

# Uploading and Downloading in My Files

## IPAS FEATURE: MY FILES

For security purposes, Covered California cannot accept or send documents with Personal Identifying Information (PII) via email. For this reason, a feature has been added on IPAS that allows Entities to upload files such as change request forms, badge replacement forms, and Entity Management Training forms directly to their IPAS account. Additionally, Covered California may upload documents for Entity retrieval and review.

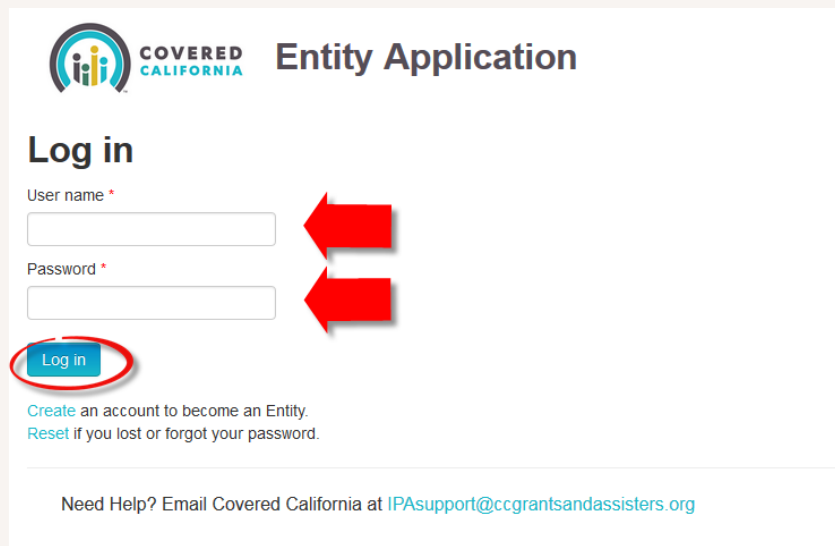
***Please note that Entity application documents are uploaded in the required documents screen in the application, and Counselor Criminal Disclosure Forms must be faxed directly by the counselor to Covered California.***


The following section provides tips for uploading documents securely for Covered California:

- If a document is too large to upload, try one of the following options:
  - Rescan the document at a lower resolution (recommended resolution: 200 dpi)
  - Use a free compression software, which can be downloaded online. This method can reduce the size of a document by 30-50%
  - If you have Adobe Acrobat Pro (not Adobe Reader), you can decrease the size of a document by:
    - Opening the file in Acrobat Pro
    - Selecting: File → Save As Others → Reduce Size PDF
- If your upload is timing out before completion, check the following:
  - Internet connection speed. Slower connection speeds coupled with large files frequently result in a timeout
  - Internet browser, please use: Google Chrome or Mozilla Firefox as your browser
  - The file size of the document must be less than 40MB

