

## Overview

Consumers can enroll in a Covered California health plan or change their current plan only during Open Enrollment unless they experience a Qualifying Life Event (QLE) – this is called a Special Enrollment Period (SEP). During this period, Certified Enrollers may assist all consumers eligible for a Special Enrollment; they cannot complete new or in-progress applications without a defined Qualifying Life Event.

Below is a list of resources Certified Enrollers can use to find information on Qualifying Life Events, Special Enrollment Verification, Health, Dental and Vision Plan information, as well as resources to support Covered California consumers.

Check back frequently for updates.

## Special Enrollment Period Resources

Resource	Type	Description
<a href="#">Special Enrollment Period Job Aid</a>	Job Aid	Walkthrough of the online application for the Special Enrollment Period.
<a href="#">Special Enrollment Period Verification</a>	Quick Guide	Information on Covered California's Special Enrollment Period Verification process and how to assist consumers with Special Enrollment verification needs.
<a href="#">Special Enrollment Period FAQ</a>	FAQ	Commonly asked questions and answers regarding the Special Enrollment Period.
<a href="#">2025 Special Enrollment Period Workshop Slide Deck</a> <a href="#">2025 Special Enrollment Period Workshop Recording</a>	Slide Deck and Recording	Covered California Outreach and Sales Enroller SEP Workshop providing the latest policy and legislative news, enroller portal and CalHEERS updates, tools, resources, and more.
<a href="#">Continuity of Care</a>	Guide	Guide to explain the Continuity of Care QLE that triggers a Special Enrollment Period.

Resource	Type	Description
<a href="#">Healthcare Stipend</a>	Quick Guide	Information about health care stipends available to qualified individuals.
<a href="#">Single Streamlined Application</a>	Job Aid	Provides an overview of the Single Streamlined Application, with a focus on highlighting features and pages for Certified Insurance Agents (Agents), Certified Enrollment Counselors (CECs), and Plan Based Enrollers (PBEs).

## Health, Dental, and Vision Plans

Resource	Type	Description
<a href="#">Covered California Plan Selection</a>	Quick Guide	How to assist consumers with reviewing, selecting, and enrolling in a Covered California Qualified Health Plan (QHP).
<a href="#">Standard Benefit Design Chart 2025</a>	Handout	Handout to provide to consumers explaining the standard benefits and medical costs per metal tier.
<a href="#">2025 Health, Dental, and Vision Plans Recording</a> <a href="#">2025 Health, Dental, and Vision Plans Slide Deck</a>	Recording and Slide Deck	Recording and Slide Deck for the 2025 Health, Dental, and Vision Plans webinar.
<a href="#">2025 Regional Rates by County</a> <a href="#">2025 Regional Bronze and Silver Rates</a> <a href="#">2025 Hospital Network by County</a>	Slide Decks	Covered California plan rates by county for plan year 2025.  Covered California regional Bronze and Silver rates for plan year 2025.  Covered California Qualified Health Plans hospital networks by county for plan year 2025.

Resource	Type	Description
<a href="#">Covered California Health Plans</a>	Reference Site	Link to website outlining health insurance plan companies and plan rates.
<a href="#">Family Dental Plans</a>	Reference Documents	Link to website outlining dental insurance companies and plan rates.
<a href="#">Prescription Drug Overview - Bronze</a>	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
<a href="#">Prescription Drug Overview - Silver</a>	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
<a href="#">Prescription Drug Overview - Gold</a>	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
<a href="#">Prescription Drug Overview - Platinum</a>	Guide	Prescription drug costs, according to metal tier, for Covered California Individual health insurance plans.
<a href="#">Health, Dental, and Vision Plan Provider Directories</a>	Index	Use these links to contact the Health, Dental, and Vision Plans directly for more information on the provider directories.
<a href="#">Vision Coverage Quick Guide</a>	Guide	EyeMed, VSP, and Superior Vision coverage quick guide for Certified Enrollers.
<a href="#">EyeMed Summary of Benefits</a>	Chart	EyeMed vision coverage benefits and network summary.
<a href="#">VSP FAQ</a>	FAQ	Commonly asked questions and answers regarding VSP individual vision plans for certified enrollers.

Resource	Type	Description
<a href="#">Covered California 2025/2026 VSP Individual Plan Training</a>	Training Module	Learn about the size of the vision care market, VSP's unique selling points, plan details, and more.
<a href="#">BenefitsCal Document Upload</a>	Quick Guide	Instructions to assist customers with uploading documents in BenefitsCal.

