



# MyCCSB Portal: how to add coverage for a new Employee or a new Employee and their Dependent(s)

## Step 1:

Login to your account at [MyCCSB.com](https://myccsb.com) and click the **Eligibility Maintenance** button on the dashboard or select **Eligibility** in the toolbar, which will direct you to the same location.

Welcome, BUSINESS 123

DASHBOARD ✓ ELIGIBILITY \$ VIEW INVOICES RESOURCES ACCOUNT LOGOUT

**Business 123**

Covered California for Small Business Notes

**Coverage Details**

Reference Plan: Blue Shield Silver 70 PPO 2250/50 + Child Dental	Previous Amount Due: 3,948.38
Effective Date: 02/01/2020	Previous Payment: -3,948.38
	Bill Date: 01/09/2020
	Monthly Premium: 2,370.92

**Currently Enrolled Counts**

Employees: 3	Dependents: 3
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Eligibility Maintenance

View Invoices  
Current Balance: 793.46

Resources/Help



## Step 2:

In the next screen, select **Add a New Employee** and then either **New Hire** or **Qualifying Event**. Within each of those options, you will need to select if you want to “Invite the Employee to Enroll via Email” or if you want to “Complete the Application for the Employee.”

If you select Invite the **Employee to Enroll via Email**, continue to page 3 to see the outlined steps.

If you select **Complete the Application for the Employee**, move ahead to page 7 to see the outlined steps.

Welcome, BUSINESS 123

DASHBOARD ELIGIBILITY VIEW INVOICES RESOURCES ACCOUNT LOGOUT

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### Eligibility Maintenance

What would you like to do

- Add a New Employee
  - New Hire
  - Qualifying Event
- Terminate an Employee / Dependent
- Upload Change Form to Add a Dependent or to make Changes to an Existing Employee
- Review Existing Employee / Dependent Information

Next >>

## Did you know?

A Qualifying Life Event allow employees, spouses and/or their dependent(s) to be eligible for health care benefits outside the annual open-enrollment period. For a full list of Qualifying Life Events, please reference your CCSB Employer Guide or visit [CoveredCA.com](http://CoveredCA.com).

The following options are available for selection from the “Qualifying Life Event” dropdown:

- Adopted Child
- Change of Address (Region Change)
- Death
- Divorce
- Foster Child
- Legal Guardianship
- Loss of Medicaid
- Loss of Medi-Cal
- Loss of Minimum Essential Coverage
- Loss of other Govt. Assisted Coverage
- Marriage
- Newborn
- Registered Domestic Partner
- Return from Active Military Duty
- Other Qualifying Event



### Option 1: If You Select Invite Your Employee to Enroll Via Email

Enter the Employee's first name, last name, social security number, and birth date.

For **New Hire**, you must specify the effective date.

For **Qualifying Event**, you must specify the Qualifying Event and the Qualifying Event date and effective date.

Then click the **Send Email Invitation to Employee** button.

#### **New Hire:**

**Eligibility Maintenance**

What would you like to do

Add a New Employee

New Hire

What would you like to do?

1  Invite Your Employee to Enroll Via Email  
You can send electronic invitation to your employee. The email will invite your employee to create a personalized, secure account where they can compare plans and complete their enrollment online.

2 First Name\* Last Name\* SSN\* Email\*  
first name last name \_-\_- email address

Effective Date: (1st of month)  
jan 2020

For alternate effective dates, please contact CCSB Customer Service at (844) 269-3764 for assistance.

3

Complete the Application for the Employee  
If your employee is not able to complete the application online, you may complete it for them.

Qualifying Event

#### **Qualifying Event:**

**Eligibility Maintenance**

What would you like to do

Add a New Employee

New Hire

Qualifying Event

What would you like to do?

1  Invite Your Employee to Enroll Via Email  
You can send electronic invitation to your employee. The email will invite your employee to create a personalized, secure account where they can compare plans and complete their enrollment online.

2 First Name\* Last Name\* SSN\* Email\*  
first name last name \_-\_- email address

Qualifying Event: Select Event

Qualifying Event Date: Date of Event

Effective Date: Effective Date

Click to choose available effective dates. For alternate effective dates, please contact CCSB Customer Service at (844) 269-3764 for assistance.

