



IDAHO DEPARTMENT OF
HEALTH & WELFARE

Reporting Changes
Post Open Enrollment



IDAHO DEPARTMENT OF
HEALTH & WELFARE

We all know that a family's situation may change over time, and changes are required to be reported to DHW to determine their eligibility for assistance.

Customers have many options available for reporting changes.



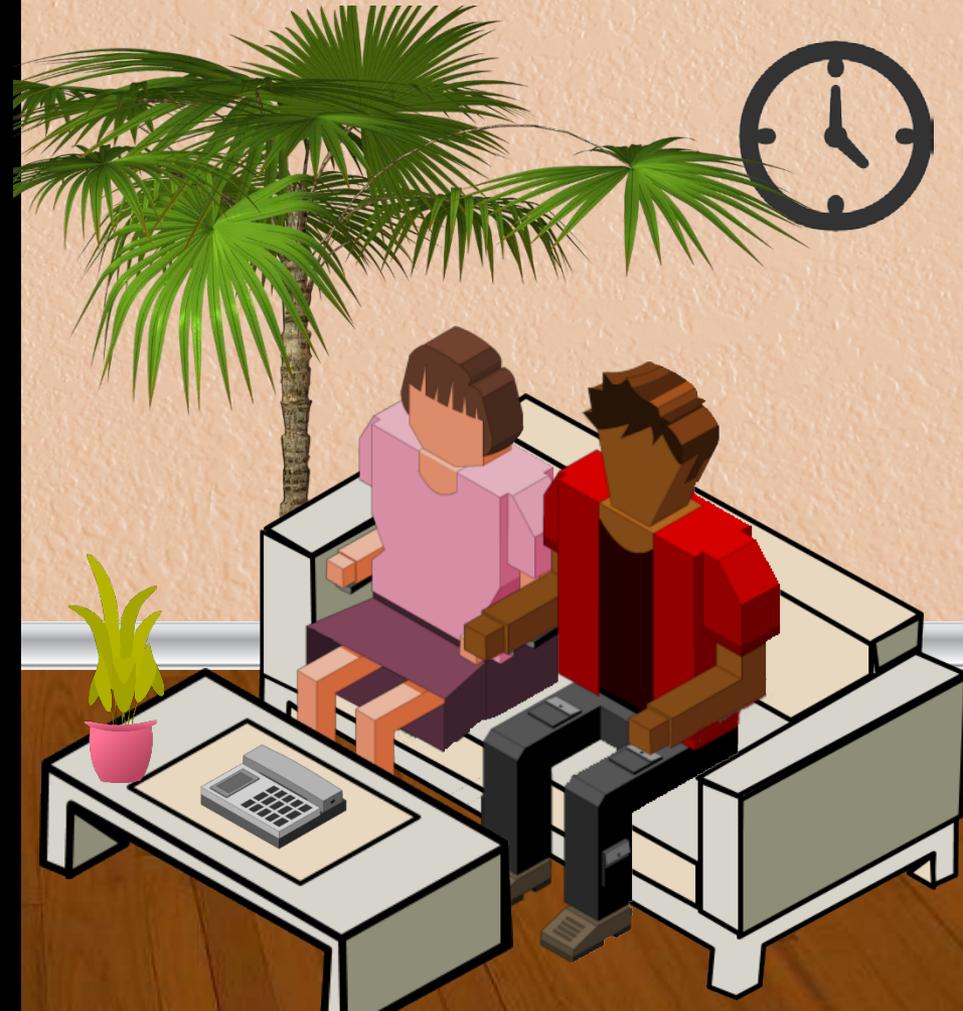
Changes may impact the amount of a customer's tax credit, or even their eligibility.

Some common changes that need to be reported include changes to income, household members, or tax filing status.



So what if a customer comes to you for help in reporting changes?

How can you, as an Agent or Broker, help your customers?



As of January 20, 2015, DHW will accept Change Reports from Agents and Brokers, even if they are NOT an authorized representative for the family.

