



## Covered California: What's the status of my application?

Update: January 5, 2013

### **How can I check the status of my application for a Covered California health insurance plan?**

To check the status of your application, log in to your account at [www.CoveredCA.com](http://www.CoveredCA.com) and click the "Summary" button to view your application summary page. On this page, you can view your eligibility and plan enrollment by family member. If you do not see a health insurance plan or program listed with a plan enrollment date, then you still need to pick your health insurance plan.

### **How can I check the status of my application if I filled out a paper application?**

If you filled out a paper application, you will get a notice from Covered California in the mail after your application is processed, and you will get a premium bill from your health insurance plan. If you have not received a notice or a premium bill, you can call Covered California at (800) 300-1506 to check on the status of your application.

### **When will I get my first premium bill from my health insurance company?**

If you applied online and selected a health insurance plan before Dec. 1, your health insurance company should have sent you a bill for your first month's premium. If you applied before December 1 and have not received a bill, you should call your health insurance plan. If you applied on or after December 1 and did not pay online through your health insurance company's website, you should get your bill five to 10 days after you apply and select a plan. We encourage you to **pay your health insurance premium to your health plan as soon as you can once you receive your bill** but no later than January 15, 2014, in order for your health coverage to begin on January 1, 2014.

### **How can I pay my premium bill?**

You need to pay the health insurance company — not Covered California. You can pay your bill by mail, but be sure you send it so the insurance company will receive your payment by January 15<sup>th</sup>. Your health insurance company also may accept payment through the phone or online, which would be faster than mailing your payment. Contact your health insurance company for more information about payment options. Please note that it can take up to 36 hours to transfer your information to the health insurance company after you apply through Covered California.

### **When will I get membership ID cards for my health insurance plan?**

Your health insurance company will mail you an enrollment package and membership ID cards within 10 business days of the health insurance company receiving your premium payment.

### **What if I haven't applied yet?**

If you haven't applied yet, you can still enroll. You can get important information about enrollment deadlines here <https://www.coveredca.com/FAQs/Enrollment-and-Payment-FAQs-FINAL.pdf>.

<b>Covered California Health Plan Customer Service Contact Information</b>		
<b>Covered California Health Plan</b>	<b>Customer Service Number</b>	<b>Website</b>
Anthem Blue Cross	(855) 634-3381	<a href="http://www.anthem.com/ca/paymentlanding">www.anthem.com/ca/paymentlanding</a>
Blue Shield of California	(888) 256-3650	<a href="http://www.blueshieldca.com/coveredca">www.blueshieldca.com/coveredca</a>
Chinese Community Health Plan	(877) 224-7808	<a href="http://www.cchphmo.com/how-to-pay">www.cchphmo.com/how-to-pay</a>
Contra Costa Health Plan	(855) 957-2247 extension 3	<a href="http://www.coveredcc.org/payment">www.coveredcc.org/payment</a>
Health Net	(888) 926-4988	<a href="http://www.healthnet.com/exchange/ca">www.healthnet.com/exchange/ca</a>
Kaiser Permanente	(888) 236-4490 for payment questions (800) 539-0695 for enrollment questions	<a href="http://info.kaiserpermanente.org/html/coveredca">http://info.kaiserpermanente.org/html/coveredca</a>
Molina Healthcare	(888) 858-2150	<a href="http://www.molinahealthcare.com/paymentCA">www.molinahealthcare.com/paymentCA</a>
L.A. Care Health Plan	(855) 270-2327	<a href="http://www.lacarecovered.org">www.lacarecovered.org</a>
Sharp Health Plan	(800) 359-2002	<a href="http://www.sharphealthplan.com/payment">www.sharphealthplan.com/payment</a>
Valley Health Plan	(888) 421-8444 choose option 2	<a href="http://www.valleyhealthplan.org/sites/hoppers/Pages/CoCa_Billing.aspx">http://www.valleyhealthplan.org/sites/hoppers/Pages/CoCa_Billing.aspx</a>
Western Health Advantage	(888) 442-2206	<a href="http://www.westernhealth.com/shop-for-insurance-individuals/welcome-to-wha/">http://www.westernhealth.com/shop-for-insurance-individuals/welcome-to-wha/</a>