



Agent Newsletter | April 2020

# Eligibility & Enrollment Updates

## COVID-19 Special Enrollment Period (SEP)

To assist qualified employees impacted by COVID-19 who are seeking coverage, CCSB is offering an extended Special Enrollment Period (SEP).

A qualified employee and/or dependent(s) that previously declined coverage during renewal or original enrollment, can sign up for CCSB plans offered by their employer utilizing this COVID-19 SEP. Coverage will be effective on the 1st of the month following the submission date. All enrollments must be submitted by June 30, 2020.

### How to Add an Employee under this COVID-19 SEP:

1. Download and print an [Employee Change form](#) for effective dates April 1st through June 1st
2. Provide this form to the Employee to complete and sign
3. Under reason for change, instruct the Employee to select **Other** and write in **COVID-19**
4. Complete and return forms:

Online using the [MyCCSB](#) portal

Or by emailing the forms to [CCSBeligibility@covered.ca.gov](mailto:CCSBeligibility@covered.ca.gov)

*(Please see page 2 for information on New Business Submission Deadlines and more.)*

## New Business Submission Deadline

In an effort to provide additional time for Small Business Employers to enroll, throughout April, May, and June the deadline has been extended to the 15th of each month. Please [click here](#) to print or download the updated New Submission Deadlines document.

### Submissions can be made through:

[MyCCSB](#) portal for faster processing

Or by emailing forms to [CCSBeligibility@covered.ca.gov](mailto:CCSBeligibility@covered.ca.gov)

### Initial Payments to Effectuate Coverage:

There has been concern regarding initial payments being processed during the next few months. At this time, payments submitted to the addresses below are still being processed as:

- Preferred Method – Pay online using [ACH PayNow](#) option once the initial invoice is released.
- Secondary Method – Send check and Step 2 of the Employer Application to either address listed below and include a copy of the check with your submission.

#### Overnight Lockbox Address:

**Bank of America Lockbox Services  
Lockbox LAC-740167  
2706 Media Center Drive  
Los Angeles, CA 90065**

#### Standard Payment Address:

**Covered California for Small Business  
P.O. Box 740167  
Los Angeles, CA 90074-0167**

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## Adding an Authorized Representative and Approved Admin Staff to Agency Roster

Employers can add an Authorized Representative to help manage their account during group setup or by submitting an Employer Change Form.

Located at the top of page two of the Employer Change Form, located under the Primary Contact section is the Authorized Representative section:

<b>Authorized Representative</b> (if you want to name someone as your authorized representative — OPTIONAL)	
6. First name, Last name, & Suffix	
7. Phone number ( ) -	8. Email address (OPTIONAL)

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Employers must fill in the required contact information (email address is optional) and submit to CCSB via the [MyCCSB portal](#), fax at (949) 809-3264, or by mailing the form to:

Covered California  
P.O. Box 7010  
Newport Beach, CA 92658

For CCSB Agents who want to add an Approved Admin Staff to their Agency account, the applicant must complete the Covered California's Learning Management System (LMS) training, Criminal Record Disclosure, and Live Scan Request as part of the application process. Please note, CCSB is not responsible for any fees associated with the background check process. The applicant or Agency is responsible for all incurred fees.

If you have any questions regarding this process, please email [AgentContracts@covered.ca.gov](mailto:AgentContracts@covered.ca.gov).

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### **Agent Functionality in the MyCCSB Portal**

The [MyCCSB portal](#) allows for essential functions during the group's renewal period such as changing plans, updating employee information, viewing balances and making enrollment status changes.

Below is a list of features and benefits of using the MyCCSB portal:

- Agents and Employers can process Adds and Terminations for Employee(s)
- Initiate Employer/Employee application process
- View current book of business on the dashboard
- Access Employer dashboard and invoices
- Review Employee's eligibility status and carrier assignment
- View eligibility transactions
- Upload Change Forms for Employee(s) or Dependent(s)

Click [here](#) for a comprehensive list of Agent functions within the MyCCSB portal.

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### **Notice to Agents Regarding Eligibility Auto-Responses**

New in 2020, CCSB Eligibility will no longer be personally emailing confirmation once a request is received or completed. An auto-response will be sent to confirm receipt of the request and once completed, an auto-response message will direct the contact to visit the MyCCSB portal. To follow up on the status of a request, please reach out to Customer Service at (855) 777-6782.