## TO ACCESS THE “MY FILES” AND DOWNLOAD FILES

1. Log into your IPAS account at: <https://ipas.ccgrantsandassistors.org/>



 COVERED CALIFORNIA **Entity Application**

**Log in**

User name \*

Password \*

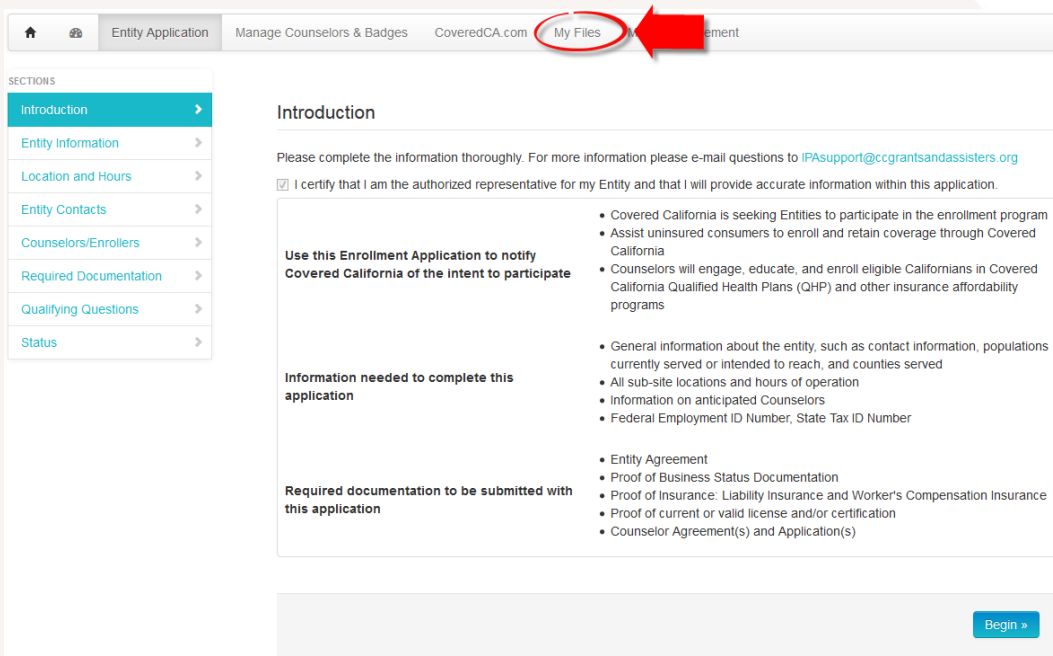
**Log in**

[Create an account to become an Entity.](#)  
[Reset if you lost or forgot your password.](#)

Need Help? Email Covered California at [IPAsupport@ccgrantsandassistors.org](mailto:IPAsupport@ccgrantsandassistors.org)

# Uploading and Downloading in My Files

2. Click on the “My Files” tab



Entity Application | Manage Counselors & Badges | CoveredCA.com | **My Files** | Enrollment

SECTIONS

- Introduction >
- Entity Information >
- Location and Hours >
- Entity Contacts >
- Counselors/Enrollers >
- Required Documentation >
- Qualifying Questions >
- Status >

### Introduction

Please complete the information thoroughly. For more information please e-mail questions to [IPAsupport@ccgrantsandassistors.org](mailto:IPAsupport@ccgrantsandassistors.org)

I certify that I am the authorized representative for my Entity and that I will provide accurate information within this application.

**Use this Enrollment Application to notify Covered California of the intent to participate**

- Covered California is seeking Entities to participate in the enrollment program
- Assist uninsured consumers to enroll and retain coverage through Covered California
- Counselors will engage, educate, and enroll eligible Californians in Covered California Qualified Health Plans (QHP) and other insurance affordability programs

