



# FOR SMALL BUSINESS

## Customer Service Center - (877) 453.9198

- Billing
  - Eligibility
  - Renewals
  - Benefit Inquiries
  - Membership inquiries
- Hours: Monday thru Friday, 8:00 am to 6:00 pm.  
Saturdays and Sundays, Closed
- Email: SHOPElig@pinnacletpa.com

## CCSB Agent Service Center - (855) 777.6782

- Commissions
  - Agent Portal assistance
  - General questions and support
  - Agent Training and Certification
- Hours: Monday thru Friday, 8:00 am to 6:00 pm.  
Saturdays and Sundays, Closed
- Email: 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 thru Friday, 8:00 am to 5:00 pm.  
Saturdays and Sundays, Closed
- Email: SmallBusiness@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
		Eligibility Overnight Address
		15525 Sand Canyon Avenue Irvine, CA 92618

## Covered California for Small Business Websites

- CCSB Agent Resources** - <https://www.coveredca.com/agents/covered-california-for-small-business/>
- Agent CCSB Portal** - <https://coveredcaagent.pinnacletpa.com/portal/>
- Applications and Forms** - <https://www.coveredca.com/forsmallbusiness/applications-and-forms/>
- Employer Portal** - <https://ccsbemployer.pinnacletpa.com/er/login>
- CCSB Plan Summaries** - <https://www.coveredca.com/forsmallbusiness/plans/>