

FRESNO TO BE SITE FOR COVERED CALIFORNIA CALL CENTER

One of Three Centers Helping Enroll Millions of Californians in Covered California Health Plans

SACRAMENTO, Calif. – Covered California announced today that Fresno will be the location for one of three state-of-the-art call centers that will handle questions from Californians, and help them understand the new health benefits available through the Affordable Care Act. Almost 500 staff will be hired and trained at the Fresno call center to assist consumers with online purchasing of Covered California health insurance products. The center will open in the fall, with the location to be announced soon.

Other Covered California call centers will be located in Contra Costa County, and in Rancho Cordova in Sacramento County. “These three centers will be on the front lines of helping millions of Californians get access to coverage,” said Covered California Executive Director Peter V. Lee. “We need to have skilled customer care representatives helping individuals and small employers sort through the benefits and federal support, and help them understand the new rules.”

Using state-of-the-art technology, the three centers will offer comprehensive, integrated and streamlined services. Call center staff will speak English and Spanish, along with languages common in California such as Mandarin, Cantonese, Vietnamese and Armenian. “Fresno is a great location for one of our service centers because its diverse workforce mirrors the diversity of the State we need to serve” said Lee.

Federal dollars fund the creation of the call centers and their initial staffing. An estimated 5.3 million Californians could benefit from enrolling in Covered California by receiving federal financial assistance, guaranteed coverage, or both.

All California Health Benefit Exchange (Covered California) job openings can be found at: <https://forms.spb.ca.gov/bulletins/ejv.cfm?criteria=0&loc=0&dept=N499>. (Vacancies are updated daily. Interested applicants should also remember to view the “next page” to see all vacancies).

Covered California will administer a written test at the Fresno Convention Center on April 13 for the Program Technician 2 and 3 positions which assist callers with enrollment. Beginning April 11 at noon, applicants for these positions must self-schedule for their exam by visiting <http://www.jobs.ca.gov/Job/ProgramTech>. Candidates who have not self-scheduled via the web will not be admitted to the exam.

About Covered California

California was the first state to create a health benefit exchange following the passage of federal health care reform. Covered California is charged with creating a new insurance marketplace in which individuals and small businesses can get access to health insurance. With coverage starting in 2014, Covered California will help individuals compare and choose a health plan that works best for their health needs and budget. Financial help will be available from the federal government to help lower costs for people who qualify on a sliding scale. Small businesses will be able to purchase competitively priced health plans and offer their employees the ability to choose from an array of plans and may qualify for federal tax credits. Covered California is an independent part of the state government whose job is to make the new market work for California’s consumers. It is overseen by a five-member board appointed by the Governor and Legislature.

For more information on Covered California, please visit www.CoveredCA.com.

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