Agents and Brokers can either submit a form or call to report changes on behalf of their customers.



Three forms are available on the Provider tab of the [DHW website](#):

YHI Add a Person

YHI Change Report

YHI Authorized Representative



IDAHO Department of Health and Welfare

Home Children Families Food/Cash/Assistance Health Medical Providers Ab

You are here: Providers

PROVIDERS

Information for Providers

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Insurance Agents and Brokers <ul style="list-style-type: none">• Information about Health Coverage Assistance• The DHW Process• YHI Add a Person• YHI Change Report• YHI Authorized Representative Form• Form Submission Process	State and County Medical Assistance <ul style="list-style-type: none">• Combined Application for Assistance• Combined Application for Assistance (Spanish)• Required Verifications• Instructions to Submit Combined Applications for Assistance

The **YHI Change Report** form is used to report most changes, such as change of address, employment, income, or a person moving out of the household.

Your Health IDAHO Change Report/Correction Form Rev 01/23/15

Submit this form only when there is a change to an existing **Health Care Assistance** case. To ensure the family or individual receives the correct benefit amount, please report all changes.

Did the family ask you to report this change? Yes No Date change occurred or will occur:

Use this form to report a change to an existing Health Coverage Assistance case

Agent or Broker Responsibility

1. Complete all fields
2. Agent or Broker sign, date, and provide contact information
3. Submit the form via the Submit button below

By checking this box, I understand the reported changes affect the benefit amount. Under penalty of perjury, I swear or affirm the information I have provided is true and complete.

Primary Person Information

First Name Middle Name Last Name Date of Birth

Social Security Number Existing Case Number

Family Address/Contact Information

Family Address City State Zip Code County

Daytime Phone Phone type (choose one)
 Home Work Cell Message

Is any of the above information a change? Yes No

Household Tax Information



The **YHI Add-a-Person** form is used to add a new person in the household to an existing Health Coverage Assistance case. Use this form if the family wants the new person to be added to the APTC eligibility and to the insurance plan.

This allows an eligibility determination to be made for the tax credit. If they qualify, then the individual can be added to the existing insurance plan.

Your Health
IDAHO Add-a-Person Form

Rev 01/23/15

Submit this form to add a person to an existing *Health Coverage Assistance* case, such as someone who recently moved into the household or a baby recently born.

Did the family ask you to report this change? Yes No Date change occurred or will occur:

Use this form to add a person to an existing Health Coverage Assistance case

1. Complete all fields
2. Agent or Broker sign, date, and provide contact information
3. Submit the form via the Submit button below

Agent or Broker Responsibility

By checking this box, I understand the reported changes affect the benefit amount. Under penalty of perjury, I swear or affirm the information I have provided is true and complete.

Primary Person Information

First Name Middle Name Last Name Date of Birth
Social Security Number Existing Case Number