**Information needed to complete this application**

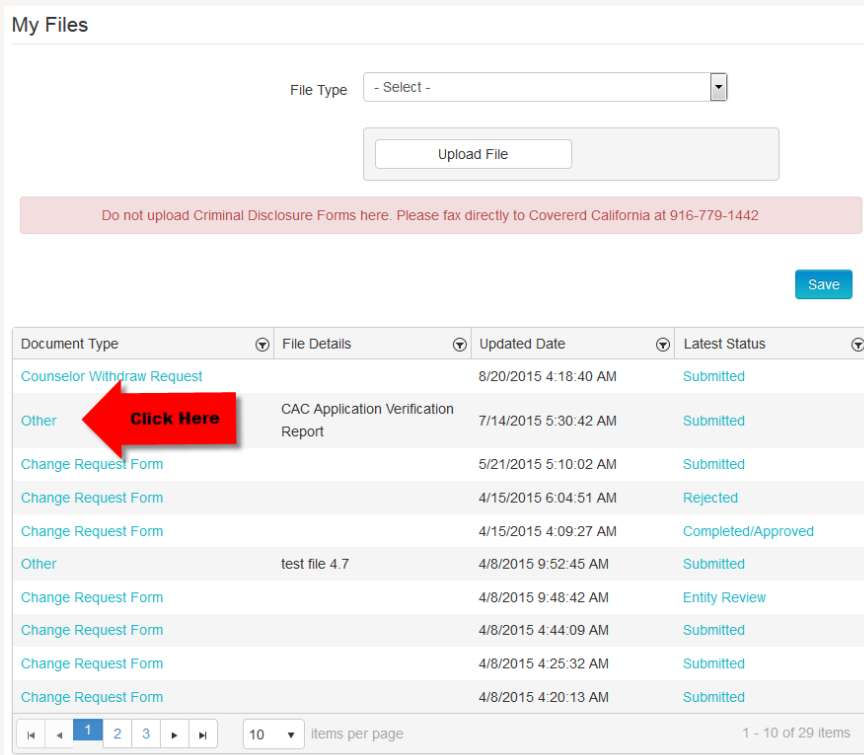
- General information about the entity, such as contact information, populations currently served or intended to reach, and counties served
- All sub-site locations and hours of operation
- Information on anticipated Counselors
- Federal Employment ID Number, State Tax ID Number

**Required documentation to be submitted with this application**

- Entity Agreement
- Proof of Business Status Documentation
- Proof of Insurance: Liability Insurance and Worker's Compensation Insurance
- Proof of current or valid license and/or certification
- Counselor Agreement(s) and Application(s)

[Begin »](#)

3. Click on the document link in the summary grid



My Files

File Type:

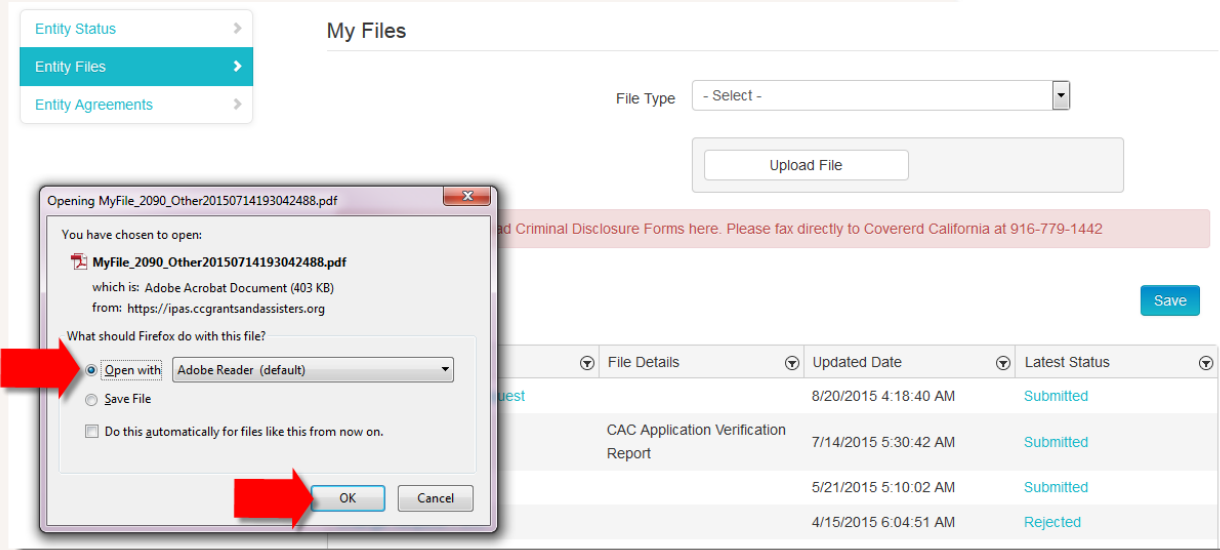
Do not upload Criminal Disclosure Forms here. Please fax directly to Covered California at 916-779-1442

