

Roles of Counties and Covered California in Health Coverage Programs Beginning in 2014

Under the Affordable Care Act, there are significant changes and expansions of health coverage programs and there is a new entity involved in delivering health coverage programs, the California Health Benefit Exchange, also known as Covered California. The table below shows responsibility for eligibility determinations, ongoing case maintenance, and health plan enrollment, based on the avenue through which the customer requests services. The following narrative more fully describes the division of workload between the counties and the Covered California Service Center.

Method of contact		MAGI Medi-Cal		Non-MAGI Medi-Cal		Advanced Premium Tax Credits			Non-subsidized health insurance through Covered California
		Initial eligibility determination*	Ongoing case maintenance (renewals, changes of circumstances, etc.)	Initial eligibility determination	Ongoing case maintenance (renewals, changes of circumstances, etc.)	Initial eligibility determination	Health plan enrollment (assisting customer with plan selection and enrolling customer in his/her chosen plan)	Ongoing case maintenance (renewals, changes of circumstances, etc.)	Health plan enrollment (assisting customer with plan selection and enrolling customer in his/her chosen plan)
Customer contacts the county	In person visit to county office	County	County	County	County	County	County	Covered California	County
	Calls the county	County	County	County	County	County	County	Covered California	County
	Applies online to the county through a SAWS online option (BCW, C4Yourself, or YourBenefitsNow)	County	County	County	County	County	County	Covered California (not available through SAWS portals)	County
	Mails application to the county	County	County	County	County	County	County	Covered California	County
Customer contacts Covered California	Calls Covered California	County*	County	County	County	Covered California	Covered California	Covered California	Covered California
	Applies online via CalHEERS	County**	County	County	County	Covered California	Covered California	Covered California	Covered California
	Mails application to Covered California	County**	County	County	County	Covered California	Covered California	Covered California	Covered California

* During the initial open enrollment period (October 1, 2013-March 31, 2014) only, The Covered California Service Center will perform some MAGI Medi-Cal eligibility processing for mixed cases.

** Referred to county for any needed follow-up.