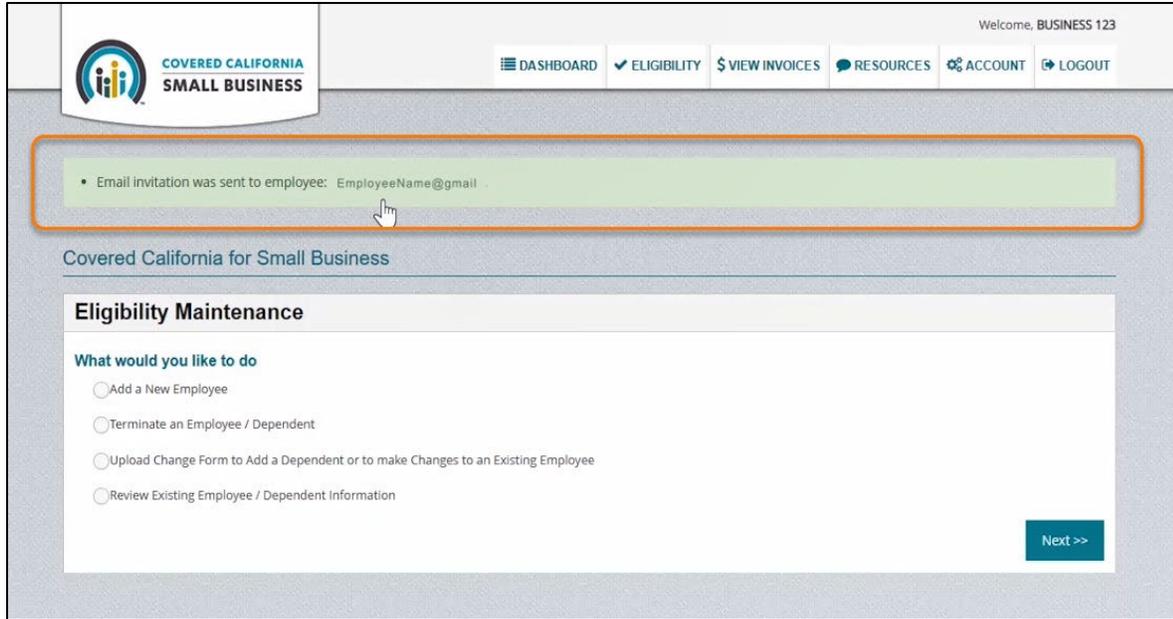
3

Complete the Application for the Employee  
If your employee is not able to complete the application online, you may complete it for them.



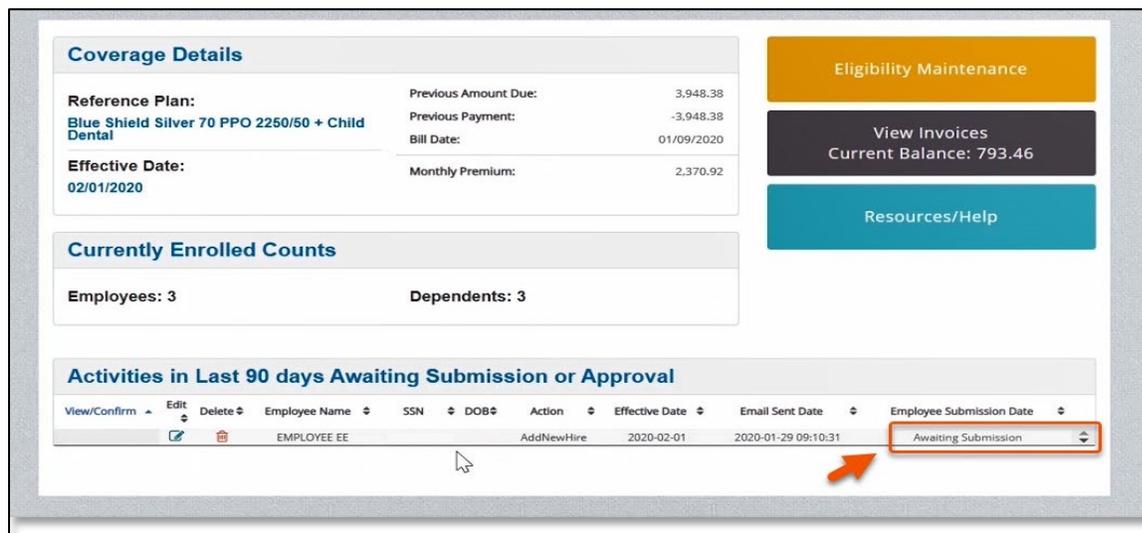
### Invitation Sent:

You will receive a confirmation message that the invitation was sent to the Employee’s email address.



The Employee will need to check their email and use the links and temporary password to complete the necessary form in the portal.

**Important! Coverage will not become effective until both the Employee completes this form and the Employer reviews and approves it in the portal.**



When you return to the dashboard, you will notice that there is now a table at the bottom labeled “Activities in the Last 90 days Awaiting Submission or Approval.” This is where you can track the status of your employee’s pending application.



### View/Confirm:

Once the Employee has completed their invitation to enroll, log back into your account. On the dashboard, a thumbs up icon will appear under the “View/Confirm” column in the “Activities in Last 90 days Awaiting Submission or Approval” table. Click the **thumbs up icon** to proceed.

Covered California for Small Business

Notes

**Coverage Details**

<b>Reference Plan:</b> Blue Shield Silver 70 PPO 2250/50 + Child Dental	Previous Amount Due: 3,948.38
	Previous Payment: -3,948.38
	Bill Date: 01/09/2020
<b>Effective Date:</b> 02/01/2020	Monthly Premium: 2,370.92

**Currently Enrolled Counts**

Employees: 3      Dependents: 3

**Activities in Last 90 days Awaiting Submission or Approval**

View/Confirm	Edit	Delete	Employee Name	SSN	DOB	Action	Effective Date	Email Sent Date	Employee Submission Date
			EMPLOYEE EE		1990-01-01	AddNewHire	2020-02-01	2020-01-29 09:10:31	2020-01-29 10:08:43

### Summary:

You will reach a summary page, which will have all the information the Employee supplied. Review the information. If the application is correct, hit the **Submit New Employee** button at the bottom of the screen. If you need to edit any information in their application, return to the dashboard and select the flag icon under the edit column in the “Activities in Last 90 days Awaiting Submission or Approval” table.

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**Eligibility Maintenance >> New Employee Info**

Please review the employee submitted application below. If everything is OK, please click 'Submit New Employee' button to approve.

**Employee Plan Summary / Confirmation**

Employer Name: Business 123  
 Effective Date: 2020-02-01  
 Employer Rating Area: 18

\* = This Field is Required

**1. About the Employee**

1. Employee Name (LAST, SUFFIX, FIRST MIDDLE):*	Ee, Employee E
2. SSN or Tax ID:*	
3. Birth Date:*	1990-01-01
4. Sex:*	F
5. Home Address (Street 1):*	15525 Sand Canyon Ave
6. Home Address (Street 2) (Apt or Ste #):	
7. City:*	Irvine
8. State:*	CA
9. Zip Code:*	92618



### Confirmation:

After you click the “Submit New Employee” button, you will be redirected to the dashboard where a confirmation message will appear in a green box letting you know that your information was submitted and it will take up to 1 to 2 business days for these changes to be reflected in the portal.

The screenshot shows the user interface of the Covered California Small Business portal. At the top, there is a navigation bar with the logo on the left and menu items: DASHBOARD, ELIGIBILITY, VIEW INVOICES, RESOURCES, ACCOUNT, and LOGOUT. The user is logged in as BUSINESS 123. A green confirmation message is highlighted with a red border and an orange arrow pointing to it. The message states: "New employee Employee Ee's information has been submitted for processing. It will take 1 to 2 business days for your changes to reflect on the portal. It will take 1 to 2 billing cycles to be reflected on your invoice." Below the message, the user's business name "Business 123" is displayed. The main content area is divided into several sections: "Coverage Details" with a table of financial information, "Currently Enrolled Counts" showing 3 employees and 3 dependents, and a sidebar with buttons for "Eligibility Maintenance", "View Invoices" (showing a current balance of 793.46), and "Resources/Help".