Family Address/Contact Information



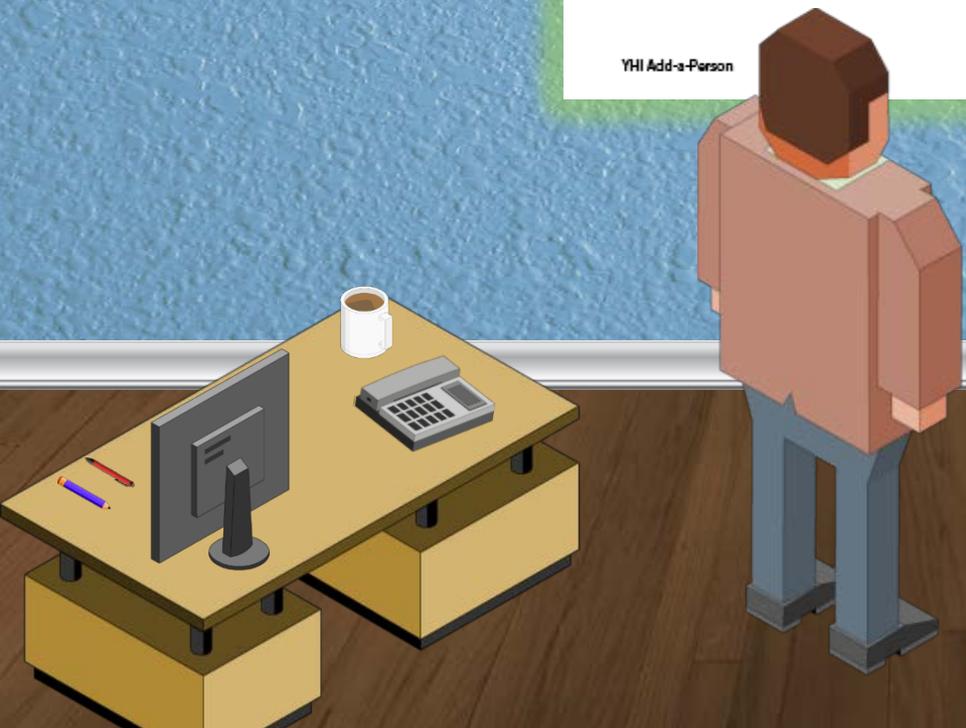
All forms have a Submit Form button. Complete customer information, such as a social security number, is safe to enter on the forms since clicking Submit Form sends the forms and Personal Identifying Information (PII) securely to DHW.

other health insurance: Yes No provide the due date:

Signature (must be completed)
Under penalty of perjury, I swear or affirm the information I have reported is true and complete. I understand that reported changes affect the benefit amount.

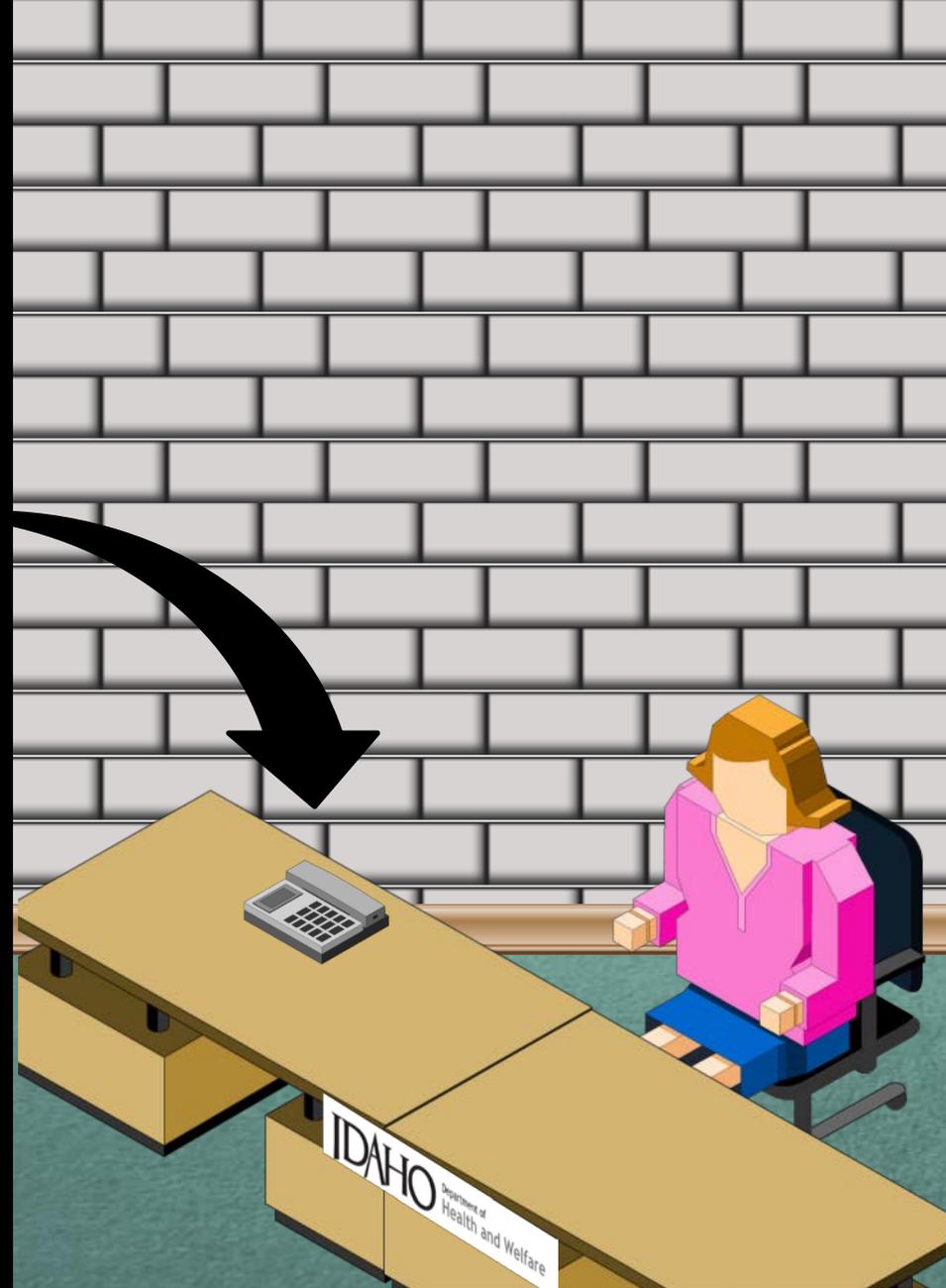
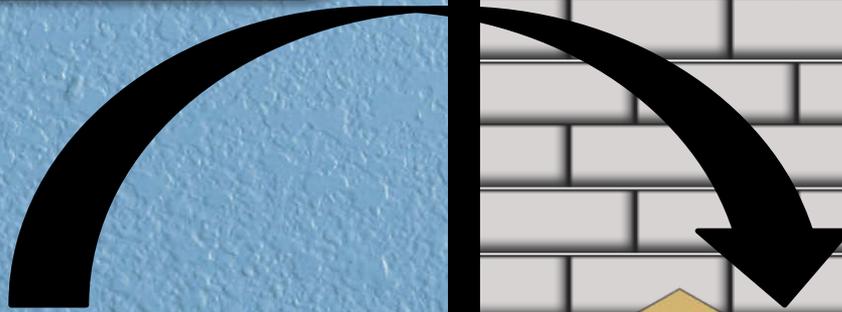
Signature of applicant/authorized representative/Agent/Broker Phone Date