Document Type	File Details	Updated Date	Latest Status
<a href="#">Counselor Withdraw Request</a>		8/20/2015 4:18:40 AM	Submitted
<a href="#">Other</a>	CAC Application Verification Report	7/14/2015 5:30:42 AM	Submitted
<a href="#">Change Request Form</a>		5/21/2015 5:10:02 AM	Submitted
<a href="#">Change Request Form</a>		4/15/2015 6:04:51 AM	Rejected
<a href="#">Change Request Form</a>		4/15/2015 4:09:27 AM	Completed/Approved
<a href="#">Other</a>	test file 4.7	4/8/2015 9:52:45 AM	Submitted
<a href="#">Change Request Form</a>		4/8/2015 9:48:42 AM	Entity Review
<a href="#">Change Request Form</a>		4/8/2015 4:44:09 AM	Submitted
<a href="#">Change Request Form</a>		4/8/2015 4:25:32 AM	Submitted
<a href="#">Change Request Form</a>		4/8/2015 4:20:13 AM	Submitted

1 2 3 10 items per page 1 - 10 of 29 items

# Uploading and Downloading in My Files

## 4. Open and Save to your Computer



Entity Status >  
Entity Files >  
Entity Agreements >

My Files

File Type: - Select -

Upload File

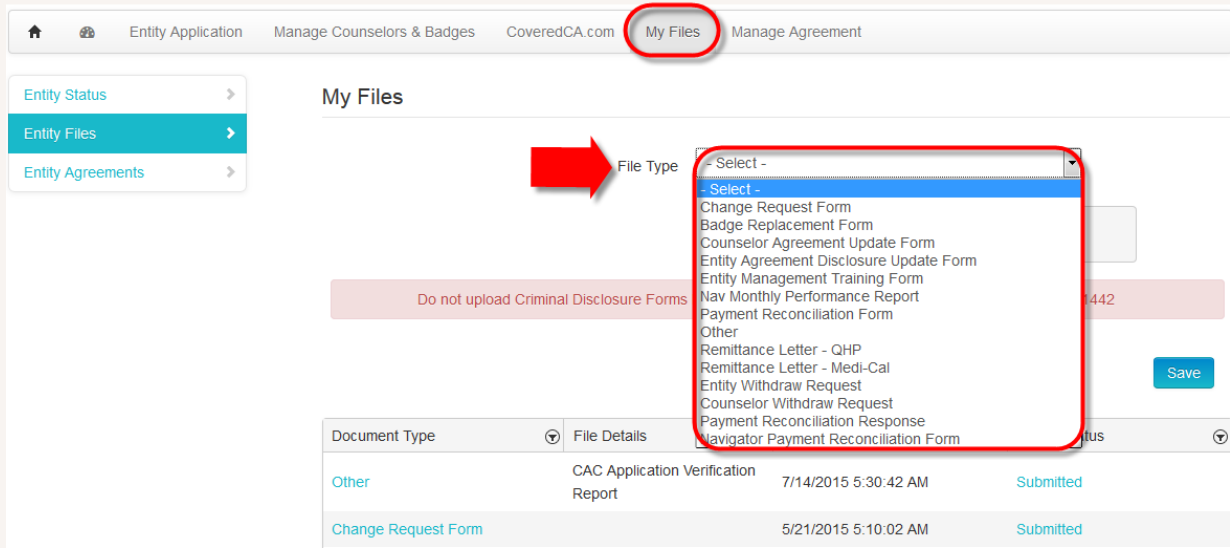
Do not upload Criminal Disclosure Forms here. Please fax directly to Covered California at 916-779-1442

Save

File Details	Updated Date	Latest Status
Request	8/20/2015 4:18:40 AM	Submitted
CAC Application Verification Report	7/14/2015 5:30:42 AM	Submitted
	5/21/2015 5:10:02 AM	Submitted
	4/15/2015 6:04:51 AM	Rejected

