



**COVERED
CALIFORNIA**

Join the Team

A CAREER WHERE YOU CAN MAKE A DIFFERENCE



Letter From Our Executive Director

Dear candidate,

At Covered California, we're committed to improving the health of Californians by ensuring they have access to quality health insurance.

As California's health insurance exchange, established under the Patient Protection and Affordable Care Act, we've built a competitive, consumer-first marketplace that serves as a model for the rest of the nation. These efforts have helped more Californians access coverage and care than ever before.

We're proud of the fact that since 2013, over 6.3 million people have had health insurance through Covered California, and millions more have enrolled in Medi-Cal. Together, the rate of the uninsured in California declined from 17 percent in 2013 to a historic low of 6.4 percent in 2023.

Our exceptional team of dedicated public servants are central to this accomplishment.

They represent the rich diversity of our state, and all are connected by a common purpose: making a difference in the lives of the people we serve and creating positive change in our communities.

We want to build on this talent. At Covered California, you will find more than just a job. You will discover a community of colleagues who value innovation, creativity and camaraderie. We're always striving to make Covered California a better place to work — one where our employees can thrive, enjoy work-life balance and have opportunities for career advancement.

We offer a variety of services and benefits, including:

- Flexible work schedules, including hybrid and telework options.
- Paid time off, including standard and personal holidays and career development days.
- Health, dental and vision insurance.
- Retirement benefits and savings plans.
- Eligibility for long-term care and legal service plans.
- Support for individual career planning and development.
- Fitness centers at Sacramento and Fresno offices.
- Employee wellness and assistance programs.
- Free parking.

Working at Covered California means joining mission-driven professionals committed to making a difference and delivering better outcomes for Californians. A highly engaged and capable team is critical to our continued success.

Join us on this exciting journey!

Jessica Altman



Executive Director
Covered California





COVERED CALIFORNIA

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Who We Are



Mission

The mission of Covered California is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.



Vision

The vision of Covered California is to improve the health of all Californians by assuring their access to affordable, high-quality care.



Core Values

We Value People.



We Work Together.



We Do the Right Thing.



We Innovate.



We Follow Through.



Strategic Pillars

Affordable Choices

We connect consumers to financial assistance and a choice of affordable plans and providers that give them the best value.

Quality Care

We ensure consumers consistently receive accessible, equitable, high-quality care.

Organizational Excellence

We foster a nimble culture of continuous improvement that empowers and motivates our team to deliver on our mission with high standards.

Reaching Californians

We are unwavering in our pursuit to reach Californians and connect them to comprehensive and affordable coverage.

Catalyst for Change

We pioneer new ideas and disseminate our learnings to drive improvement in health care in California and nationally.

Exceptional Service

We provide the highest level of service and exceed our consumers' expectations.

DIVERSITY, EQUITY, INCLUSION

We apply this lens in all our work to improve the health and experience of our consumers and to create and support a workforce reflective of our core values and the people we serve.

Steps to a Job at Covered California

Step 1: Search

Visit hbex.coveredca.com/careers to find open positions. Search by keyword or job title or use the advanced search feature to filter by location, work schedule, and salary. Once you find the job you want to apply for, read the job's bulletin to see the qualifications needed. It also explains what the job is like, shows the salary range, and gives you an overview of the exam/assessment process.

Step 2: Exam/Assessment

Now we need to learn more about you. We will evaluate your education, experience, abilities, and knowledge through an exam/assessment. Once you pass an exam/assessment and become eligible, you can start applying!

If you have previously taken an assessment and are still eligible, move on to the next step.

Step 3: Application

Fill out the standard state application template through your CalCareers account at www.calcareers.ca.gov. You can use the same job application template to apply for many positions. Or you can create two or three application templates, each tailored to different jobs. If needed, résumés and writing samples can be uploaded as attachments.

We will evaluate all applicants and reach out to the most qualified for an interview.

Covered California is an Equal Opportunity Employer (EEO)

Applicants requiring reasonable accommodations for the hiring interview process must request the necessary accommodations if scheduled for a hiring interview. The request should be made at the time of contact to schedule the interview. Questions regarding reasonable accommodations may be directed to the EEO contact listed on the job posting.

California Relay Service: (800) 735-2929 (TTY), (800) 735-2922 (Voice)

TTY is a telecommunications device for the deaf and is reachable only from phones equipped with a TTY device.

LEAP, or the Limited Examination and Appointment Program, makes obtaining state employment more accessible for applicants with disabilities. For more information, contact our LEAP Coordinator at careers@covered.ca.gov.

Career Opportunities

Business Services Branch

The Business Services Branch is responsible for providing guidance on contract and purchasing services; carrying out health, safety, and wellness services; providing central support functions for administrative programs enterprise-wide; ensuring facilities are well-maintained and secure and managing our physical resources through facilities operations.

