



Your destination for affordable, quality health care, including Medi-Cal



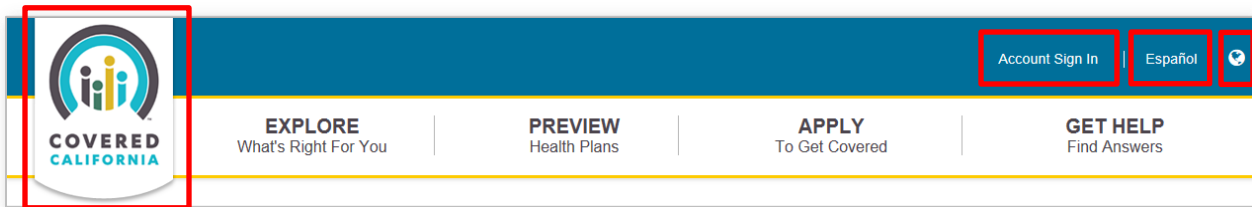
JOB AID: CALHEERS GLOBAL HEADER AND FOOTER

November 7, 2014

This Job Aid highlights tools and resources available on the CalHEERS website global header and footer to help Customer Service Representatives (CSRs), County Eligibility Workers (CEWs) and Certified Insurance Agents (Agents) better assist Consumers to apply for healthcare coverage, evaluate their health plan options, and enroll plans that fit their needs and budget.

Global Header

The global header displays at the top of each CalHEERS page and features four tabs: **Explore** What's Right For You, **Preview** Health Plans, **Apply** To Get Covered, and **Get Help** Find Answers.

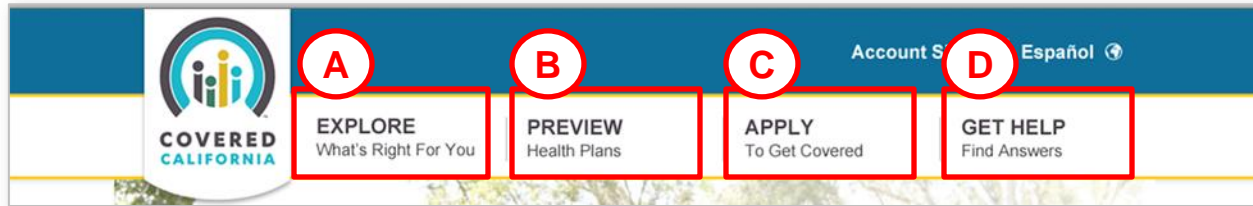


Navigation Bar

- Clicking the Covered California logo navigates the user to the Covered California home page from anywhere within the CalHEERS website (or if the user is logged into their account, navigates to the Individual Landing page).
- Clicking the **Account Sign In** link navigates the user to the *Login or Create an Account* page.
- Clicking the **language selector** link toggles page views between English and Spanish. The default display is Spanish. If English is displayed, click **English** to toggle from Spanish to English.
- Clicking the **globe** icon accesses a dropdown list of languages. Select the language link to access the fact sheet in the selected language.

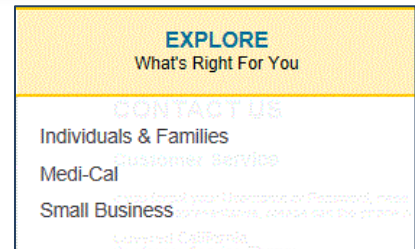


Global Header Tabs



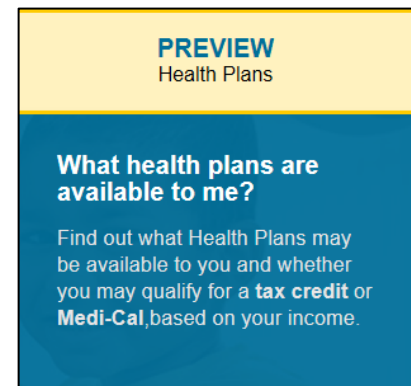
A: Hover over the **Explore** tab.

- A menu appears with a list of Consumer's program types (**Individuals & Families**, **Medi-Cal** and **Small Businesses**).
 - Click the **Explore** tab to go to the *Tutorials* page.
 - Click one of the menu options to navigate to information on the Covered California website for the selected Consumer program type.



B: Hover over the **Preview** tab.

- The *What health plans are available to me?* information box displays.
 - Click the **Preview** tab or the displayed text to go to the *Preview Plans* page to find out what health plans and discounts consumers might qualify for.