## TO ACCESS THE “MY FILES” AND UPLOAD FILES

1. In ‘My Files’ use the drop down menu to select the type of file you will upload



Entity Application | Manage Counselors & Badges | CoveredCA.com | My Files | Manage Agreement

Entity Status >  
Entity Files >  
Entity Agreements >

My Files

File Type: - Select -

- Select -
- Change Request Form
- Badge Replacement Form
- Counselor Agreement Update Form
- Entity Agreement Disclosure Update Form
- Entity Management Training Form
- Nav Monthly Performance Report
- Payment Reconciliation Form
- Other
- Remittance Letter - QHP
- Remittance Letter - Medi-Cal
- Entity Withdraw Request
- Counselor Withdraw Request
- Payment Reconciliation Response
- Navigator Payment Reconciliation Form

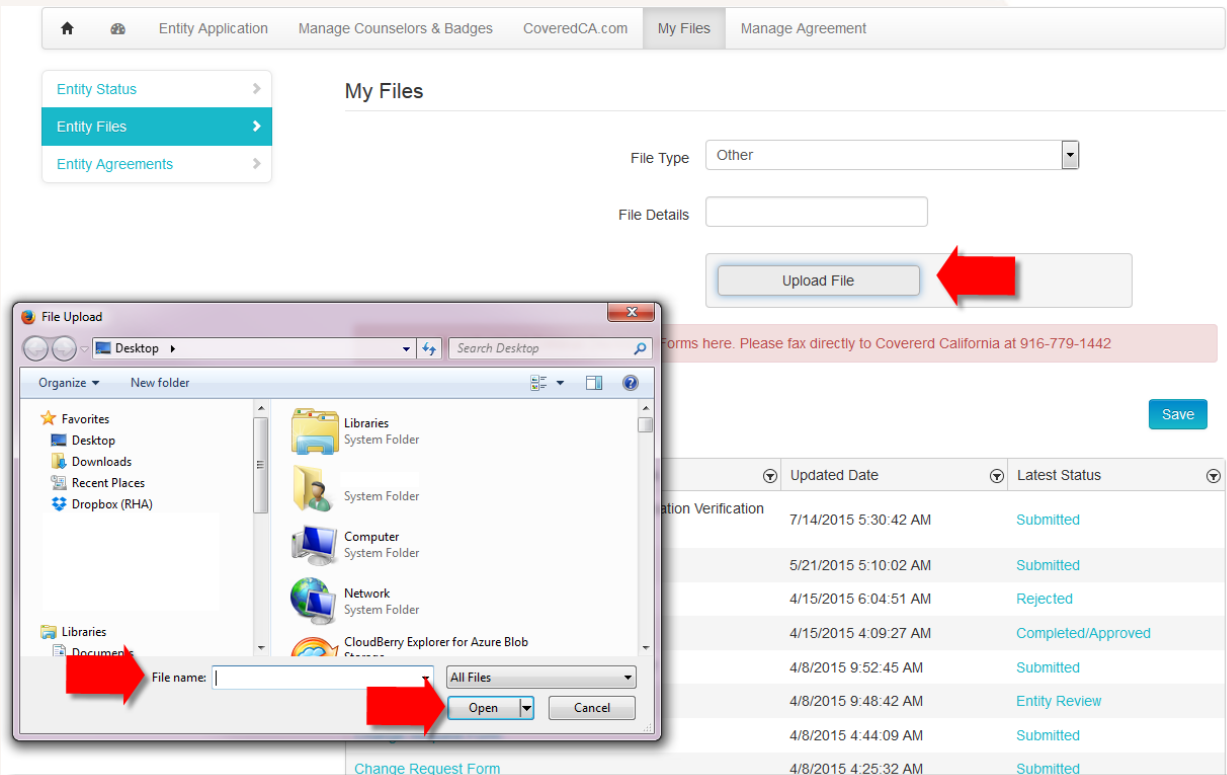
Do not upload Criminal Disclosure Forms

Save

Document Type	File Details	Updated Date	Status
Other	CAC Application Verification Report	7/14/2015 5:30:42 AM	Submitted
Change Request Form		5/21/2015 5:10:02 AM	Submitted

