



FOR SMALL BUSINESS

Customer Service Center/Agent Support - (855) 777.6782

Eligibility:

- Renewals
- Membership
- Agent of record processing
- General questions and support
- MyCCSB assistance
- COBRA Inquiries

Hours:

Monday-Friday, 8:00 a.m. to 5:00 p.m. PST

Eligibility Email:

CCSBeligibility@covered.ca.gov

Billing and Invoices:

- Commission questions
- Commission statements
- Employer Monthly Invoice Questions

Billing Email:

CCSBfinance@covered.ca.gov

CCSB New Business Sales - (844) 332.8384

- Proposals
- Benefit analysis
- New Agent Support
- Escalated Agent Support
- New Business submission assistance

Hours:

Monday-Friday, 8:00 a.m. to 5:00 p.m. PST

Email:

SmallBusiness@covered.ca.gov

Agent Contracts

- CCSB Agent/Agency onboarding
- Covered California University online training
- Contract issues
- Agent Training and Certification

Email:

AgentContracts@covered.ca.gov

CCSB Invoice Mailing Addresses

Monthly Payment	Overnight Payment	Eligibility Address
Covered California for Small Business/CCSB P.O. Box 740167 Los Angeles, CA 90074-0167	Bank of America Lockbox Services Lockbox LAC-740167 2706 Media Center Drive Los Angeles, CA 90065	Covered California for Small Business/CCSB P.O. Box 7010 Newport Beach, CA 92658