The branch oversees these areas:

- Facilities Services
- Health and Safety/Wellness
- Procurement
- Contracts Real Estate
- Special Projects

Communications and Public Relations Division

The Communications and Public Relations Division creates and leads Covered California's strategic communications and public relations programs. These include media relations and integrated communications efforts to help drive awareness of Covered California and support enrollment efforts, as well as internal communications including the employee newsletter. The division is also responsible for the overarching strategy and content for CoveredCA.com, the organization's consumer-facing website.

The division oversees these areas:

- Media Relations and Integrated Communications
- Messaging and Executive Communications
- Graphics and Video Production
- Website Strategy, Design and Development

Covered California University

Covered California University is the learning and development branch. As experts on change adoption strategies, information dissemination, knowledge-sharing and management, learning programs and systems, the branch collaborates with programs and interacts across the organization leveraging subject matter experts



and maintains both written materials and training courses that support organizational effectiveness and development. The branch manages and administers the technology that supports information and training, including the Knowledge Hub, Knowledge Management Center, Customer Relationship Management, Salesforce Knowledge, Absorb Learning Management System and LinkedIn Learning.

The branch consists of the following sections: Knowledge and Data section and the Learning Programs Section with supporting specialists in Diversity, Equity and Inclusion and Organizational Change Management.

The branch oversees these areas:

- Training Delivery Training Design
- Knowledge Management and Content Management
- Organizational Change Management

Career Opportunities

External Affairs and Community Engagement Division

The External Affairs and Community Engagement Division serves multiple functions, including leading Covered California's federal and state government relations, tribal relations, stakeholder support, and engagement. The division is also responsible for the Community Engagement and Partnerships program designed to deepen and enrich community-based relationships and partnerships.

The division oversees these areas:

- Legislation and Technical Assistance
- General Government Relations
- Stakeholder Engagement
- Community Engagement

Executive Office

The Executive Office develops organizational strategy and provides leadership direction in concert with the Covered California Board of Directors. Executive Office staff are responsible for Covered California's day-to-day operations and are tasked with facilitating and supporting Covered California's employees and a broad community of individuals and groups to provide customers (including staff, the board, stakeholders, and the public) with the direction, information, tools and support they need. The Executive Office does this by mentoring, providing leadership, listening, learning, and adjusting efforts to meet goals and serve consumers. Within the Executive Office is the Office of Organizational Culture, Inclusion, and

Engagement, which provides leadership in the areas of workforce and succession planning; employee engagement; and diversity, equity, and inclusion to ensure Covered California is considered an employer of choice and to create and support a workforce reflective of our core values and the people we serve.

Equal Employment Opportunity Office

The Equal Employment Opportunity Office is responsible for implementing, coordinating, and monitoring civil rights compliance for Covered California's workforce and consumers. The Equal Employment Opportunity Office ensures that Covered California is compliant with federal and state laws regarding diversity, equity, and accessibility. The office also collaborates with other program areas to develop initiatives that increase accessibility and foster diversity. It reports on appointments, brings issues of concern regarding equal employment opportunity to the executive director, and recommends appropriate action.

The office oversees these areas:

- Non-Discrimination
- Reasonable Accommodation
- Upward Mobility Program



Career Opportunities

Health Equity and Quality Transformation Division

The Health Equity and Quality Transformation (EQT) Division, under the leadership of the chief medical officer, supports Covered California's mission to improve health care quality, lower costs, and reduce health disparities. In partnership with stakeholders and purchaser partners, the EQT Division provides expertise and analysis and holds health plan issuers accountable, so that Covered California enrollees and all Californians receive high-quality, equitable care to improve their health.

EQT is organized into Population Care, Quality Improvement Health Informatics, and Clinical teams.

Financial Management Division

Covered California's Financial Management Division (FMD) provides an independent fact-based view of the resources, support structures, and activities the exchange has in place to create value. FMD's primary responsibilities are to oversee the financial health of California's exchange, protect vital assets, ensure compliance with financial regulations, policies, and standards, and help ensure business continuity and viability.

