



# Comments to the Board

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September 17, 2020 Board Meeting

### **FOR PUBLIC DISTRIBUTION**

#### **Correspondence with Elected/Government Officials**

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**From:** [Steve Shorr](#)  
**To:** [Agents \(CoveredCA\)](#); [BoardComments \(CoveredCA\)](#); [Agent Contracts \(CoveredCA\)](#)  
**Subject:** RE: Updated Agent Code of Conduct  
**Date:** Monday, July 27, 2020 11:20:25 AM

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Hi All,

This is nice, but how about Covered CA honoring it's commitment to provide a drop down menu for our clients to select us as their agent?

How about letting the public know that there is no charge to use an agent. All the advertising that I've seen asks the public to go to Covered CA directly.

What can you do so that we don't spend 3x more time on Medi Cal than something we actually get paid for?

How about some meaningful training so that we can make a living and not be on Medi-Cal ourselves?

I don't see a mention of Medi-Cal in the Code of Conduct, does that mean we are no longer employees working for free and can refer Medi-Cal to the PAID Medi-Cal staff?

My Medi-Cal website get's more hits than all my other websites combined!

Steve

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**From:** Covered California <agents@covered.ca.gov>  
**Sent:** Monday, July 27, 2020 10:45 AM  
**To:** Steve Shorr <steve@steveshorr.com>  
**Subject:** Updated Agent Code of Conduct



July 27, 2020

Covered California has recently amended the [Agent Code of Conduct](#) effective today, July 27, 2020. All Agencies and its Agents are mandated to comply with the rules set forth by this document. Pursuant to Section C(23) of Exhibit A, this Code of Conduct is incorporated by reference into the Agency Agreement as well as the Non-Monetary Agent Agreement. All modifications or amendments to the Agent Code of Conduct are also posted on the [Covered California website](#) for your reference.



**Covered California's Agent Service Center**  
Phone: 877-453-9198 Monday - Friday 8:00 a.m. - 6:00 p.m.

E-mail: [Agents@covered.ca.gov](mailto:Agents@covered.ca.gov)

Check the [Agent Service Center schedule](#) for availability.

Do you have suggestions for how we can make this newsletter better?  
Contact us at [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov). We want to hear from you.

Visit our [Link To Us](#) webpage to access official Covered California buttons  
which you can include on your website or any other digital marketing materials.

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This message was sent to [steve@steveshorr.com](mailto:steve@steveshorr.com) from [agents@covered.ca.gov](mailto:agents@covered.ca.gov)

Covered California  
1601 Exposition Blvd  
Sacramento, CA 95815



Encryption verified by [Paubox](#) - HITRUST CSF Certified

**From:** [Steve Shorr](#)  
**To:** [BoardComments \(CoveredCA\)](#)  
**Subject:** Public Posting of Comments  
**Date:** Thursday, August 27, 2020 5:38:26 AM

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Dear Board Members,

How is it that my comments are posted on your website, but yet, I've never had a response?

Covered CA posted my comments, yet never responded.

<https://board.coveredca.com/meetings/2020/May%202020%20Meeting/Comments%20to%20the%20Board.EXTERNAL%205-15-20.pdf>

[https://board.coveredca.com/meetings/2013/04%20Apr%20Meeting%20Materials/PDFs/Comments%20to%20the%20Board%20-%20Master\\_April.pdf](https://board.coveredca.com/meetings/2013/04%20Apr%20Meeting%20Materials/PDFs/Comments%20to%20the%20Board%20-%20Master_April.pdf)

Steve

[www.SteveShorr.com](http://www.SteveShorr.com)

310.519.1335 Office Landline

562.286.1592 Texting, but email is preferred

Set up a [Phone or Zoom meeting](#)

[Follow us on Facebook.com/SteveShorrInsurance/](https://www.facebook.com/SteveShorrInsurance/)

NAIC National Producer # 2710578

A blue rectangular advertisement for Steve Shorr Insurance. On the left is a headshot of Steve Shorr, an older man with glasses and a mustache, wearing a brown jacket over a striped shirt and tie. To the right of the photo, the text 'www.SteveShorr.com' is written in large white font, with 'Insurance' below it in a smaller white font. Below the photo, it says 'Phone & Skype by Appointment' and 'CA DOI # 0596610'. To the right of the photo, there is a bulleted list of services: 'Employer Group & Individual Health including Covered CA', 'Life, Disability, Retirement & Long Term Care', 'Extensive, Informative and Easy to Read Website' (with a sub-bullet 'Complimentary Anonymous Q&A'), and 'Instant Quotes'. At the bottom right, it says 'Steve@SteveShorr.com' and 'Texting: 562.286.1592'.

If I make some mistake, or something happens 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. [18 U.S.C. §§ 2510-2521](#)