



# Comments to the Board

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May 21, 2020 Board Meeting

### **FOR PUBLIC DISTRIBUTION**

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**From:** Steve Shorr  
**To:** Agents (CoveredCA)  
**Cc:** Ross, Marc (CoveredCA); BoardComments (CoveredCA)  
**Subject:** Change Agents?  
**Date:** Wednesday, April 15, 2020 3:13:45 PM  
**Attachments:** jmaoe001.ano

It's bad enough that I don't get paid to help people enroll in Medi Cal, but why does Covered CA make it so difficult!

Where's the button in the client's portal to appoint me?

## Agent Selection

Selecting an agent as your representative allows them to access your account, see your information, and make changes on your behalf.

[Back](#) [Search Again](#)



### Steve Shorr

<https://healthreformquotes.com/>, San Pedro, CA 90731  
📞 310-519-1335  
steve@steveshorr.com

Product Expertise **Health, Dental, Vision, Life, Medicare**  
Languages Spoken **English**  
State License Num... **0596610**  
Clients Served **Individuals / Families, Employers**



### **[ - ] What should I know before I designate an Agent?**

Designating an Agent to represent you is a decision that should be considered carefully.

Agents act on your behalf just as insurance agents do in the physical world. You'll be entrusting your Agent to understand your needs in choosing health insurance - whether you need to select plans to offer your employees or choose plans to cover you and your family. The Agent will be able to use your account to make health insurance purchasing decisions just as you would if you were acting on your own. The first step is to find a Agent using Agent search. You then review a list of Agents, read more about them, and then select one that you can designate to act on your behalf. You may also want to call the Agent or search for the Agent on the public internet to find out more. Once you designate an Agent, he or she can access your account, read and edit your personal information, select health insurance plans for you, and even purchase them and bill you for the purchase. So designate an Agent only after you do enough research and thinking. You need to be sure you're comfortable with the Agent who works with you.

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Phone & Skype by Appointment  
CA DOI # 0596610

If the gremlins of the Internet, Chinese or North Korean hackers (they might be [mad at my Dad](#) and getting revenge through me) do something, or I make some mistake and you get this email and it's not for you, please let me know, do not show or forward to anyone else and delete this email. \_\_\_\_\_

**From:** [Steve Shorr](#)  
**To:** [Agents \(CoveredCA\)](#); [OutreachandSales \(CoveredCA\)](#); [BoardComments \(CoveredCA\)](#); [Kearns, Brian \(CoveredCA\)](#)  
**Subject:** Covered CA Advertising  
**Date:** Sunday, April 19, 2020 7:37:09 AM  
**Attachments:** [jmae001.png](#)

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I resent that your advertising doesn't tell the public they can use an agent at no additional charge!

Are we independent contractors or employees?

We don't even get a thank you for enrolling Medi Cal. Look at my website, it's better than yours or Medi-Cals!

<https://vimeo.com/maximize/review/393696994/cd4224aa13>



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**From:** [Steve Shorr](#)  
**To:** [Agents \(CoveredCA\)](#); [BoardComments \(CoveredCA\)](#); [Nauven, Tiffany \(CoveredCA\)](#); [Blue Shield Producer Services \(producerservices@blueshieldca.com\)](#); [Raul Guerridos \(Raul.Guerridos@BlueShieldCA.com\)](#)  
**Subject:** COVID 19 - Mentioning Agents - Medi Cal for Free  
**Date:** Monday, May 4, 2020 7:02:12 AM  
**Attachments:** [image001.png](#)  
[image005.png](#)  
[image006.png](#)

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Hi Covered CA,

Thank you for mentioning agents.

- Consumers can enroll in as little as 30 minutes, either through [CoveredCA.com](#) or over the phone with the help of one of Covered California's thousands of Certified Insurance Agents or enrollers.

Of the 58,000 that signed up, how many were Medi-Cal?

With all the advertising Medi-Cal providers do, why can't they do the enrollment and answer questions? Why use "slave" labor?