YHI Add-a-Person Page 2 of 2

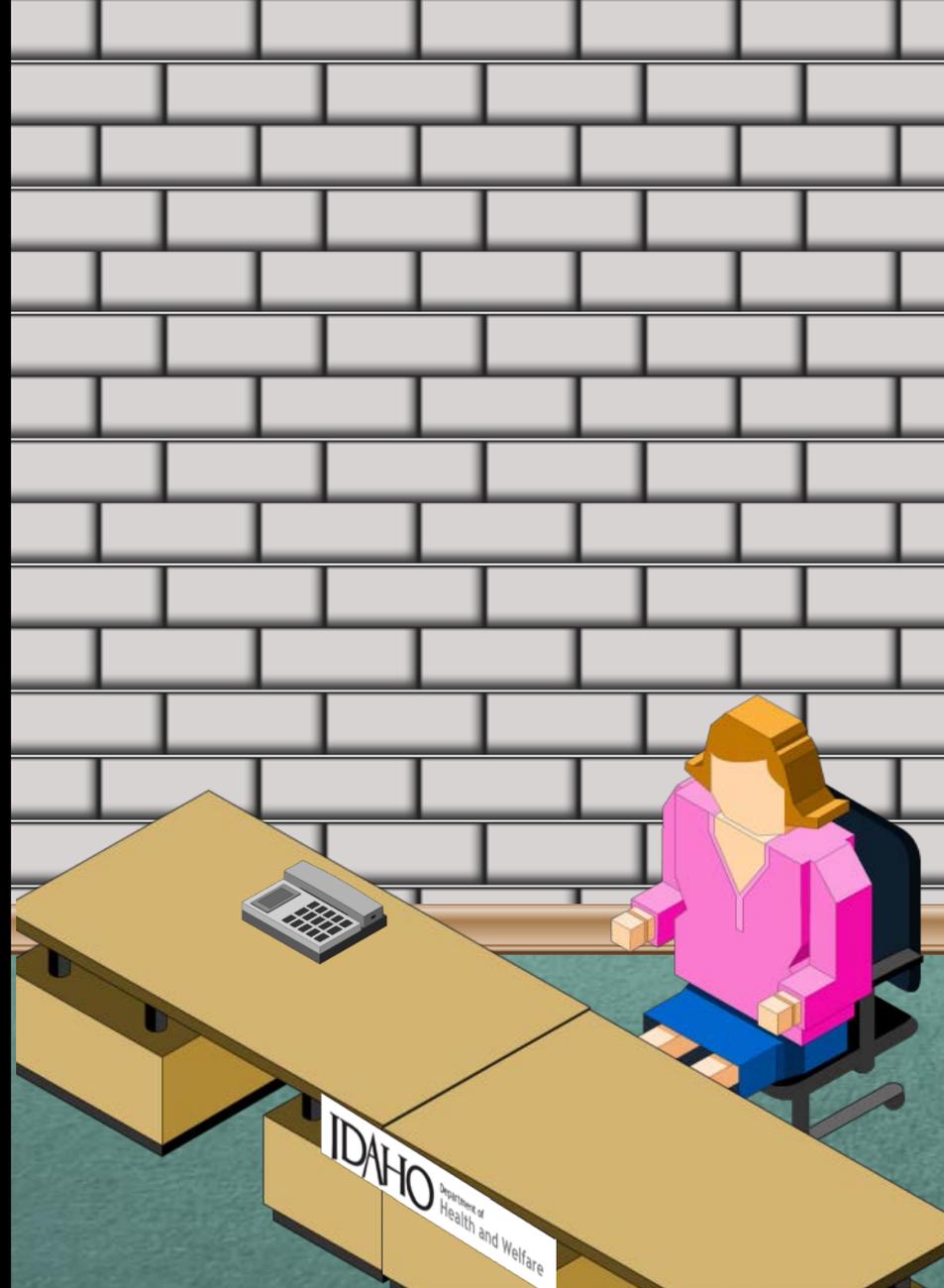


Finally, an Agent or Broker can call
1-855-944-3246
and report changes over the phone.

Please note, there is a wait
time associated with reporting
changes by phone.



As Agents and Brokers, you should be aware that the amount of information that DHW can share with you may be limited.



DHW and YHI have security and privacy standards limiting customer information that can be shared with a third party, such as an Agent or Broker.



Currently, a customer must complete and sign the Authorized Representative form before DHW can provide information about the family to an Agent or Broker.

This form may be electronically sent using the Submit Form button, or faxed or mailed to DHW.

 **Authorized Representative** Rev 01/26/15

You can name someone as an authorized representative.

You may give a trusted person, such as a friend, partner, or third party caseworker permission to talk about this application with us, see your information, and act for you on all matters related to this application, including getting information about your application and signing your application on your behalf. This person is called an "authorized representative."

If you ever need to change your authorized representative, contact the Department to complete a new Authorized Representative Form.

If you're a legally appointed representative for someone on this application, submit proof with the application.