PREVIEW PLANS

Find out if you may qualify for help to lower your health care costs.
Answer these questions to find out if your household might qualify for programs and discounts. Apply so we can find exactly what benefits you qualify for

Questions

What is your Zip Code? *

What is your total income per year? * \$

How many people are in your household? *

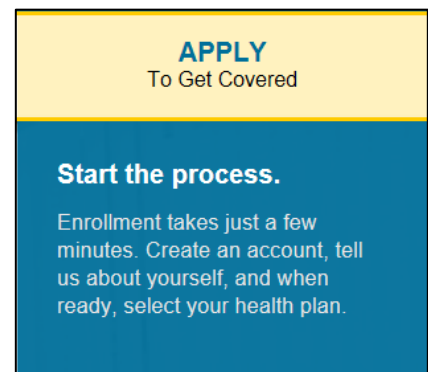
Age of Head of Household *

Is anyone in your household pregnant? * Yes No

Is anyone in your household blind or disabled? * Yes No

C: Hover over the **Apply** tab.

- The *Start the process* information box appears.
 - Click the **Apply** tab or the displayed text to go to the *Set Up An Account* page.

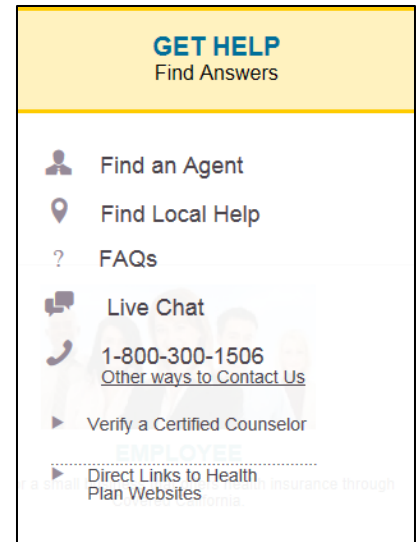


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D: Hover over the **Get Help** tab.

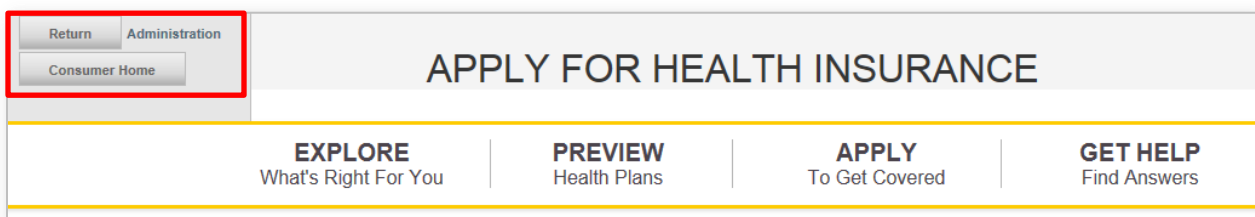
- The *Get Help Find Answers* menu appears with a list of tools and resources. Select an applicable option:

- Find an Agent** to go to the *Locate Assistance* page in a separate window
- Find Local Help** to go to the *Find Help Near You* page in a separate window
- FAQs** to go to the *Frequently Asked Questions | Welcome to Answers* page in a separate window
- Live Chat** to access Covered California online chat
- 1-800-300-1506** to call the Covered California Service Center
- Other Ways to Contact Us** to navigate to the *Contact Us* page to view ways to contact Covered California Customer Service in a separate window
- Verify a Certified Counselor** to go to the *Certified Partners Verification System* page in a separate window
- Direct Links to Health Plan Websites** to access carrier websites in a separate window



Global Header – Administrator (View only)

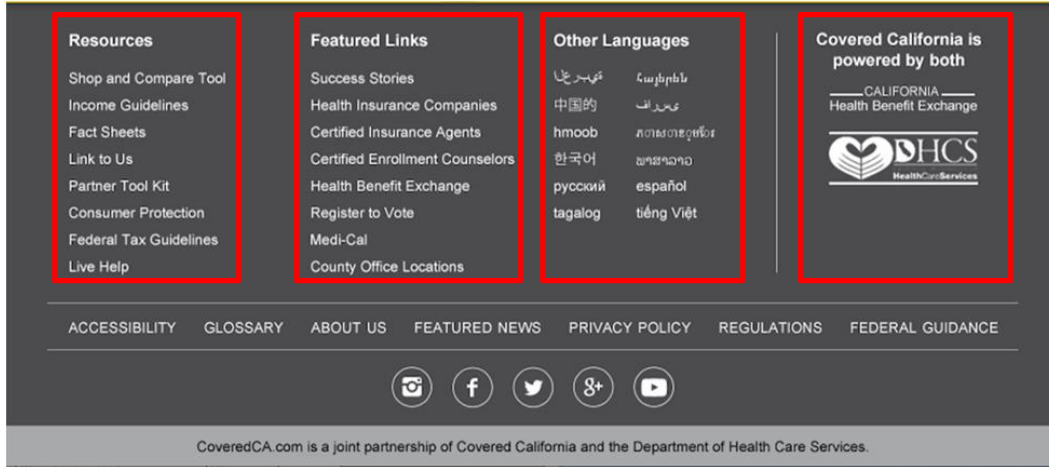
When logged in as an Administrator, the Global Header has a slightly different appearance. At the top of the left hand page, a grey bar displays with **APPLY FOR HEALTH INSURANCE**, and the Covered California logo is replaced with a **Return** button that navigates the user back to the Administrator Home page. The **Consumer Home** button displays on the header (except when on the Consumer's home page) to allow the administrator to return to the consumer's Individual Landing page.