I see entire sides of buses with Medi Cal advertisements!

<https://www.coveredca.com/newsroom/news-releases/2020/04/14/covered-california-enrolls-tens-of-thousands-as-impacts-of-covid-19-pandemic-hits-california-households/>

**[\*\*\*Steve's Response]** Please use this link to visit the webpage shown in the screen shot below. The screen shot is NOT clickable or interactive.

**[\*\*\*Steve's Response]**




Home > **Newsroom** > News Releases

April 14, 2020

## Covered California Enrolls Tens of Thousands as Impacts of COVID-19 Pandemic Hits California Households



**Tweet This**

-  "We want to remind consumers that they can get access to the care they need during this crisis, either through Covered California or Medi-Cal."
-  "We are living in unprecedented times, and California is doing everything it can to make sure people have access to care during this public health emergency." "Having more people insured and protected is the right thing for California's families and helps keep everyone better off as those with insurance don't delay getting needed care."
-  "Right now, when social distancing is the new normal and an essential response to the coronavirus pandemic, health insurance is only a phone call away."

- More than 58,000 people have signed up for coverage through Covered California since March 20, when a special-enrollment period was announced in response to the COVID-19 pandemic.
- Covered California has seen a tremendous surge in consumers visiting CoveredCA.com and the website's Medi-Cal page.
- The special-enrollment period allows anyone uninsured and eligible to enroll in health care coverage through Covered California to sign up through June 30.
- Consumers can enroll in as little as 30 minutes, either through CoveredCA.com or over the phone with the help of one of Covered California's thousands of Certified Insurance Assistants.

[https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites\\_content\\_en/bsp/our-plans/medi-cal](https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/our-plans/medi-cal)

Please use this link to visit the webpage shown in the screen shot below. The screen shot is NOT clickable or interactive.

Medi-Cal benefits may include:

**Medical care**

- Primary care doctor, wellness and specialist visits
- Immunizations
- Mental health and substance use disorder services
- Hospital and emergency services
- Family planning, maternity and newborn care
- Laboratory services
- Medications
- Physical and occupational therapy
- Disease and condition management

**Vision care**

- Routine eye exams
- Eyeglasses or contact lenses

**Dental care**

Dental benefits are available to Medi-Cal members who qualify through Denti-Cal program provided by the Department of Health Care Services (DHCS).

**Long-term care services and support**

- Community-based adult services
- In-home supportive services
- Multi-purpose senior services
- Long-term care
- Medical supplies and durable medical equipment

**Transportation services**

- Emergency transportation
- Non-emergency medical transportation
- Non-medical transportation

For detailed information about benefits, review the [Blue Shield Promise Medi-Cal Evidence of Coverage \(EOC\)](#), also known as the Member Handbook.

**How much does Medi-Cal cost?**

Medi-Cal with Blue Shield Promise Health Plan is free for residents who meet eligibility requirements.

- No premiums
- No co-payments
- No out-of-pocket costs

[Read frequently asked questions](#)

To learn more about dental coverage please [visit Denti-Cal's website](#) or call them at (800) 322-6384 (TTY: 711).

[Learn more about essential health benefits](#)

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**From:** [Steve Shorr](#)  
**To:** [Agents \(CoveredCA\)](#); [Nguyen, Tiffany \(CoveredCA\)](#); [BoardComments \(CoveredCA\)](#); [Ross, Marc \(CoveredCA\)](#)  
**Subject:** Broken Promises!!!  
**Date:** Thursday, May 7, 2020 6:15:32 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Hi all,



I resent that the only constructive criticism that I've rec'd lately from Covered CA is not to say Gentlemen, because there are a lot of transgenders working at Covered CA.

When I went to the all day seminar to get certified, we were promised that we would have an affiliate link or at least a drop down menu so that we could be appointed as an agent. This hasn't happened.

So here I am with 19 emails to a prospect.

