Registration Guide](#)

[Consumer Resources](#)  
[Consumer Resources](#)

Other helpful resources  
[CEE and CEC Timeline](#)  
[CEE Outreach Flyer](#)

# Timeline for Certified Enrollment Entity (CEE) and Certified Enrollment Counselor (CEC) Process

2 days	4 days	6 days	10 days	15 days	20 days	25 days
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← CEE Submits Application

CEE Process



← CEE application approved



← CEE receives email regarding CEE Mgmt. Webinar training



← CEE completes Mgmt. Webinar training online  
( CEE should complete in 30 days – but here lets assume CEE finishes the training immediately )



← CEE is Active



← CEC submits the criminal disclosure form by mail to Covered California and provides fingerprinting at the available LiveScan locations ( Will take up to 2 weeks to receive the Approval report )



← CEC receives email with Login information for Learning Management System (LMS)  
( 3-5 business days after CEE application Submission )



← CEC login to LMS and registers for their ILT Session



← CEC completes 2.5 days ILT training



CEC logs into LMS to  
1. Complete Survey  
2. Take CBT course  
3. Complete Exam



← CEC completes CoveredCA.com training and passes the exam

CEC will be certified if they meet all the requirements  
1. Must pass CEC exam  
2. Must clear background  
3. CEC agreement must be on file  
4. CEE must be Active



CEC will receive an email from Covered California reg. process to acquire CEC badges.



CEC will receive information to create account in CoveredCA.com







# WEBINAR SUMMARY

## 1. WEEK ONE (OCTOBER 1-4, 2013)

### 1. OCTOBER 1, 2013- KICKOFF TO OPEN ENROLLMENT

- Steps to becoming an Active Certified Enrollment Entity
- Steps to becoming an Active Certified Enrollment Counselor
- Enrolling consumers overview
- CoveredCA.com collateral materials presentation
- Certified Enrollment Counselor Badge information
- Overview of what consumers can expect during the first week
- Questions and Answers

### 2. OCTOBER 2, 2013- ORDERING COVERED CALIFORNIA COLLATERAL

- Training and information about ordering CoveredCA.com collateral materials

### 3. OCTOBER 3, 2013- CEE/CEC CERTIFICATION PROCESS

- Information about the CoveredCA.com site
- Detailed presentation of the process to become a Certified Enrollment Entity or a Certified Enrollment Counselor
- CEE and CEC Training Overview
- Resources: Enrollment Assistance Specialists, Helpful Links
- Questions and Answers



# WEBINAR SUMMARY

## WEEK TWO (OCTOBER 7-11, 2013)

### 1. OCTOBER 7, 2013- CREATING A COVEREDCA.COM ACCOUNT

- CEE Account Activation on CoveredCA.com
- Resources: Enrollment Assistance Specialists, Helpful Links
- Questions and Answers

### 2. OCTOBER 9, 2013- LEARNING MANAGEMENT SYSTEM AND BADGES

- Training on accessing and using the Learning Management System
- Information for CEEs about how to upload a photo for the Certified Enrollment Counselor badges
- Questions and Answers

### 3. OCTOBER 11, 2013- MARKETING OVERVIEW

- Marketing and Education Tools
- Getting your Counselors certified
- Updating your information
- Questions and Answers



# TRAINING CALENDAR

Week 7 (Oct 21 - 27)	10/21/2013	10/23/2013	Clovis	Fresno
Week 7 (Oct 21 - 27)	10/21/2013	10/23/2013	Los Angeles	Los Angeles
Week 7 (Oct 21 - 27)	10/21/2013	10/23/2013	Long Beach	Los Angeles
Week 7 (Oct 21 - 27)	10/21/2013	10/23/2013	Temecula	Riverside
Week 7 (Oct 21 - 27)	10/21/2013	10/23/2013	San Bruno	San Mateo
Week 7 (Oct 21 - 27)	10/21/2013	10/23/2013	Ventura	Ventura
Week 7 (Oct 21 - 27)	10/22/2013	10/24/2013	San Jose	Santa Clara
Week 7 (Oct 21 - 27)	10/23/2013	10/25/2013	Glendora	Los Angeles
Week 7 (Oct 21 - 27)	10/23/2013	10/25/2013	Newport Beach	Orange
Week 8 (Oct 28 - Nov 3)	10/28/2013	10/30/2013	Norwalk	Los Angeles
Week 8 (Oct 28 - Nov 3)	10/28/2013	10/30/2013	Bakersfield	Kern
Week 8 (Oct 28 - Nov 3)	10/28/2013	10/30/2013	Culver City	Los Angeles
Week 8 (Oct 28 - Nov 3)	10/28/2013	10/30/2013	Los Angeles	Los Angeles
Week 8 (Oct 28 - Nov 3)	10/28/2013	10/30/2013	San Diego	San Diego
Week 8 (Oct 28 - Nov 3)	10/28/2013	10/30/2013	San Jose	Santa Clara
Week 8 (Oct 28 - Nov 3)	10/30/2013	11/1/2013	Chino	San Bernardino



# LETTER OF INSTRUCTION: MEDIA GUIDELINES





## MESSAGE

- A Letter of Instruction about media and legislative inquiries was emailed on Monday, October 14
- If you have not received the email please check your SPAM
- The information was sent from [assisterinfo@ccgrantsandassistors.org](mailto:assisterinfo@ccgrantsandassistors.org)



## GENERAL GUIDELINES

Covered California asks CEE/CECs to refrain from commenting on:

- Covered California policy
- Pending legislation or politics related to the ACA
- Pending or implementation changes to Covered California operations and/or rules
- Impacts of Covered California policy changes to include legislation, Affordable Care Act
- Other Certified Enrollment Counselor activities



## PROCESS TO FOLLOW

**When engaged by media, Covered California requests that CEEs/CECs follow and maintain updated records including a media log.**



## ELECTED OFFICIALS: GUIDELINES FOR COVERED CALIFORNIA ENTITIES

**Elected Official directly requests participation from CEE/CEC**

- **Certified Enrollment Entities should coordinate these efforts directly with the legislative office to determine availability; and**
- **Elected Officials will be instructed to go to [CoveredCA.com](http://CoveredCA.com) to find a local CEE**



## QUESTIONS?

- For additional information and inquiries/requests beyond the scope of the guidelines provided, please call the Covered California media line: (916) 205-8403 or contact [Larry.Hicks@covered.ca.gov](mailto:Larry.Hicks@covered.ca.gov).
- Please direct any questions about this Letter of Instruction to Willie Walton at (916) 323-3497 or [Willie.Walton@covered.ca.gov](mailto:Willie.Walton@covered.ca.gov).



# PRINT SHOP UPDATES





Home Shopping Cart Orders My Profile Current budget = \$22,641.55 Budget Used = \$1,848.97

Hello [Redacted]

[Hide News and Announcements](#)

### News and Announcements

**Welcome to the Covered California Print Store! We created this store to satisfy your printed material and collateral needs.**

We will be updating the Print Store with more items as they become available. If you are looking for something specific that you do not yet see here, please visit [coveredca.com/hbx/toolkit/collateral.html](http://coveredca.com/hbx/toolkit/collateral.html) to download print-ready PDFs.

If this is your first time logging in, please be sure to change your password from the one we sent you to a more secure one that you can easily remember.

Please note that many pieces are bilingual, showing the specified language on one side, with English on the other.

#### Need Help?

You'll find answers to common question in our [FAQ](#) and [Help](#) pages. If you can't find answer to your question, please [contact us](#). We can help with general customer service and technical issues (including questions about placing and tracking orders).

### Browse Catalog

 

- MENU
- Printed Collateral
  - English
  - Call Center
  - Lead Gen
  - Tip Card
  - Tri-fold Bro
- Spanish
- Chinese
- Vietnamese
- African Ameri
- Event Materials



- Printed Collateral
- Event Materials

### Start a document

Simply Click on Any Product to Begin [Need Help?](#)

[Switch to List View](#)

Pages: 1

Health care made for you!

The Covered California marketplace is made up of insurance companies that will compete for your business.

When can I get more information? Complete the card on the reverse and mail it in, and we'll be happy to send you more information. For our coverage General Rules, your distributor for affordable, quality health care, including Medi-Cal.

US people are coming to health care. Get this information on your side!

Covered California™ is a single choice marketplace where you can compare and choose health plans. This marketplace will be the only place where those eligible can get financial assistance from the federal government to help pay for health coverage.

Which service covers? Will it include hospital and I get a lot of support? Learn how to choose the right plan for you. Get this information on your side!

Your plan, your choice!



## OVERVIEW

- Please listen to the Print Shop Webinar for details about accessing the Print shop

<https://attendee.gotowebinar.com/recording/7153602224175612930>

- The Primary Contact will receive an email this week with a URL and password to login
- Emails will be sent weekly to newly approved Certified Enrollment Entities
- There is only one user per organization



## QUESTIONS?

To change the user or issues with the login  
[Mattie.Gleason@covered.ca.gov](mailto:Mattie.Gleason@covered.ca.gov)

Questions or issues about orders should be submitted on the website

Program specific questions about should be submitted to your Enrollment Assistance Specialist (EAS)

## OTHER PRINT SHOP DETAILS

- **Select items are available to order now, more items will be available in the coming weeks.**
- **Many items are bilingual (front/reverse e.g. English/Spanish).**
  - Only four languages are available now (English, Spanish, Chinese, Vietnamese).
  - We expect to add materials in the 13 threshold languages in the coming weeks.
- **CEEs that are also grantees will have two separate accounts.**

# FINGERPRINTING UPDATE







# FINGERPRINTING UPDATE

## NEW REQUIREMENT

Please note: All CECs must bring TWO completed Live Scan forms to mobile fingerprinting

[http://www.capitallivescan.com/covered\\_ca\\_home.html](http://www.capitallivescan.com/covered_ca_home.html)

**Reminder: Fingerprinting is now available at all training sessions**

# REMINDERS





## CEEs SHOULD:

- Upload CEC photos to IPAS:  
<https://ipas.ccgrantsandassistors.org/>
- Verify CEC contact on IPAS/CEE Online Application Site- please ensure CEC email, phone and address are all business contacts
- Email to follow this week to ask CEEs to update all CEC contact information as it will be posted on verification site

# AVAILABLE SUPPORT AND RESOURCES





# PROGRAM RESOURCES

## Enrollment Assistance Help Desk

888.402.0737

[assisterinfo@ccgrantsandassistors.org](mailto:assisterinfo@ccgrantsandassistors.org)

## Learning Management System

If you have issues accessing the Learning Management System please email:

[training@rhainc.com](mailto:training@rhainc.com)

## Consumer Help Desk

If you have questions about plans or other consumer related issues please call:

Phone: 888.975.1142

## CEE Application & Resource Page

<https://ipas.ccgrantsandassistors.org/>

**THANK YOU!**

**QUESTIONS & ANSWERS**

