



Covered California
PO Box 989725
West Sacramento, CA 95798-9725



Your destination for affordable
healthcare, including Medi-Cal

Matt J
Los Angeles, CA

Important news about your health benefits

07/15/2014

Case Number: redacted

Dear Matt [REDACTED],

Thank you for applying for health insurance through Covered California for you and your household members. We used the information you gave us and state and federal data to make this decision:

Matt [REDACTED]

Thank you for applying with Covered California.

Covered California is currently reviewing the information you provided on your application to decide whether you qualify for a special enrollment period. While your case is being reviewed, you will be unable to select a plan. When the review is done in about 10 business days, a service center representative will call you.

What to do next

Your special open enrollment only lasts for 60 days after the event occurred. Your special enrollment period ends **September 12, 2014**. If you do not hear from Covered California within 10 business days of the date of this notice, please call the service center. A representative will be able to help you.

If you think we are wrong and you believe that you qualify for a special enrollment period, you have the right to appeal. Read "**If you think we made a mistake**" below.

About Special Enrollment Periods

Now that open enrollment is closed, you can only enroll in a Covered California health insurance plan if you experience a "qualifying life event". You have 60 days from the date on which the qualifying life event happens to enroll in a Covered California health insurance plan or change your existing Covered California plan. If 60 days pass and you do not sign up for health coverage, you will have to wait until the next open-enrollment period, which will be in the fall.

Keep in mind that you can enroll in Medi-Cal or AIM (Access for Infants and Mothers) at any time. You do not need a special enrollment period to enroll in Medi-Cal.

CCOE100

What's a qualifying life event?

A qualifying life event is a change in your life that can make you eligible for a Special Enrollment Period. Some examples of qualifying life events are:

- Lost or will soon lose my health insurance
- Permanently moved to/within California
- Had a baby or adopted a child
- Got married or entered into domestic partnership
- Returned from active duty military service
- Gained citizenship/lawful presence
- Released from jail or prison
- Other qualifying life event (determined on a case by case basis)

Members of federally recognized tribes and Alaska Native shareholders can sign up for health insurance any time of year. There is no limited enrollment period for these groups, and they can change plans as often as once a month.

If you have questions about Special Enrollment Periods or qualifying life events a Service Center Representative can help you. Call the Service Center at 1-800-300-1506.

What to do if you qualify for 90 days

You qualify for 90 days because information you gave us did not match our records. Send us **one** of the proofs listed above right away.

Go to www.CoveredCA.com to see a complete list of documents you can send. Or call the Service Center at **1-800-300-1506**.

Send your documents in one of these three ways:

- Online using your account at www.CoveredCA.com
- By fax to **1-888-329-3700 (1-888-FAX-3700)**
- By mail to:

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If you have changes

You must tell Covered California within **30** days of any changes that may affect whether you qualify for health insurance, or to get premium assistance to help with paying for your health insurance. You should report changes such as;

- If you add a new member to your household
- If you lose a member of your household
- If your income increases or decreases
- If your citizenship status changes

To report changes, log into your account at www.CoveredCA.com or call the Service Center.

If you think we made a mistake

If you think we made a mistake or you don't agree with our decision, you can appeal. To ask for an appeal, log on to www.CoveredCA.com and send an appeal request. Or call the Covered California Review Department at **1-800-300-1506**.

Questions?

- If you have created a CoveredCA account, log on to your account at www.CoveredCA.com; or
- Call the Covered California Service Center at **1-800-300-1506**. You can call Monday through Friday 8 a.m. to 6 p.m. and Saturdays 8 a.m. to 5 p.m. The call is free.

This notice is being sent to you in compliance with the Affordable Care Act:
45 CFR 155.420(c), 45 CFR 155.420(d)



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Put this page first with your reply.

To help Covered California decide your case quickly, send us this page with any proofs or information we asked for. Send changes you wish to report, or any documents you would like us to have.

Please include this cover sheet on top of any documents you are sending.

Three ways to send:

1. Upload through your account at www.CoveredCA.com
2. Fax to **1-888-329-3700 (1-888-FAX-3700)**
3. Mail to:

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