Mail Calendar People Tasks Notes



Items: 19

no znah    
 Re: Gold? Wed 4:53 PM  
 I would like to talk I applied online and was denied and not sure why but I will be free after


▼ Three Weeks Ago

Steve Shorr  
 Latuda 4/17/2020  
 Here's our research on the cost of Latuda....  
<https://individuals.healthreformqu>

Steve Shorr  
 Lost Coverage? Rx? Provider Fin... 4/17/2020  
 I'm still employed but they refuse to accommodate my restrictions so I lost insurance

no znah    
 Re: Deadline? Co-Pays? 4/17/2020  
 I'm still employed but they refuse to accommodate my restrictions so I lost insurance and I will not

Steve Shorr  
 Deadline? Co-Pays? 4/17/2020  
 Wow that isn't bad at all, the medication copay is kinda high but that is damn reasonable.

no znah   
 Re: \$35k 4/17/2020  
 Wow that isn't bad at all, the medication copay is kinda high but that is damn reasonable. I'm

Steve Shorr  
 \$35k 4/17/2020  
 I can give an average of the past couple years and its \$35,000  
 [\*\*\*Steve's Response] See below

He applies direct! Yet, I'm the one he asks for help to get approved.

How much time, effort and research did it take to be able to answer his questions? Why do I have to spend another 30 minutes doing the application, to make sure I can barely make minimum wage.

He can do the application... So can Medi Cal. Why demean agents to be clerks and put in Social Security #'s. Let us do the higher level stuff!

What is going on???

Steve

---

**From:** >



**Sent:** Wednesday, May 6, 2020 4:52 PM  
**To:** Steve Shorr <steve@steveshorr.com>  
**Subject:** Re: Gold?

I would like to talk I applied online and was denied and not sure why but I will be free after 6pm PST if you are ava

On Thu, Apr 16, 2020 at 9:13 PM Steve Shorr <[steve@steveshorr.com](mailto:steve@steveshorr.com)> wrote:

I think I need gold

**[\*\*\*Steve's Response]**

**What's a good time to talk tomorrow and we can get your application rolling. We need you to upload or email us your drivers license and social security #. See below about encryption.**

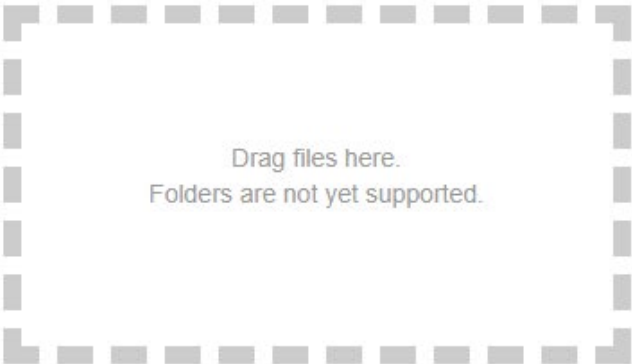
<https://steveshorr.com/intro/set-a-meeting/>

**Please use this link to visit the webpage shown in the screen shot below. The screen shot is NOT clickable or interactive.**

The screenshot shows a web interface for scheduling a meeting. At the top, it says "Let's set a time to talk". Below that is a text input field containing "Phone \* Skype \* What's App \* Facetime (30 minutes)". Underneath is the heading "Your preferred times (suggest up to 3):" followed by a clock icon and "30 minutes". The main area features a calendar for April 2020 with the date Friday, April 17, 2020 selected. To the right of the calendar is a list of time slots with checkboxes: 07:30 AM, 08:15 AM, 09:00 AM, 11:15 AM, 12:00 PM, 12:45 PM, 01:30 PM, 02:15 PM, 03:00 PM, and 03:45 PM. At the bottom, there is a note: "All times are shown in your time zone: Pacific Time (US & Canada) Change !". There are "Back" and "Continue" buttons at the bottom right.

<https://www.paubox.com/steveshorr/upload>

Please use this link to visit the webpage shown in the screen shot below. The screen shot is NOT clickable or interactive.



Choose File No file chosen