## Helpful Resources

Resource	Type	Description
<a href="#">Shop and Compare</a>	Quick Guide	Instructions on how to navigate the updated Shop and Compare tool.
<a href="#">Conditional Eligibility</a>	Quick Guide	Information on the reminder notice sent to consumers in a conditional eligibility status and how you can assist them in providing documentation to Covered California.
<a href="#">Deferred Action for Childhood Arrivals (DACA)</a>	FAQs	Frequently asked questions and answers about DACA recipients.  <i>*Starting July 1, 2025, for the purposes of Covered California eligibility, individuals who are under Deferred Action for Childhood Arrivals (DACA) are not considered lawfully present.</i>
<a href="#">Medi-Cal to Covered California Enrollment Program</a>	Toolkit	List of resources and support materials for consumers transitioning from Medi-Cal to Covered California.
<a href="#">Medi-Cal to Covered California Manual Automatic Plan Selection</a>	Quick Guide	Guide explaining CalHEERS functionality to help certain consumers transitioning from Medi-Cal change their tax filing status to gain eligibility for a Covered California plan with financial help.

Resource	Type	Description
<a href="#">Medi-Cal to Covered California Automatic Plan Selection</a>	Quick Guide	Guide outlining how Covered California either automatically adds consumers to an existing health plan enrollment or automatically selects the Lowest Cost Silver plan for the consumer.
<a href="#">Medi-Cal to Covered California Dashboard</a>	Video	Video explaining the Medi-Cal to Covered California Transition (MCT) dashboard that appears on a consumer's CalHEERS Case when they become eligible for the Medi-Cal to Covered California automatic plan selection (APS).
<a href="#">Assisting Medi-Cal Eligible Consumers</a>	FAQ	Questions and answers regarding assisting consumers in Medi-Cal.
<a href="#">Overlapping Unsubsidized Enrollments</a>	Quick Guide	Explains the process for impacted consumers who have overlapping unsubsidized enrollments.
<a href="#">Dual Enrollment for Unsubsidized CCA Plan and Medi-Cal</a>	Quick Guide	Explains the process for impacted consumers who have dual enrollment in an unsubsidized Covered California health plan and Medi-Cal.
<a href="#">Dual Enrollment for Subsidized CCA Plan and Medi-Cal</a>	Quick Guide	Explains the process for impacted consumers who have dual enrollment in a subsidized Covered California health insurance plan and Medi-Cal.
<a href="#">Hearing Aid Coverage for Children Program – English</a>  <a href="#">Hearing Aid Coverage for Children Program – Spanish</a>	Fact Sheet	Provides details of the Department of Health Care Services' Hearing Aid Coverage for Children Program.

Resource	Type	Description
<a href="#">Understanding ROP and Auto-Discontinuance Guide</a>	Quick Guide	Information on conditional eligibility status and how you can assist consumers in providing documentation to Covered California.
<a href="#">Documents to Verify ID for Eligibility Determination</a>	Quick Guide	Details about identity proofing methods and the steps to complete this process within the application.
<a href="#">Remote Identity Proofing (RIDP)</a>	Task Guide	Guide for Certified Enrollers to assist applicants using Remote Identity Proofing services.
<a href="#">Tax Form 1095 Toolkit</a>	Toolkit	Resources and reference materials to educate consumers about the purpose and importance of IRS Form 1095-A.
<a href="#">Individual Mandate and Penalty</a>	Quick Guide	Information about the Individual Mandate and Penalty in California, link to FTB's penalty estimator, and rules regarding exemptions.
<a href="#">Failure to Reconcile</a>	Quick Guide	Guide to assist consumers who received financial help but did not file their taxes.
<a href="#">Enroller Portal Overview</a>	Quick Guide	Provides an overview of the Enroller Portal for Agency and Entity users.
<a href="#">Certified Enroller Portal Search</a>	Training Guide	Instructions on how to effectively use the "Search" functionality in the Agent or CEC Portal.

