



2017 Consent, Income, and Tax Attestation Notice Talking Points Certified Enrollers

Background Information

Beginning April, 24 2017, Covered California will send notices to consumers to notify them they are at risk of losing their Advance Premium Tax Credit (APTC) and/or cost-sharing reductions for health insurance coverage through Covered California in 2017.

Consumers will receive [this notice](#) for one or more of the following reasons:

- Consumer's Consent for Verification has expired
- Consumer may not have filed a 2015 federal income tax return for their household to reconcile the APTC used to lower plan premium costs during 2015
- Consumer's household income may be too high to qualify for APTC

Consumers were advised to contact Covered California or their Covered California Certified Enroller for assistance in [updating their Consent for Verification](#) and/or to check their income and family size. Consumers were advised to contact ONLY Covered California to provide an "Attestation To File a Federal Tax Return for 2015" by phone or in writing to Covered California by mail or fax.

Talking Points

- Per law and regulations, you cannot initiate conversations regarding whether or not the consumer is a non-tax filer
- If a consumer indicates they are contacting you about the notice they received, offer to review their Consent for Verification and income and family size information with them
- Do not make any statements like:
 - Are you inquiring about not filing your taxes?
 - Did you file your tax return in 2015?
- If the consumer does not specifically mention or ask about their tax filing status do not initiate conversations regarding whether or not the consumer is a non-tax filer
- Ask the consumer if there is anything else you can assist them with
- If the Consumer specifically states they would like to provide attestation that they filed their taxes or they need help with tax attestation contact the main Covered California service center at 1-800-300-1506 with the Primary Tax Filer (or their Authorized Representative) on the line
- Do not provide any tax filling advice under any circumstance or answer any tax filing questions – refer them to contact the main Cover California service center