Tell us who you want to name as your authorized representative

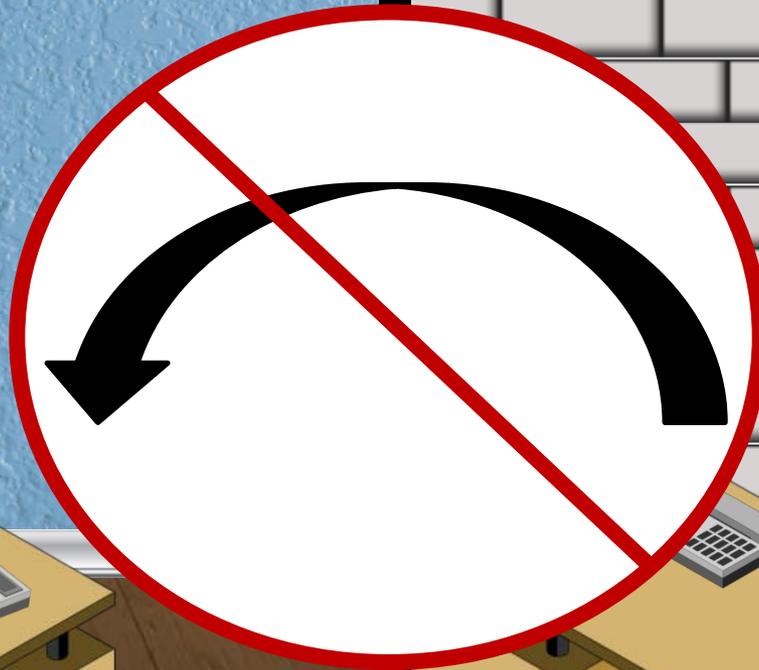
First Name	Middle Name	Last Name		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Address		Apartment or suite number		
<input type="text"/>		<input type="text"/>		
City	State	Zip Code	County	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Phone	Phone type (choose one)		Email	
<input type="text"/>	<input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell		<input type="text"/>	
Organization Name (if third party caseworker or Agent/Broker)			Organization ID (if applicable)	
<input type="text"/>			<input type="text"/>	

By signing, you allow this person to sign your application, get official information about this application, and act for you on all future matters with the Department/or Your Health Idaho.

<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature of Applicant	Phone	Date



