



The Renewal Toolkit for Certified Representatives is your “one-stop shop” for all the information and resources you need to support Covered California members through the renewal process. This toolkit includes notices to members and corresponding talking points, job aids and FAQs to help you guide consumers with taking related action. Browse the toolkit by topic to identify the resources you need quickly and click on the links provided to access the posted material. Check back frequently for updates.

**Consent for Verification**

Resource	Type	Description	Date Updated
<a href="#">Authorization for Consent Notice</a>	Notice	Notice to consumers that did not provide consent for Covered California to verify their income information.	8/10/2015
<a href="#">Consent for Verification Talking Points</a>	Talking Points	Quick and important facts about the 2016 Renewal Period and the electronic authorization for consent to verify income.	8/10/2015
<a href="#">Job Aid: View and Update Consent for Verification</a>	Job Aid	Instructions to update the Consent for Verification on CoveredCA.com	7/13/2015

**Immigration and Lawful Presence**

Resource	Document Type	Description	Date Updated
<a href="#">Citizenship/Lawful Presence Inconsistency Notice</a>	Notice	Notice to consumers whose citizenship or lawfully present status cannot be verified. Also available in <a href="#">Spanish</a> , <a href="#">Chinese</a> , <a href="#">Vietnamese</a> , and <a href="#">Korean</a> .	7/15/2015
<a href="#">Citizenship/Lawful Presence Inconsistency Email</a>	Email	Email to consumers whose citizenship or lawfully present status cannot be verified.	7/15/2015
<a href="#">Citizenship/Lawful Presence Inconsistency Notice Talking Points</a>	Talking Points	Quick and important facts about providing proof of citizenship and lawful presence.	7/15/2015



<a href="#">Job Aid: Uploading Verification Documents</a>	Job Aid	Step-by-step instructions for uploading verification documents to the CoveredCA.com website.	6/14/2014
<a href="#">Immigration Toolkit</a>	Various	Welcome to Answers, FAQs in English and Spanish, Acceptable Documents by Category of Lawful Presence, Common Immigration Documents	1/26/2015

**Non-Tax Filers**

Resource	Document Type	Description	Date Updated
<a href="#">Non-Tax Filer Letter</a>	Letter	Notice to all Covered California members about the importance of filing a federal tax return	7/15/2015
<a href="#">IRS Letter 5591</a>	IRS Letter	Notice to consumers that received a Premium Tax Credit for the 2014 coverage year and have yet to file their 2014 federal tax return.	7/15/2015
<a href="#">Non-Tax Filer Talking Points</a>	Talking Points	Quick facts about renewal implications for non-tax filers and links to IRS and other resources.	7/15/2015

**“Other” Inconsistencies**

Resource	Document Type	Description	Date Updated
<a href="#">Other Inconsistencies Notice</a>	Notice	Notice to consumers who need to provide proof of a Social Security Number, Incarceration or Minimum Essential Coverage status. Also available in <a href="#">Spanish</a> , <a href="#">Chinese</a> , <a href="#">Vietnamese</a> , and <a href="#">Korean</a> .	7/15/2015
<a href="#">Other Inconsistencies Talking Points</a>	Email	Quick facts about the notice sent to consumers asking for proof of a SSN, Incarceration or Minimum Essential Coverage status.	7/15/2015



**Agent Extract**

Resource	Document Type	Description	Date Updated
<a href="#">Job Aid: Agent Extract</a>	Job Aid	Step-by-step instructions for accessing your Agent Extract/Individual Book of Business.	7/15/2015
<a href="#">Inconsistency Extract Talking Points</a>	Talking Points	Important information about the new Inconsistency Extract available to Agents.	7/28/2015

**Other Resources**

Resource	Document Type	Description	Date Updated
<a href="#">Job Aid: Delegating and Removing a Delegation</a>	Job Aid	Instructions for delegating a CEC via Find Local Help and removing a CEC delegation via Manage Delegates.	7/13/2015
<a href="#">Job Aid: Create an Individual Account</a>	Job Aid	Instructions for how to create a consumer account and link it to an existing case via an Access Code.	6/9/2014