



# FOR SMALL BUSINESS

## Customer Service Center/Agent Support - (855) 777.6782

**Eligibility:**

- Renewals
- Membership
- Agent of record processing

**Hours:** Monday-Friday, 8 am to 5 pm

**Eligibility Email:** [CCSBeligibility@covered.ca.gov](mailto:CCSBeligibility@covered.ca.gov)

**COBRA Department**

**COBRA Email:** [CCSBcobra@covered.ca.gov](mailto:CCSBcobra@covered.ca.gov)

**Billing and Invoices**

**Billing Email:** [CCSBfinance@covered.ca.gov](mailto:CCSBfinance@covered.ca.gov)

**CCSB Agent Support:**

- Commissions
- Agent Portal assistance
- General questions and support
- Agent Training and Certification

**Agent Support Email:** [Agents@covered.ca.gov](mailto:Agents@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 am to 5 pm

**Email:** [SmallBusiness@covered.ca.gov](mailto:SmallBusiness@covered.ca.gov)

## Agent Contracts

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

**Email:** [AgentContracts@covered.ca.gov](mailto:AgentContracts@covered.ca.gov)

## CCSB Invoice Mailing Addresses

Monthly Payment	Overnight Payment	Eligibility Address
Covered California for Small Business 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 P.O. Box 7010 Newport Beach, CA 92658