



COVERED
CALIFORNIA

Your destination for affordable health care



ABOUT US

COVERAGE

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NEWS CENTER

LANGUAGES: ENGLISH

Welcome
to
Covered
California

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

Start Here

Or call:
800-300-1506



Individuals
& Families



Small
Businesses



I Need Help
Before 2014



Find Help
Near You

www.CoveredCA.com



Covered California is our state's new health care marketplace.

Single people, couples and families can find affordable health care coverage here. Depending on your income, you may qualify for the newly expanded Medi-Cal program or financial assistance to make a health insurance premium more affordable.

To find information comparing your health care coverage options and enroll:

Visit the Covered California website, available in Spanish and English:
www.CoveredCA.com

Call Covered California for free personal assistance in the language of your choice: **1-800-300-1506**

National health care reform is here, coverage is affordable, and Covered California will help you find a plan.



CALIFORNIA ACADEMY OF
FAMILY PHYSICIANS
STRONG MEDICINE FOR CALIFORNIA

Welcome to Covered California

Congratulations on joining more than a million Californians who now have health coverage they can depend on through Covered California.

You now have coverage for visits to the doctor, medical prescriptions, emergency care, free preventive care and other covered services to help keep you and your family healthy. For detailed information on the services your health plan covers, contact your health plan.

After you Enroll



After you enroll and pay your first premium, your health plan will send you a welcome packet including important information about your coverage and a member ID card.

Once you receive the welcome packet and your coverage starts, you're ready to schedule your first appointment and start making the most of your health plan.

If you have any remaining questions about your coverage, contact your health plan. Make sure you understand:

- Which doctors accept your plan
- What you should expect to pay for covered services
- How to get prescriptions

Making the Most of Your Coverage

Getting Started



Find a Doctor

Contact your health plan to find an in-network provider. It will cost you less than a provider not in your network.



Prepare for Your First Visit

Write down a list of questions and concerns so you don't forget to discuss them with your doctor.

Visiting the Doctor



Bring Your Member ID Card

This provides details about your plan, and should be shown each time you need health services.



Share Your Medical History

If you visit a new doctor, share your history of illnesses, allergies, past procedures and medications.

Ongoing Care and Prescriptions



Get Free Preventive Care

Remember to make the most of your free preventive care, like yearly flu shots, screenings and wellness visits.



Filling Prescriptions

To receive full coverage for prescriptions, check to ensure you're using a network pharmacy.

Understanding Your Costs



Pay Your Copay

At doctor's visits, you may be responsible for a copay. This is your share of the costs for the care.



Deductible and Coinsurance

You may be responsible for additional costs for some services. Contact your health plan to learn more.

More questions?



Watch our "Welcome to Answers" video series at CoveredCA.com/FAQs

Protecting Your Rights



The health care law provides you with rights and protections that make coverage fair and easier to understand. The law:

- Requires health plans to cover people with pre-existing health conditions
- Makes it illegal for health plans to cancel your insurance just because you get sick
- Covers young adults under age 26 on their parents' plan
- Provides free preventive care
- Ends lifetime and yearly dollar limits on coverage of essential health benefits

For detailed information about your benefits or payments, contact your health plan directly.

Questions or Concerns?

If you are not satisfied after speaking with your health plan and would like to file a complaint, call:

For Health Net PPO members:

California Department of Insurance
(800) 927-4357

For all other health plan members:

California Department of Managed Health Care
(888) 466-2219

For free help working with your health plan, the Department of Insurance, or the Department of Managed Health Care:
Health Consumer Alliance
(888) 804-3536

Understanding your Advanced Premium Tax Credit



The Advanced Premium Tax Credit (APTC) is provided to those who qualify for financial help to pay for health coverage. Your APTC is calculated based on your estimated annual household income, family size and where you live.

If your income or family size changes, report it to Covered California within 30 days. If your income varies month to month, estimate your annual household income to determine the coverage and APTC that you qualify for.

How Does the APTC Affect Your Taxes?

If you receive a tax credit through Covered California, you must file taxes for that benefit year. You will receive a 1095-A form, which shows how much the IRS paid to your health plan to help with the cost of your health coverage. You will use the information on your 1095-A to fill out IRS Form 8962. The IRS will use this to ensure the amount of APTC you received is correct.

If you have more questions about tax credits, the forms 1095-A and 8962, and how they relate to your health plan, call or visit:

ACA (Affordable Care Act) Tax Provisions
www.irs.gov/aca

VITA (Volunteer Income Tax Assistance)
(800) 906-9887

TCE (Tax Counseling for the Elderly)
(800) 906-9887

Terms to Know

You may see and hear lots of new words as you begin to use your health plan. It's important that you understand the terms so you can get the most out of your coverage.

Premium This is the amount you pay every month to your health plan to maintain your health insurance coverage.

Copay This is a fixed amount you pay for certain covered services, like doctor visits. You will not be charged a copay for preventive care services, like annual wellness visits.

Deductible This is the fixed amount some plans require you to pay before the plan begins to pay its share for covered services, like hospitalizations and procedures. Deductibles don't apply to preventive care services, which are free.

Coinsurance Once you have paid your full deductible, your coinsurance kicks in. This is when your health plan begins to pay its share for covered services, with your share calculated as a fixed percentage. Depending on your plan, your portion of the coinsurance cost can range from 10-40%.

Out-of-Pocket Limit This is the maximum you'll pay per year for medical services before your health plan begins to pay for 100% of services, protecting you and your family from very high medical expenses. Most of your copayments, deductibles and coinsurance payments will be counted toward this limit.

Free Preventive Care to Keep You Healthy

Your health plan includes free preventive services for you and your family, helping you detect and prevent small problems before they become big health risks. These free services are just a sample of the care you can receive:

For adults:

- Blood pressure and cholesterol screenings
- Tests for common diseases like Type 2 Diabetes

For women:

- Mammograms and cervical cancer screenings
- Breastfeeding support and equipment

For children:

- Vision and hearing screenings
- Common vaccinations
- Pediatric dental coverage

For detailed information about your benefits or payments contact your health plan directly.



CoveredCA.com



Use the Find Local Help button on our website to find free, confidential help near you.



(800) 300-1506



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Now That You're Enrolled
Using Your Plan