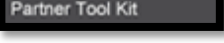
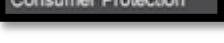


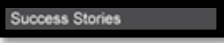



Global Footer

The global footer displays at the bottom of each CalHEERS page and features links to resources and information. There are four columns in the global footer: **Resources**, **Featured Links**, **Other Languages** and **Covered California Sponsors**. Click a link to navigate to a resource or online tool as described in the table below. Note that clicking these links will open websites in a new window such as Covered California or the Department of Health Care Services. To return to the CalHEERS website page, click the 'X' in the new window to close.


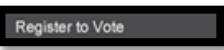



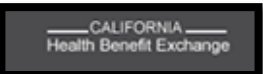

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Resources, Featured Links, Other Languages and Covered California Sponsors detail information:

Click	To Access
Resources	
	The Covered California Shop and Compare Tool in a separate window (https://www.coveredca.com/shopandcompare/#calculator)
	Covered California Income Guidelines to help Consumers determine if they qualify for financial help
	Covered California fact sheets on a variety of topics such as Getting Financial Help and Getting Yourself and Your Family Covered
	Buttons to link Covered California to another website
	A community education Covered California toolkit for organizations
	Covered California consumer protection information
	IRS site with Affordable Care Act information
	Form to submit for chat support with a member of the Covered California Service Center team regarding non-case specific questions
Featured Links	
	Covered California Success Stories
	California Health Benefits Exchange page with links to various health insurance carriers
	California Health Benefits Exchange page – Welcome Certified Insurance Agents. Provides bulletins, quick links, and Helpful Information for Certified Insurance Agents.
	California Health Benefits Exchange page – Outreach and Education: Certified Enrollment Counselors. Provides links for Helpful Information, and information for becoming a CEC.


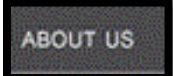
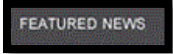








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	The California Health Benefits Exchange website
	Voter Registration resources on the Covered California website
	Steps to Medi-Cal page on the Department of Health Care Services (DHCS) website
	List of county social service agencies on the DHCS website to apply for Health Coverage, Medi-Cal and Other Benefits
Other Languages	
	<p>Fact sheets in languages supported by CalHEERS. Click to access a topic fact sheet in the selected language.</p> <p>The listed languages are: Arabic, Armenian, Chinese, Farsi, Hmong, Khmer, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.</p>
Covered California Sponsors	
	The California Health Benefit Exchange website (http://hbex.coveredca.com)
	The California Department of Health Care Services website (http://www.dhcs.ca.gov/Pages/default.aspx)

Additional links and icons are displayed at the bottom of the global footer and are described in the table below.

Resources	Featured Links	Other Languages	Covered California is powered by both
Shop and Compare Tool	Success Stories	العربية	 
Income Guidelines	Health Insurance Companies	中国的	
Fact Sheets	Certified Insurance Agents	hmoob	
Link to Us	Certified Enrollment Counselors	한국어	
Partner Tool Kit	Health Benefit Exchange	русский	
Consumer Protection	Register to Vote	tagalog	
Federal Tax Guidelines	Medi-Cal	tiếng Việt	
Live Help	County Office Locations		
<p>ACCESSIBILITY GLOSSARY ABOUT US FEATURED NEWS PRIVACY POLICY REGULATIONS FEDERAL GUIDANCE</p> <p>      </p>			
CoveredCA.com is a joint partnership of Covered California and the Department of Health Care Services.			

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Click	To Access
	Covered California Website Accessibility Information
	Covered California Glossary of Terms
	About Us Information for Covered California (includes a description)
	Covered California blog and news links
	Covered California privacy practices and links to download complaint forms and privacy notices
	Covered California regulations for a variety of topics
	California Health Benefits Exchange page – Federal Guidance
	Covered California Instagram page
	Covered California Facebook page
	Covered California Twitter page
	Covered California Google posts
	Covered California YouTube videos