FMD achieves its mission through its two functional areas:

- Accounting and Accounting Systems Operations
- Financial Planning and Forecasting Operations

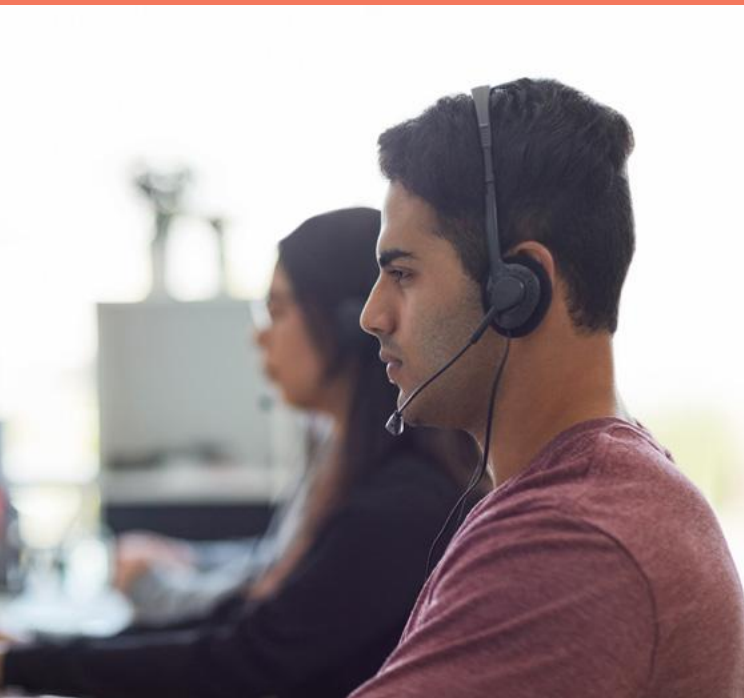
Marketing Division

The Marketing Division builds and sustains trust in Covered California's brand, aligned with Covered California's mission and vision. The Division champions the Reaching Californians Strategic Pillar: *"We are unwavering in our pursuit to reach Californians and connect them to comprehensive and affordable coverage."*

Marketing drives membership growth and retention in close collaboration with Covered California outreach partner divisions, using data-driven insights to understand and connect with diverse audiences. Our omni-channel, multicultural advertising and direct response messaging engages and supports Californians throughout their healthcare coverage decision-making journey.

The division oversees these areas:

- Research & Analytics
- Brand Management
- Advertising & Performance Marketing
- Member Communications
- Marketing Operations



Career Opportunities

Human Resources Branch

The Human Resources Branch provides overall policy direction on human resource management and administrative support functions related to employee management. Our mission is to cultivate a supportive and efficient work environment through various specialized units including Digital Innovation and Operations, Disability Management, Employment and Classification Services, Career Services (Diversity, Equity, and Inclusion, Career Counseling, and Talent Acquisition), Labor Relations, Payroll and Benefits, Performance Management, and Strategic Solutions and People Analytics.

Information Technology Division

The Information Technology Division provides technology solution design and support, program and project management, and information security services supporting health plan eligibility determination and enrollment, applied innovation, strategic initiatives, and operations to Covered California consumers, stakeholders, and business divisions, including oversight of the ongoing development and operations of CalHEERS. Three branches carry out specific functions in the Information Technology Division: Technology Solutions and Program Management, Technology Infrastructure and Operations, and the Information Security Office.

We offer a wide variety of career opportunities in the following areas:

- Applied Innovation, including Generative Artificial Intelligence and Machine Learning
- Technology Product Management, including Solution Design, Development, and Support leveraging Human Centered Design and Agile Frameworks
- Information Security including Security Operations, Threat Detection, Risk and Incident Management, Compliance, and Security Awareness
- Business Process Analysis and Optimization
- Data Management and Analytics
- Cloud, Network, Compute, Storage, and Workstation Operations
- Service Desk, including support for Events, Collaboration, and Staff Productivity
- Program and Project Management
- Technology Strategy, Leadership, and Management

Office of Legal Affairs

The Office of Legal Affairs works with staff across the organization to foster innovation, ensure compliance with laws, and mitigate risk as it works to deliver affordable coverage and quality care. Specifically, the Office of Legal Affairs provides legal advice on a variety of matters about Covered California and its programs, contracts, and operations. The Office of Legal Affairs also ensures that all legal agreements are fulfilled, and that Covered California operates transparently and within its legal authority as a steward of the public's trust. Additionally, the Office of Legal Affairs provides guidance on any statutes or regulations about Covered California and collaborates with state and federal regulatory agencies.

The office oversees these areas:

- Health Care Program Eligibility and Enrollment Regulations
- Litigation Support
- Privacy, Security, and Data Governance
- Public Records Act Requests
- Open Meeting Requirements
- Conflict-of-Interest Laws
- Personnel Contracts
- Stakeholder Engagement



Career Opportunities

Ombuds Office

The Ombuds Office consists of two units. Its Ombuds Affairs Unit provides consumers with an objective, unbiased, and accessible resource when other resolution or customer service channels have been exhausted. Its Appeals Fulfillment Unit serves as an independent resource to implement Administrative Law Judge decisions following eligibility-determination appeals. Together, these units identify systemic challenges and promote solutions to prevent issues from recurring to improve the experience of Covered California consumers.

