



# Comments to the Board

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April 8, 2021 Board Meeting

### **FOR PUBLIC DISTRIBUTION**

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

- None

#### **Correspondence with Stakeholders**

- March 23, 2021 – [Steve Shorr – RE: Agent Support](#)
- March 31, 2021 – [Steve Shorr – RE: Lisboa Family](#)

**From:** [Steve Shorr](#)  
**To:** [Unger, Adam \(CoveredCA\)](#); [Agents \(CoveredCA\)](#); [BoardComments \(CoveredCA\)](#)  
**Subject:** Agent Support  
**Date:** Tuesday, March 23, 2021 10:26:58 AM  
**Attachments:** [image001.png](#)

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Will all the marketing mention brokers?

The screenshot shows a webinar interface. At the top, it says "LIVE Covered CA Webinar" and "IBM". The main title is "COVERED CALIFORNIA'S CORE STRATEGIES TO MAXIMIZE ENROLLMENT AND HELP AS MANY CALIFORNIANS AS POSSIBLE". Below the title are three numbered points:

- 1. Establish a NEW American Rescue Plan special-enrollment period starting April 12<sup>th</sup> through the end of 2021.** (Accompanied by a calendar icon for April)
- 2. Maintain consumer-focus, support agents and navigators, new partnerships and significant marketing investments April, May, and June.** (Accompanied by a "\$20-30 MILLION" icon)
- 3. Hold health carriers accountable by encouraging them to invest in marketing and reaching out to every consumer who is eligible for a subsidy.** (Accompanied by a medical cross icon)

At the bottom, there is a video player control bar with a play button, a volume icon, and an "HD" indicator.

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

310.519.1335 Office Landline Press 1 to bypass message

562.286.1592 Texting, but email is preferred

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

“Zeal for Excellence”

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

NAIC National Producer # 2710578

The image is a blue rectangular graphic for "SteveShorr.com Insurance". On the left is a portrait of Steve Shorr, an older man with glasses and a mustache. To the right of the portrait, the text reads "SteveShorr.com Insurance". Below the name is a list of services:

- Employer Group & Individual Health including Covered CA
- Life, Disability, Retirement & Long Term Care
- Extensive, Informative and Easy to Read Website
  - Complimentary Anonymous Q&A
  - Instant Quotes

At the bottom left, it says "Phone & Zoom by Appointment" and "CA DOI # 0596610". At the bottom right, it provides contact information: "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](#)

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**From:** [Steve Shorr](#)  
**To:** [Agents \(CoveredCA\)](#); [Unger, Adam \(CoveredCA\)](#); [BoardComments \(CoveredCA\)](#)  
**Subject:** RE: Lisboa Family  
**Date:** Wednesday, March 31, 2021 7:26:59 AM

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It would be nice if Covered CA wasn't going behind brokers backs and taking our clients. Why not tell the public that brokers can do Covered CA?

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**From:** BCS\_CA\_DocAdministration <BCS\_CA\_DocAdministration@kp.org>  
**Sent:** Wednesday, July 1, 2020 10:59 AM  
**To:** Steve Shorr <steve@steveshorr.com>  
**Subject:** Lisboa Family





Dear Broker,

- After careful research, VIEIRA LISBOA family our records show effective 1/1/20 they have active Covered CA policy (Per Covered CA AOR confirmation you're not the broker of record, see below screen shot)
- Prior effective 1/1/20 – Lisboa family had a direct KPIF coverages – our records shows that we paid out 2018 initial for all members however we did not pay persistency 2019 bonus payments. I requested for persistency 2019 payments to pay out on end of July cycle (27<sup>th</sup> when we close the cycle) for all members (\$ 50.00 – only one time pay out)
- Note: This will be last bonus payments eligible or unless you take over the broker of record on this policy with covered CA

Thank you  
Stay safe & healthy!

RE: Kaiser - AOR Confirmation- VIEIRA LISBOA, LUIS [ ref\_00Dt04XCA\_500t0WJFNJ:ref ]

 Covered California Support <support@covered.ca.gov>  
To: Gina X. Tahmasian

 Reply  Reply All  Forward 

Tue 6/16/2020 10:08 AM

**Caution:** This email came from outside Kaiser Permanente. Do not open attachments or click on links if you do not recognize the sender.

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Good day Gina Tahmasian,

Thank you for contacting Covered California™.

Regarding case ending in [REDACTED] for L Viera Lisboa, there is no agent of record currently showing on this case.

DO NOT REPLY if you need further assistance on this issue. Send a NEW email to [agents@covered.ca.gov](mailto:agents@covered.ca.gov) with only the Issue in the Subject Line. If you have a CRM Case Number ONLY include it in the body of your message, do not include the CRM Case Number in the Subject Line. If you require more immediate assistance please call us at 855-777-6782 or 877-453-9198.

Thank you!

Rachel  
Agent Service Center Representative

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[kp.org/thrive](http://kp.org/thrive)

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