



For Immediate Release:

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California Association of Health Underwriters
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California Association of Health Underwriters: FOR AGENTS IT'S BUSINESS AS USUAL AS SHOP GETS A MAKEOVER

Sacramento, CA – Covered California announced yesterday that it will suspend the Small Business Health Options Program (SHOP) portal to implement a series of redesigns. The news will no doubt increase speculation about the efficacy of the new health care mandate, but to agents it is just a return to the traditional method of submitting paper applications and reliably helping families and businesses get the health insurance they need.

“It really just comes down to the fact that health insurance agents have been at this for a very long time. Good agents learn about the needs of their clients and know how to help them make the best health coverage choices for their businesses and families. It is actually more intricate than it would seem and CAHU appreciates the fact that Covered California wants to improve the SHOP portal so it can accommodate the unique needs that go with insuring lives,” said Neil Crosby, Vice President of Public Affairs for California Association of Health Underwriters (CAHU).

CAHU’s President-Elect, Patrick Burns, provides a supporting perspective. “Ensuring that detailed information about multiple employees, spouses or partners, and in some cases multiple dependents are accurately transmitted to insurance carriers, places big technological challenges on system interfaces. You can only imagine the how challenging it must be to design a system that can work across the platforms of multiple insurance carriers that offer a variety of plans. I only hope that in the weeks and months ahead Covered California will meaningfully seek our input on how to make design adjustments so that agents can deliver the service we are accustomed to being able to give to our clients,” he said.

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There are more than 30,000 health insurance agents in California. To find a certified and state licensed agent who is a member of California Association of Health Underwriters go to CAHU.org, click the Consumers link, and click the “Find an Agent” tab under the drop down menu.

For more information contact: Susan Peters, Executive Director, California Association of Health Underwriters at 800/322-5934 or info@cahu.org.

