Lawful Presence Notice Timeline

In order to help consumers retain their health care coverage, Covered California will implement a reinstatement policy, beginning in October and continuing through the end of the calendar year for any consumer who can provide their lawful presence documents and are verified. Consumers will be provided a unique Helpline and/or appeals process to for assistance with reinstatement.

Week of 9/1	• Mailed "no docs" notice in English and Spanish and included a babble page for threshold languages (92.5K households) • Posted supporting materials to CoveredCA.com in English and Spanish • Provided supporting materials to service channels
Week of 9/8	• Mailed "incorrect docs" notice in English and Spanish and included babble page (7.5K households) • Provided support materials to service channels • Provided carriers with extract file, robocall script, and talking points • Provided agents with extract file and talking points
Week of 9/15	• Sent reminder emails and included a special Helpline number for consumers who have submitted incorrect documents and need assistance • Sent carriers and agents updated extract files • Began "thank you" confirmation post card campaign to consumers who verified lawful presence
Week of 9/22	• Continued thank you post card campaign • Mailed second/reminder paper inconsistency notices • Updated agent and carrier files
Week of 9/29	• Update agent and carrier files for outreach • Continue thank you note campaign for outreach
Week of 10/6-10/13	• Covered California identifies consumers who will be terminated; sends final file to carriers
Week of 10/13	• Send Covered California termination notice to consumers (total number unknown). The English and Spanish notice includes a unique helpline, an appeals process, and a modified tagline page in the Medi-Cal threshold languages alerting consumers that their coverage will end and to call Covered California.
October 31	• Last day of coverage
Oct 31- Nov 7	• Carriers send termination notices

Income Notice Timeline

Notices about income verification emphasized awareness of tax credit reconciliation while encouraging consumers to report changes and mitigate tax liability. Notices were sent to consumers who met at least one of the following criteria:

1) Reported a change in income and are in a new FPL bracket (brackets defined as less than 200%, 200-299%, and 300-400%).
2) Reported a decrease in family size.
3) Between 46 and 65 years of age, AND currently pay their fair share, AND have an income in 300-400% FPL, OR have an income between 175-200% FPL, OR have an income between 275-300% FPL.
4) Consumers with outstanding income inconsistencies.

Week of 9/8	• Provided support materials to service channels
Week of 9/15	• Sent income notice (295K households) • Posted supporting materials to CoveredCA.com in English and Spanish
Week of 9/22	• Sent reminder email