The office oversees these areas:

- Independent Investigation and Resolution of Consumer Complaints

Outreach and Sales Division

The purpose of the Outreach and Sales Division is to educate, empower, and support Covered California's network of 15,000 certified sales partners. These partners perform a vital role in informing and expanding the number of eligible individuals enrolled in affordable, quality health care coverage. The division oversees contracting, compliance, regulations, and policy implementation for all sales channel partner programs, ensuring both program integrity and consumer protection.

Sales channel partners include independent insurance agents as well as the Navigator program, a statewide partnership with community organizations, who have experience in reaching and assisting California's diverse populations and have proven success enrolling consumers in health care programs. The division also operates the Covered California for Small

Business program that helps small businesses in obtaining coverage that aligns with their needs and those of their employees.

The division oversees these areas:

- Account Services
- Agent Admin
- Business Analytics
- Certification Services
- Covered California for Small Business
- Distribution Services
- Statewide Field

Plan Management Division

The Plan Management Division's purpose is to improve the cost, quality, and accessibility of health care delivered to consumers by selecting, negotiating with, and holding Covered California's contracted health insurance companies accountable for delivering quality health care while fostering improvements in care delivery that can benefit all Californians.

The division oversees these areas:

- Certification and Contract Unit Issuer Engagement
- Carrier Management Health Plan Data and Contract Management
- Analytics and Informatics Networks and Pricing



Career Opportunities

Policy, Eligibility, and Research Division

The Policy, Eligibility and Research Division develops, implements, and evaluates policies and innovative strategies to increase health care coverage and affordability and supports department, federal, and statewide efforts to lower health care costs and reduce health disparities by leveraging team expertise, data, research, and user-friendly consumer tools.

The division oversees these areas:

- Evaluation and Research Program Policy
- Eligibility and Enrollment

Program Integrity Division

The Program Integrity Division consists of three branches. Its Reconciliation of Enrollment and Membership Branch ensures the accuracy and alignment of data between Covered California and carrier systems and conducts system testing and performance reviews of CalHEERS. Its Program Oversight and Compliance

Branch conducts internal and external audits and assists all divisions in identifying and remediating enterprise-wide risks. The division encourages accountability, transparency, effectiveness, efficiency, and risk management by independently reviewing key business areas to help ensure compliance with federal and state laws, regulations, and policies.

The division oversees these areas:

- Reconciliation of Enrollment and Membership Program Oversight and Compliance
- Enterprise Fraud Risk and Reporting
- Independent Analysis to Improve the Consumer Experience

Service Center Division

The Service Center Division provides comprehensive pre- and post-enrollment education and support to Covered California consumers by responding to their inquiries, enrolling them in health plans, and promptly resolving challenges that prevent consumers from receiving health and dental benefits. Our efforts ensure consumers receive the right care at the right time at an affordable price, retain coverage, and are satisfied with Covered California products and services.

The division oversees these areas:

- Sacramento Contact Center Operations
- Fresno Contact Center Operations
- Internal Compliance and Support
- Consumer Relations and Resolution Branch
- Resource Planning and Management Branch
- Strategic Innovation and Implementation Branch

Bilingual Opportunities

We offer opportunities for certified bilingual positions in our service center, which pays an additional \$200 per month. To qualify for these positions, you must have bilingual certification and indicate your bilingual proficiency on your State Application (STD 678).

We strongly encourage individuals who can speak, read, or write in the following languages to apply:

- | | | | |
|-----------|----------|------------|--------|
| Spanish | Russian | Vietnamese | Korean |
| Mandarin | Arabic | Tagalog | Hmong |
| Cantonese | Armenian | Farsi | |



Benefits

Covered California employees are eligible for several valuable benefit programs from the state of California. These benefits are available to most permanent, full-time employees and some permanent, part-time employees. A complete list of state of California benefits is available at the California Department of Human Resources website at <https://benefits.calhr.ca.gov/>.

Health Care Benefits

- Health, dental, and vision insurance
- FlexElect reimbursement account
- Disability insurance

Work-Life Services

- Long-term care insurance
- Discounted public transportation
- ScholarShare college savings plan
- Group legal services insurance plan
- Employee Assistance Program (EAP)
- Employee wellness program
- Career development program
- Mentorship program
- Upward Mobility program
- Flexible work schedules, including telework and hybrid based on operational need
- Free parking
- Fitness centers (Fresno and Sacramento offices)

Retirement and Savings

- CalPERS retirement plan
- Savings Plus program (401[k] and 457[b])
- Supplemental contributions plan

Leave Benefits

- Bereavement leave
- Catastrophic leave
- Family and Medical leave
- Leave of absence
- Mentoring leave
- Military leave
- Personal holiday
- Professional development days
- State holidays
- Sick leave
- Vacation



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For more information about employment at Covered California, visit hbex.coveredca.com/careers.
Questions? Careers@covered.ca.gov.

