



Immigration and Citizenship Notice Certified Insurance Agent Talking Points

Some consumers may receive a Covered California letter asking them to verify lawful presence. If a consumer contacts you with questions, please indicate:

- You have received this notice because Covered California did not have enough evidence that you are a U.S. citizen or a lawfully present immigrant.
- Covered California is required to verify this information in order to continue your coverage, and if applicable, continue providing federal subsidies.
- All of your citizenship/immigration information will be kept entirely private. This notice, or any documents submitted, will NOT impact your citizenship or immigration status, and no information will be shared with law enforcement or immigration authorities.

See the sample notice for reference.

If the consumer has already submitted documents:

- It is possible that Covered California needs additional documents from you, or that they were unable to verify your documents in order to verify your citizenship or immigration status.
- You should resend the specified documents in the notice so that you can maintain your coverage.

See the following page for instructions on how to submit verification documents.

Types of documents required for verification:

- The notice you received contains a list of all the valid document types (**see sample notice**).

Where to submit citizenship and immigration documents:

- Preferably, you should upload the requested verification to your Covered California online account.
- I can assist you as a certified insurance agent, or you may seek out the assistance of a certified enrollment counselor or from the Covered California call center to complete the upload process.
- In addition, you can send the documents via fax or mail.

See the following page for instructions on how to submit verification documents

Failing to submit verification documents on time:

- You have until **September 30th, 2014** to submit the requested documents and verify your citizenship/immigration status
- You may be terminated from Covered California coverage if they cannot verify your status
- **[ONLY IF ASKED]**: If you have received advanced premium tax credits (APTC), you may be asked to pay back federal subsidies you received if sufficient evidence of lawful presence is not provided.

Privacy:

- Covered California keeps all personal information secure. No documents submitted will be shared with unauthorized parties.
- The notice and any submitted documents will NOT impact citizenship or immigration status, and will NOT impact a lawful resident applying for a U.S. citizenship.
- No information submitted will be shared with law enforcement or immigration authorities.

Misc:

- **[ONLY IF ASKED]:** Covered California is assessing how many of its consumers will receive these notices. There is currently no tally of notices sent requesting verification documents.

How to Assist Consumers

You can assist consumers with verifying their citizenship or immigration status by helping them upload, fax or mail the necessary documents to Covered California. Here are the instructions for each of those options:

OPTION 1: UPLOAD documents to the consumer’s Covered California online account

- Have the consumer delegate the application to you.
 - If the consumer does not have access to his or her case, the consumer will need to create an account and obtain an access code to delegate their application to you.
 - Covered California sent access codes to consumers without accounts. If the consumer did not receive a code, the consumer can obtain one by calling the Covered California Service Center.
- Upload the valid and required documents (**a full list of qualifying documents can be found in the sample notice**).
- If the uploaded document does not match a “Document Type” category on the Covered California online enrollment portal, select “U.S. Passport” and continue.
- Click the “Browse” button and continue uploading the document as usual.

OPTION 2: FAX documents to Covered California

- Make sure the consumer includes the “Here’s my Proof” cover page. This is included in the notice that was sent to the consumer or can be downloaded from CoveredCA.com.
- Fax necessary documents to 1-888-329-3700

OR

OPTION 3: MAIL documents to Covered California

- Make sure the consumer includes the “Here’s my Proof” cover page. This is included in the notice that was sent to the consumer or can be downloaded from CoveredCA.com.
- Mail the necessary documents to:

Covered California Service Center
P.O. Box 3530
Rancho Cordova, CA 95670-5667