

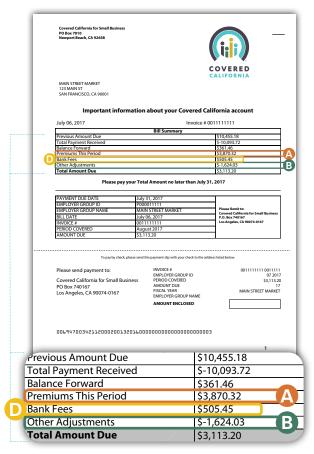
YOUR MONTHLY INVOICE HAS BEEN REDESIGNED

Thank you for your suggestions!



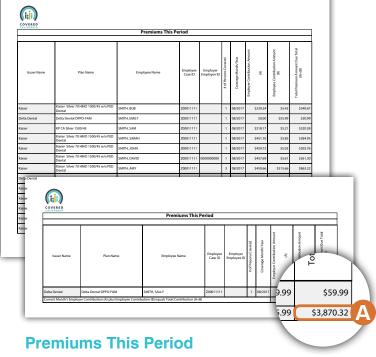
After receiving your suggestions on how to improve the monthly invoice, Covered California for Small Business is pleased to debut the enclosed updates to the design of your invoice. We hope you find the changes helpful in managing your health benefits plan and appreciate the opportunity to serve you better!

The tutorial below is intended to assist you in navigating the updates made to the previous invoice design.



Bill Summary

The Bill Summary remains unchanged. However, totals on the following sections will match specific line items on this page.



This section details your group's current premiums and plans by active enrollees.

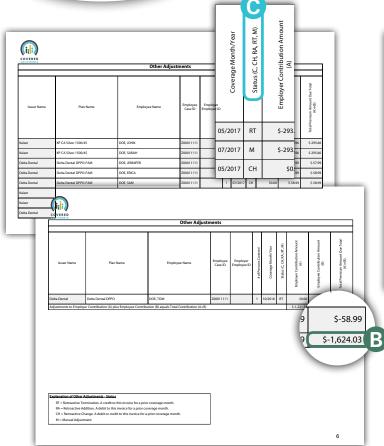


The total shown will match the "Premiums this Period" line on the Bill Summary.

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MONTHLY INVOICE REDESIGN



Other Adjustments

This section now contains only "Other Adjustments." This includes adds, changes, terminations, and manual edits.

- B The total will match the "Other Adjustments" line on the Bill Summary.
- C Also, two new transaction types have been added to the "status" column:
 - "CH" or retroactive change. This represents any debit or credit for a prior coverage month, such as adding a new hire.
 - "M" or manual adjustment. This represents any non-system generated change for a prior coverage month, such as a bank charge for a returned check.

All transaction types are defined in the legend.

If you have additional questions, please contact the CCSB Service Center at

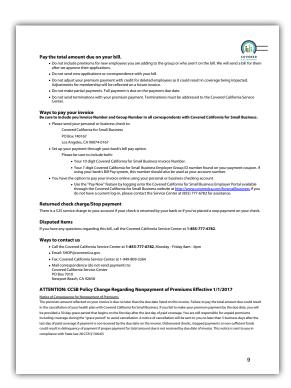
(855) 777 6782 or SHOP@covered.ca.gov

Thank you for helping us to improve your experience!



Bank Fees

Any bank fees will show on this page and the total will match the "Bank Fees" line on the Bill Summary.



Invoice Instructions

This page contains the invoice instructions, which were included with the previous invoice design.