Resource	Type	Description
<a href="#">Consent for Verification Quick Guide</a>	Quick Guide	Information on consumer consent for verification to avoid loss of Advanced Premium Tax Credit (APTC) or Cost-Sharing Reductions.
<a href="#">Consent for Verification and Tax Attestation</a>	Quick Guide	Guide on how to help consumers who receive a notice regarding their previous year tax information.
<a href="#">Delegation and Delegation Change</a>	Policy	Guidance on consumer delegation for Certified Enrollers.
<a href="#">Search and Filter Active Delegations</a>	Quick Guide	Informs users how to access their Book of Business report to view, export, and search and filter active and pending Consumer delegations.
<a href="#">Add an Event</a>	Portal	Link to request to add an event to the Covered California Events page so consumers can attend enrollment events in their community.
<a href="#">Beyond Covered Grocery Support Program</a>	Quick Guide	Guide explaining the Beyond Covered: Grocery Support Program, which provides additional support for enrollees who struggle with food insecurity.
<a href="#">Beyond Covered Child Savings Account Program</a>	Quick Guide	Guide explaining the Beyond Covered: Child Savings Account Program, which provides financial incentives for Covered California children under 2 to attend well-child visits and receive recommended vaccines.
<a href="#">Federally Recognized AI/AN Tribal Benefits</a>	Quick Guide	Guide explaining the benefits for federally recognized American Indian/Alaskan Native tribal members.
<a href="#">Guide to Enrollment Help</a>	Fact Sheet	Designed to help consumers understand the roles, responsibilities, and services offered by agents and counselors.

## Agent Resources

Resource	Type	Description
<a href="#">Agency Manager Toolkit</a>	Toolkit	Resources for Agency Managers to assist with viewing and exploring a Book of Business, transferring delegated consumers with the agency, adding new agents and admin staff to the agency, and much more.
<a href="#">Book of Business Export</a>	Job Aid	Instructions for Agency users to access an aggregate Agency Book of Business (BOB) or a BOB for any Agent within the Agency.
<a href="#">Book of Business Description Chart</a>	Chart	Descriptions of the fields found within the Book of Business.
<a href="#">Approved Admin Staff Role Toolkit</a>	Toolkit	Resources for Approved Admin Staff to assist with online application support, managing Agency delegations (Level 2 only), creating new profiles and Agents (Level 2 only), and much more.
<a href="#">Health Care Sharing Ministries Policy and Procedures</a>	Policy	Outline of general policies, definitions of roles, and responsibilities of Covered California and Certified Insurance Agents.
<a href="#">Health Care Sharing Ministry Consumer Acknowledgement and Full Disclosure Form</a>	Form	Consumer Informed Consent and Acknowledgement form; side-by-side chart comparing Covered California Marketplace Plans and Health Care Sharing Ministries.
<a href="#">Delegation Tool</a>	Quick Guide	Guide outlining the steps for enrollers to self-serve and delegate a consumer's case to their Book of Business using the new Accelerated Consumer Delegation Consent tool.



## Income Guidance

Resource	Type	Description
<a href="#">Income Guidelines 2025</a> <a href="#">Income Guidelines 2025 (Spanish Version)</a>	Handout	Handout provided to consumers showing Federal Poverty Level Guidelines.
<a href="#">Countable Sources of Income</a>	Guide	Reference guide on what to count for income for APTC/CSR.
<a href="#">Income Section</a>	Job Aid	A step-by-step guide to assist enrollers with the income section of the online application.

## Consumer-Facing Resources

Resource	Type	Description
<a href="#">Social Media Toolkit</a>	Toolkit	Logos, digital banners, shareable images, and sample posts to help spread the word about Covered California on social media channels.
<a href="#">CalHEERS Reset Password and Retrieve Username</a>	Quick Guide	Guide to help consumers reset and/or retrieve their username or password in CalHEERS.
<a href="#">Consumer Delegation</a>	Quick Guide	Form for consumers to use to delegate a Certified Enroller.

## Documentation

Resource	Type	Description
<a href="#">Attestation of Non-Incarceration Status</a>	Form	Form for consumers to use to attest to their Non-Incarceration Status, if applicable.

## Contact Covered California

Resource	Type	Description
<a href="#">Covered California Service Center Operating Hours</a>	Schedule	Service Center hours of operation for consumers and certified enrollers.
<a href="#">Regional Field &amp; Account Representatives</a>	Handout	Contact information for our field and account team representative by region within California.
Covered California's SEP Verification Team	Contact Info	<b>Extensions &amp; Appeals:</b> <a href="mailto:SpecialEnrollment@covered.ca.gov">SpecialEnrollment@covered.ca.gov</a> 888.217.9311 <b>Questions regarding the notices &amp; reporting fraud:</b> <a href="mailto:ConsumerProtection@covered.ca.gov">ConsumerProtection@covered.ca.gov</a> 888.217.9309