



CITIZENSHIP AND LAWFUL PRESENCE NOTICE CERTIFIED ENROLLMENT COUNSELOR TALKING POINTS

Consumer receives notice asking them to verify lawful presence:

- You have received this notice because Covered California could not verify that you are a U.S. citizen or a lawfully present individual.
- 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.

Types of documents required for verification:

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

Where to submit citizenship and immigration documents:

- Upload the requested verification documents to your CoveredCA.com account.
- In addition, you can send the documents via fax or mail (see notice for detailed instructions).

If a consumer has already submitted documents:

- It is possible that we need additional documents from you, or that we were unable to verify your documents in order to verify your citizenship or immigration status.
- Please resend or upload the specified documents in the notice.

Failing to submit verification documents on time:

- You have until September 30th, 2014 to submit the requested documents and verify citizenship or lawfully present status.
- You may be terminated from coverage if you do not submit or re-submit your documents to verify your status.
- Consumers who have received Advanced Premium Tax Credits (APTC) or Cost Sharing Reductions (CSR) may be asked to pay back federal subsidies they have received if sufficient evidence of lawful presence is not provided.

Privacy:

- Covered California keeps all personal information secure. Documents submitted will not 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.
- Information submitted will NOT be shared with law enforcement nor immigration authorities.

How to Assist Consumers

Certified Enrollment Counselors may assist consumers to verify their citizenship or immigration status by helping them upload, fax or mail the required documents.

IMPORTANT: CECs are required to collect the *Authorization for Enrollment Assistance Form* from the consumer before assisting with any of the options listed below. The *Authorization for Enrollment Assistance Form* is required from each household only once, unless revoked by the consumer, and can be obtained by pointing your web browser to pas.ccgrantsandassisters.org. **PBEs** may also assist consumers with submitting required documentation but are not required to obtain the *Authorization Form*.

OPTION 1: UPLOAD documents to the consumer's CoveredCA.com account

- The consumer must delegate access to their application to the CEC while logged into their account via the *Find Help Near You*.
- If the consumer has not created a personal account, they will be required to create one. They need to link their existing case to their new account using the Access Code that was mailed to them.
- If the consumer needs an Access Code to link their new account, CECs may contact the CEC Help Line at (855) 324-3147.
 - The consumer must be present;
 - Covered California will verify the CECs identity;
 - CECs will hand over the phone to the consumer so that Covered California can verify the consumer's identity and provide them the Access Code;
- The CEC will assist the consumer to link the consumer account to their case and delegate the application.
- Upload the required documents from the "List of Documents" in the notice.
- If the document does not match a "Document Type" category within the online application select "U.S. Passport" and continue.

OPTION 2: FAX documents to Covered California

- Include the "Here's my Proof" cover page provided in the notice.
- 1-888-329-3700

- OR -

OPTION 3: MAIL documents to Covered California

- Include the "Here's my Proof" cover page provided in the notice.
- **Do not mail original documents.**
- Mail copies of the required documents to:
 - Covered California
 - P.O. Box 989725
 - West Sacramento, CA 95798-9725