# Uploading and Downloading in My Files

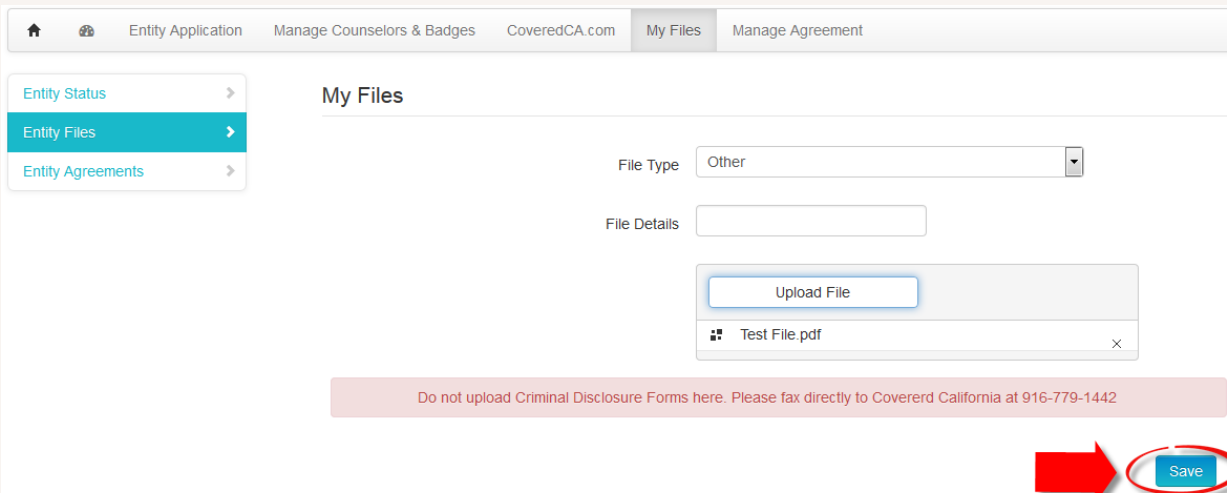
2. Click on the “**Upload File**” button
3. Select the file you want to upload



The screenshot shows the 'My Files' interface. On the left, there are navigation links for 'Entity Status', 'Entity Files', and 'Entity Agreements'. The main area has a 'File Type' dropdown set to 'Other' and a 'File Details' input field. Below these is an 'Upload File' button, which is highlighted with a red arrow. A 'File Upload' dialog box is open over the 'Upload File' button, showing the 'Desktop' location. The dialog box has a 'File name' field and an 'Open' button, both highlighted with red arrows. Below the dialog box, there is a table with columns 'Updated Date' and 'Latest Status'. A 'Save' button is visible on the right side of the page.

	Updated Date	Latest Status
ation Verification	7/14/2015 5:30:42 AM	Submitted
	5/21/2015 5:10:02 AM	Submitted
	4/15/2015 6:04:51 AM	Rejected
	4/15/2015 4:09:27 AM	Completed/Approved
	4/8/2015 9:52:45 AM	Submitted
	4/8/2015 9:48:42 AM	Entity Review
	4/8/2015 4:44:09 AM	Submitted
	4/8/2015 4:25:32 AM	Submitted

4. Click on the “**Save**” button
  - a. The recently uploaded form will appear as the last document on the list



The screenshot shows the 'My Files' interface after a file upload. The 'Upload File' button is now disabled, and a new file 'Test File.pdf' is listed below it. A red arrow points to the 'Save' button, which is circled in red. A red banner at the bottom of the page reads: 'Do not upload Criminal Disclosure Forms here. Please fax directly to Covererd California at 916-779-1442'.