



State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

September 30, 2021

Medi-Cal Eligibility Division Information Letter No.: I 21-26

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIASONS

SUBJECT: Update for Covered California's Extranet Site for County Eligibility Worker's Accessing Job Aids and Training Materials  
(Reference: MEDIL [I 16-13](#))

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to inform counties that Covered California has updated their county access procedures for their extranet site that contains Covered California job aids and training materials. This MEDIL updates instructions provided in MEDIL [I 16-13](#).

Covered California grants access to authorized county staff, typically up to two county training coordinators, so they may download tools and training materials to support their respective counties. Access may be granted to users based on the need of each county and may be extended to policy and technical areas as well. If a county currently has staff accessing the extranet, the existing user may provide their county with assistance in obtaining instructions for access.

If counties are unable to leverage existing authorized county users, they may send an inquiry via email to [ApplicationEnrollment@covered.ca.gov](mailto:ApplicationEnrollment@covered.ca.gov) to obtain a current county user list, receive instructions for requesting access, update existing users, or obtain assistance for current users. Enrollment for new users will be updated weekly, on every Thursday, via a submitted ticket, and will usually take place two to four days from the date of submission.

If you have any questions or if we can provide further information, please contact Leejuan Camarena at (916) 345-8073 or by email at [Leejuan.Camarena@dhcs.ca.gov](mailto:Leejuan.Camarena@dhcs.ca.gov).

**Original Signed By**

Sandra Williams, Chief  
Medi-Cal Eligibility Division