Coverage Details		
<b>Reference Plan:</b> Blue Shield Silver 70 PPO 2250/50 + Child Dental	Previous Amount Due:	3,948.38
	Previous Payment:	-3,948.38
	Bill Date:	01/09/2020
<b>Effective Date:</b> 02/01/2020	Monthly Premium:	2,370.92

Currently Enrolled Counts	
Employees: 3	Dependents: 3

**You successfully added a new Employee by inviting them to enroll via email!**



## Option 2: If You Select Complete the Application for the Employee

Enrollment cannot be completed on the Employee's behalf without their active participation. In the **step-by-step directions outlined below**, you will be providing your Employee a paper Change Form to fill in and sign. You will enter the information and selections from the Employee's paper Change Form into the MyCCSB portal, as well as upload a scan to complete the Employee's application.

From the Eligibility Maintenance screen, select either **New Hire** or **Qualifying Event**. If you are unsure how to access the Eligibility Maintenance screen, return to the beginning of this document and complete steps 1 and 2 before continuing.

Enter the Employee's first name, last name, social security number, and birth date.

For **New Hire**, you must specify the effective date.

For **Qualifying Event**, you must specify the Qualifying Event and the Qualifying Event date and effective date.

Fill in the required fields and hit the **Next** button to proceed.

Welcome, BUSINESS 123

DASHBOARD ✓ ELIGIBILITY \$ VIEW INVOICES RESOURCES ACCOUNT LOGOUT

Covered California for Small Business

### Eligibility Maintenance

What would you like to do

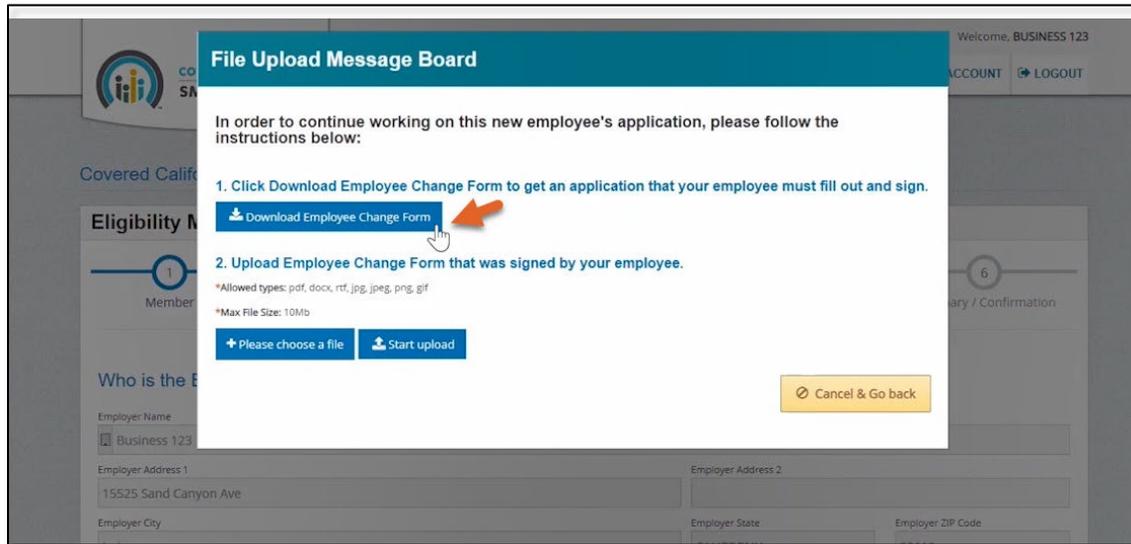
- Add a New Employee
  - New Hire
  - Qualifying Event
    - What would you like to do?
    - Invite Your Employee to Enroll Via Email
      - You can send electronic invitation to your employee. The email will invite your employee to create a personalized, secure account where they can compare plans and complete their enrollment online.
    - Complete the Application for the Employee
      - If your employee is not able to complete the application online, you may complete it for them.
  - Terminate an Employee / Dependent
  - Upload Change Form to Add a Dependent or to make Changes to an Existing Employee
  - Review Existing Employee / Dependent Information