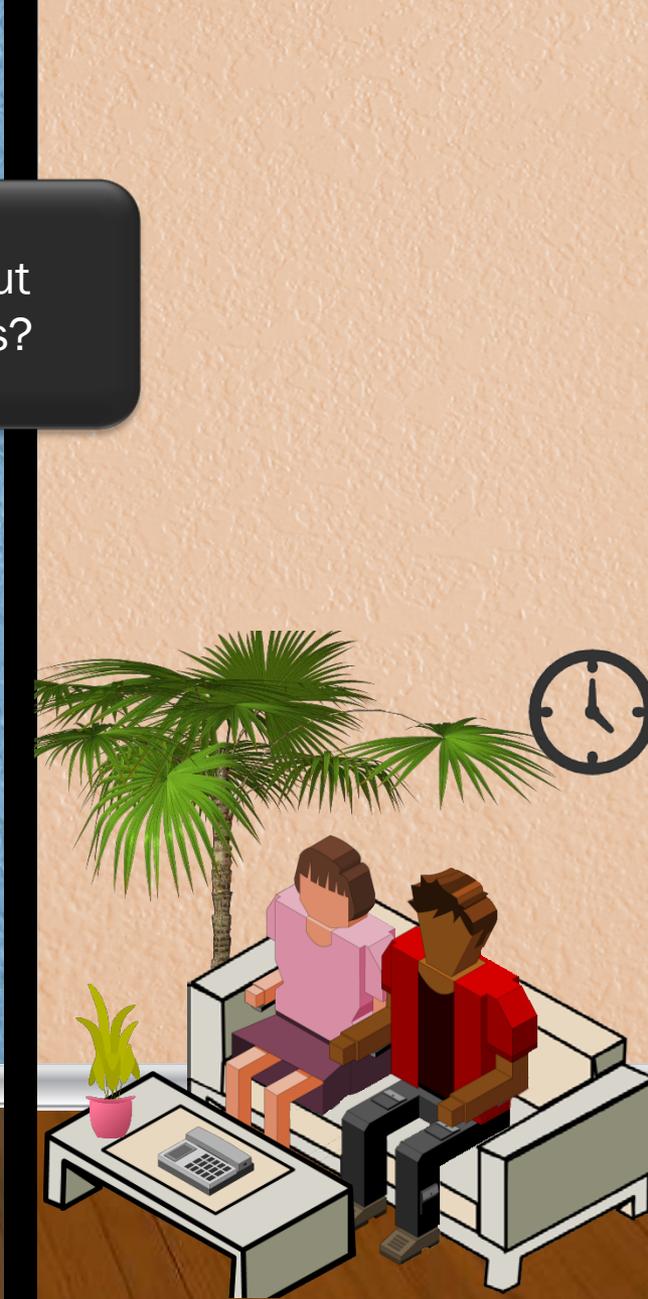
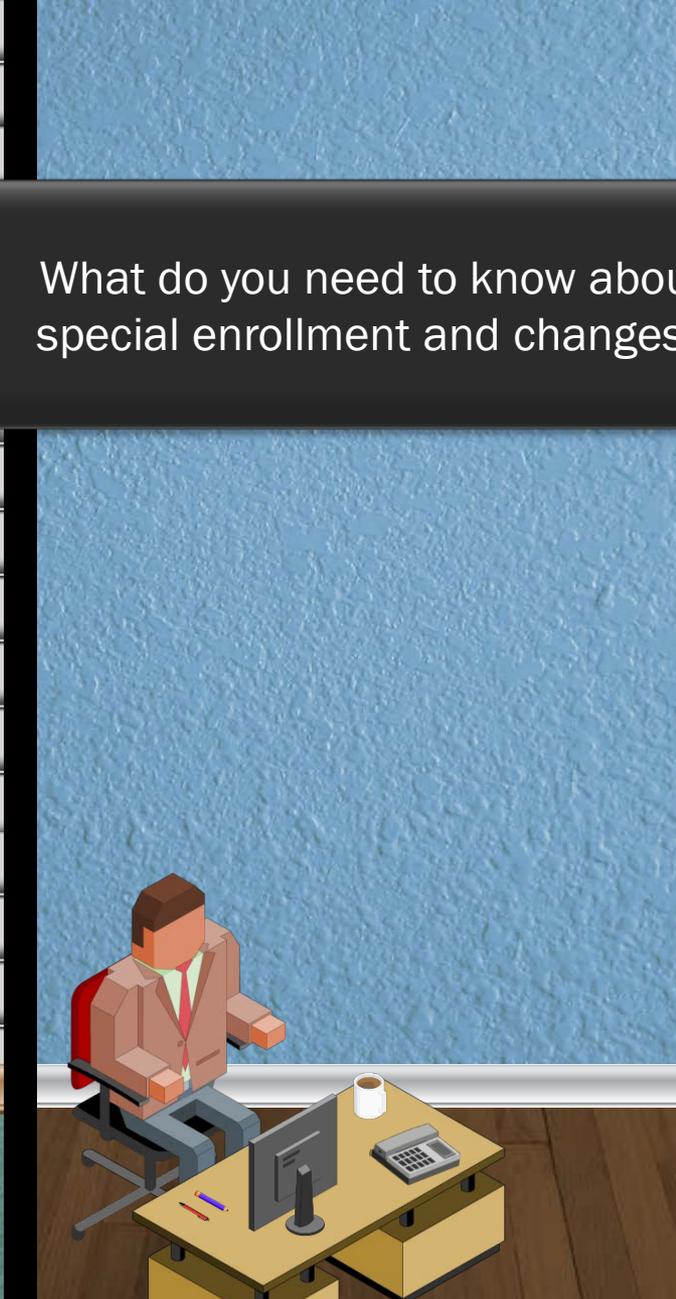
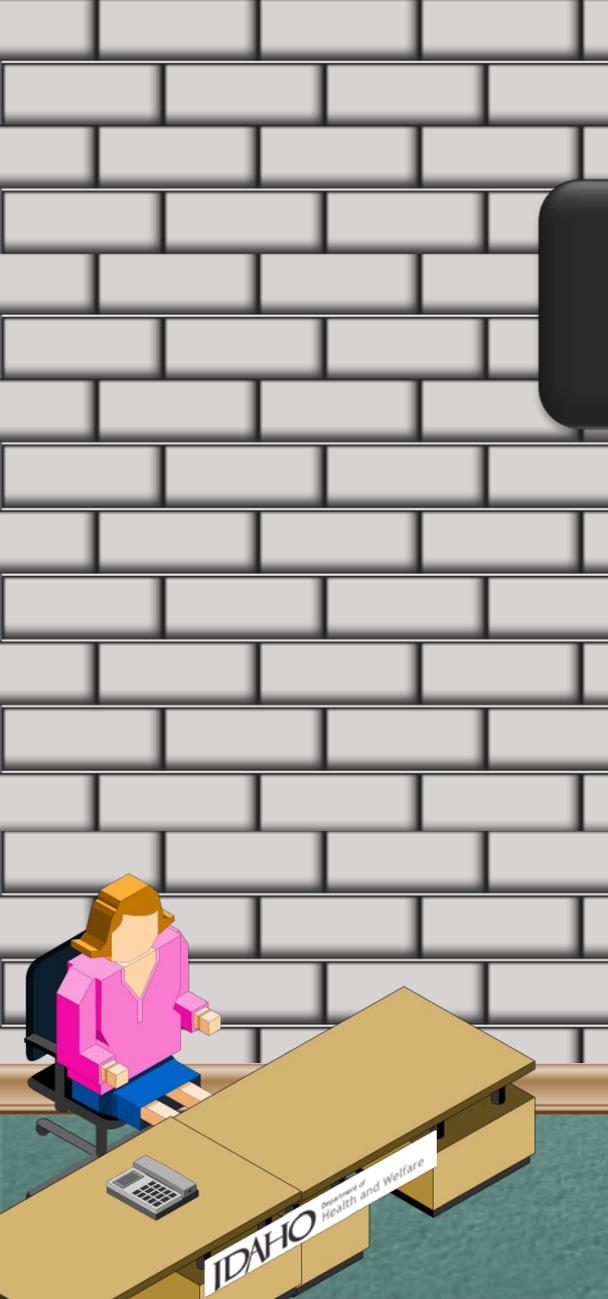
If the Agent or Broker is not an Authorized Representative, DHW cannot share information about the customer, such as who applied, the income DHW is using, and who is eligible for tax credit.



However, personal information can be shared if the customer is also on the line.



What do you need to know about special enrollment and changes?



The open enrollment and special enrollment periods relate to when a person can start and change insurance plans.

Once the open enrollment period ends, the special enrollment period begins.

However, once the customer's plan has effectuated, they are in the special enrollment period, even if it is during open enrollment.



Anytime the amount of tax credit changes, it can ALWAYS be used, UNLESS the change is related to a new person. Then the change can ONLY be used if the new person is allowed to be added to the insurance plan.

YHI will evaluate the customer's situation to determine if they meet the criteria of a qualifying life event. This will put them in a special enrollment period allowing them to make changes to their insurance plan.

Some examples of qualifying life events are getting married or divorced, birth or adoption of a baby, or loss of a job.



What can a customer expect once a change is processed?



When a family has a change and they report it to DHW, DHW will act on the change.

DHW will let the customer know if new people have been added, tax households have been changed, people have been removed, or the new APTC amount has been processed.

The family will get a notice.



However, the changes that have been processed by DHW may NOT be allowed to be applied to the insurance plan.

The customer must log in to their YHI account and answer a series of questions. If the change was not related to a special enrollment, OR the change was not reported and acted on timely, the family will not get to use the determination DHW made.



It is important to understand DHW processes ALL changes reported by the customer, regardless of the reason for the change or when the customer reported it.

YHI will only allow changes to be used if they meet special enrollment, and are reported timely.



If the customer does NOT log in to YHI and answer the questions about special enrollment, the change WILL NOT be able to be applied.



REMEMBER: The forms are available on the Provider tab of the [DHW website](#).



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