Next >>

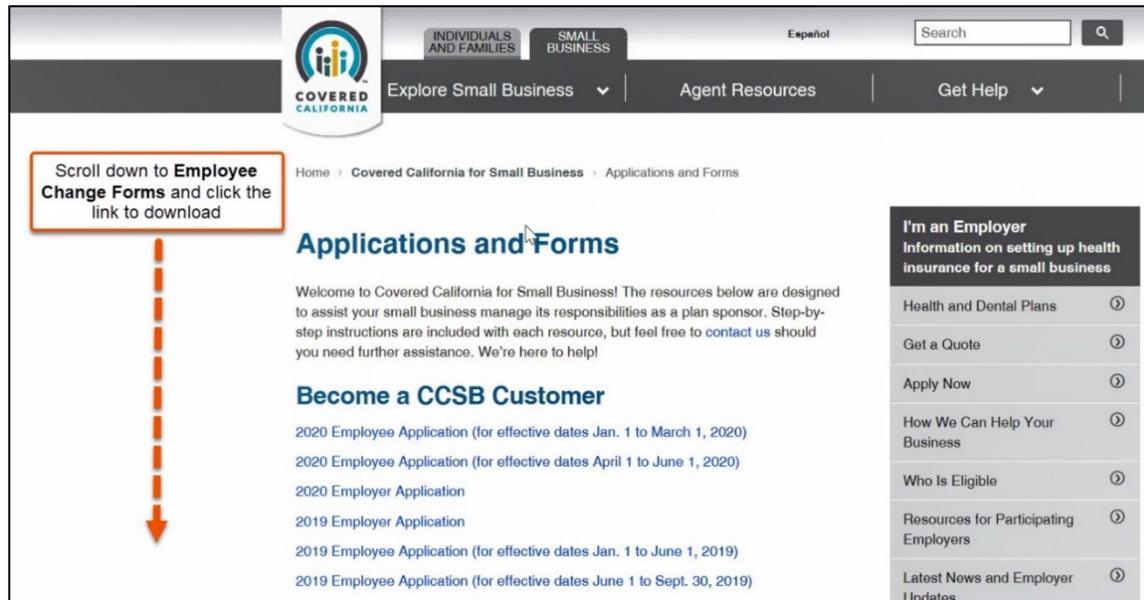


### Download Change Form:

A pop up for the “File Upload Message Board” will appear. Click the **Download Employee Change Form** button.



You will be redirected to the “Applications and Forms” page on the CCSB website where you will need to scroll down to the “Employee Change Forms” section. Select the appropriate effective period and click the link to download the Change Form.

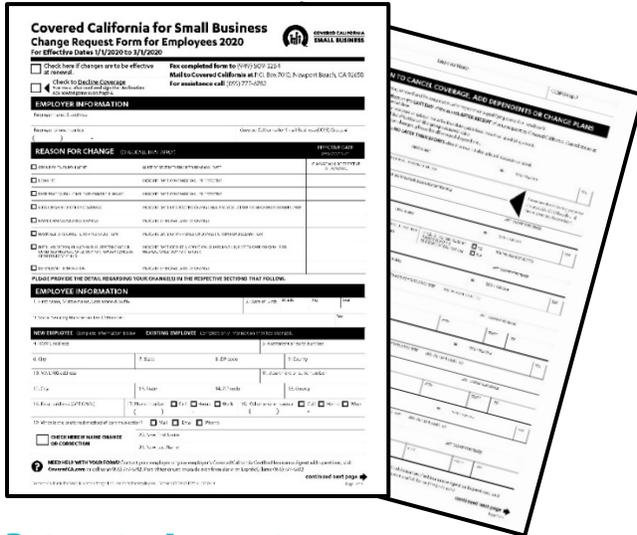




### Employee Completes Form:

Provide the Change Form to your Employee to fill in and sign. Once complete, scan and save the Change Form on your computer to upload in the portal.

**Important! Coverage will not become effective until the Employer uploads the completed change form scan and approves the Employee’s application in the portal.**



### Return to Account:

If you have exited your account, log in. You can continue or return to any pending application by clicking the pen/paper icon under the edit column of the “Activities in Last 90 days Awaiting Submission or Approval” table.

Covered California for Small Business Notes

#### Coverage Details

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<b>Effective Date:</b> 02/01/2020	Previous Payment: -3,948.38
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Eligibility Maintenance

View Invoices  
Current Balance: 793.46

Resources/Help

#### Currently Enrolled Counts

**Employees: 3**                      **Dependents: 3**

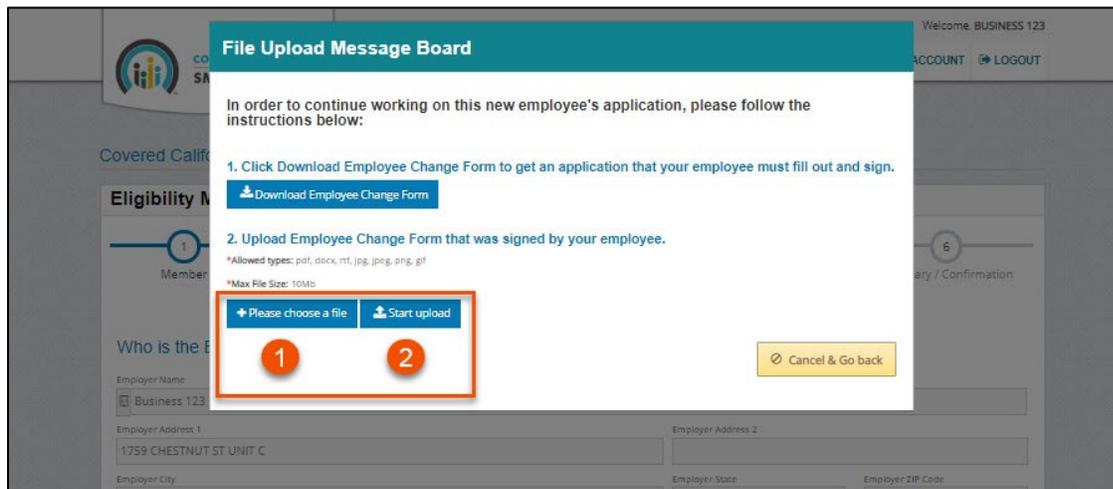
#### Activities in Last 90 days Awaiting Submission or Approval

View/Confirm	Edit	Delete	Employee Name	SSN	DOB	Action	Effective Date	Email Sent Date	Employee Submission Date
			EMPLOYEE EE			AddNewHire	2020-02-01	2020-01-29 09:10:31	Awaiting Submission



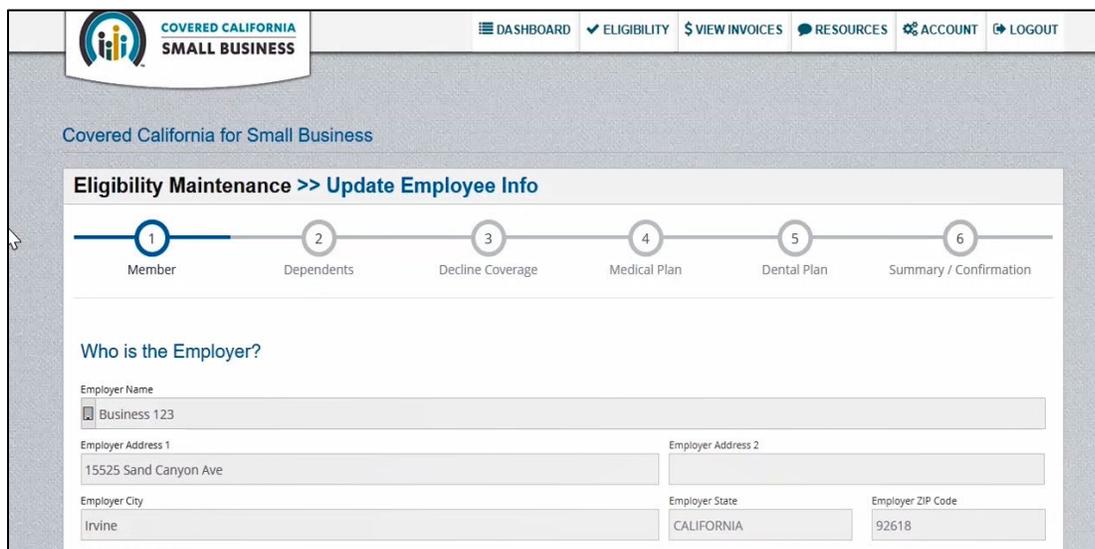
### Upload Form Scan:

Click the “please choose a file” button, which will open a window that will allow you to navigate to and select a file on your computer. After the selection is made, you will be redirected to the “File Upload Message Board” and need to select the “start upload” button.



### Update Employee Info:

You will reach the “Update Employee Info” page where you will need to input the information your Employee has provided on paper. Click **Save & Next** to continue.



You will need to complete a total of six screens and input the information and selections your employee has provided on their completed paper Change Form, which you scanned and submitted. These screens include dependent coverage, decline coverage, medical plan, dental plan and summary/confirmation.



**Note: If an Employer has chosen not to offer Dependent Coverage and/or Dental Coverage, text will appear on the screen indicating that the employer does not offer that coverage.**

**Eligibility Maintenance >> Update Employee Info**

1 Member    2 Dependents    3 Decline Coverage    4 Medical Plan    5 **Dental Plan**    6 Summary / Confirmation

**Employee medical plan selection was successfully saved.**

**Step 5) Employee Dental Plan Enrollment Worksheet** [Generate Dental Worksheet in PDF format](#)

Employer Name	Business 123
Employer Effective Date	2020-02-01
Employer Rating Area	18

**View 2020 Dental Benefit Details**

Dental Plan Options	Child	Rate	Adult	Rate
California Dental Network	Child's HMO	\$8.73	Adult's HMO	\$7.36
Delta Dental	Child's HMO	\$14.49	Adult's HMO	\$13.99
Delta Dental	Child's PPO	\$35.99	Adult's PPO	\$49.99
Dental Health Services	Child's HMO	\$11.70	Adult's HMO	\$9.95
Liberty Dental	Child's HMO	\$11.65	Adult's HMO	\$7.39

To change the dental plan for each member, please select the dropdown list.

Dental Enrollment Information			
Cost you will pay			
Name/Age	Dental Plan	Cost	
Employee Mm, Employee Age: 30	--- Decline Dental ---		
<b>Total cost you will pay</b>			<b>\$0.00</b>

Covered California for Small Business now offers stand-alone dental coverage. Family dental plans offer both adult and adult plus child dental coverage. However, before selecting a separate stand-alone plan for child dependent coverage, make sure to

### Confirmation:

Once you hit "Submit New Employee" you will be redirected to the dashboard where a confirmation message will appear in a green box letting you know that your information was submitted and it will take up to 1 to 2 business days for these changes to reflect in the portal.

**COVERED CALIFORNIA SMALL BUSINESS**    DASHBOARD    ELIGIBILITY    VIEW INVOICES    RESOURCES    ACCOUNT    LOGOUT

• New employee Employee Ee's information has been submitted for processing. It will take 1 to 2 business days for your changes to reflect on the portal. It will take 1 to 2 billing cycles to be reflected on your invoice.

**Business 123**    Notes

Covered California for Small Business

Coverage Details	
<b>Reference Plan:</b> Blue Shield Silver 70 PPO 2250/50 + Child Dental	Previous Amount Due: 3,948.38 Previous Payment: -3,948.38 Bill Date: 01/09/2020
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Currently Enrolled Counts	
Employees: 3	Dependents: 3

[Eligibility Maintenance](#)

[View Invoices](#)  
Current Balance: 793.46

[Resources/Help](#)

**You successfully added a new Employee!**