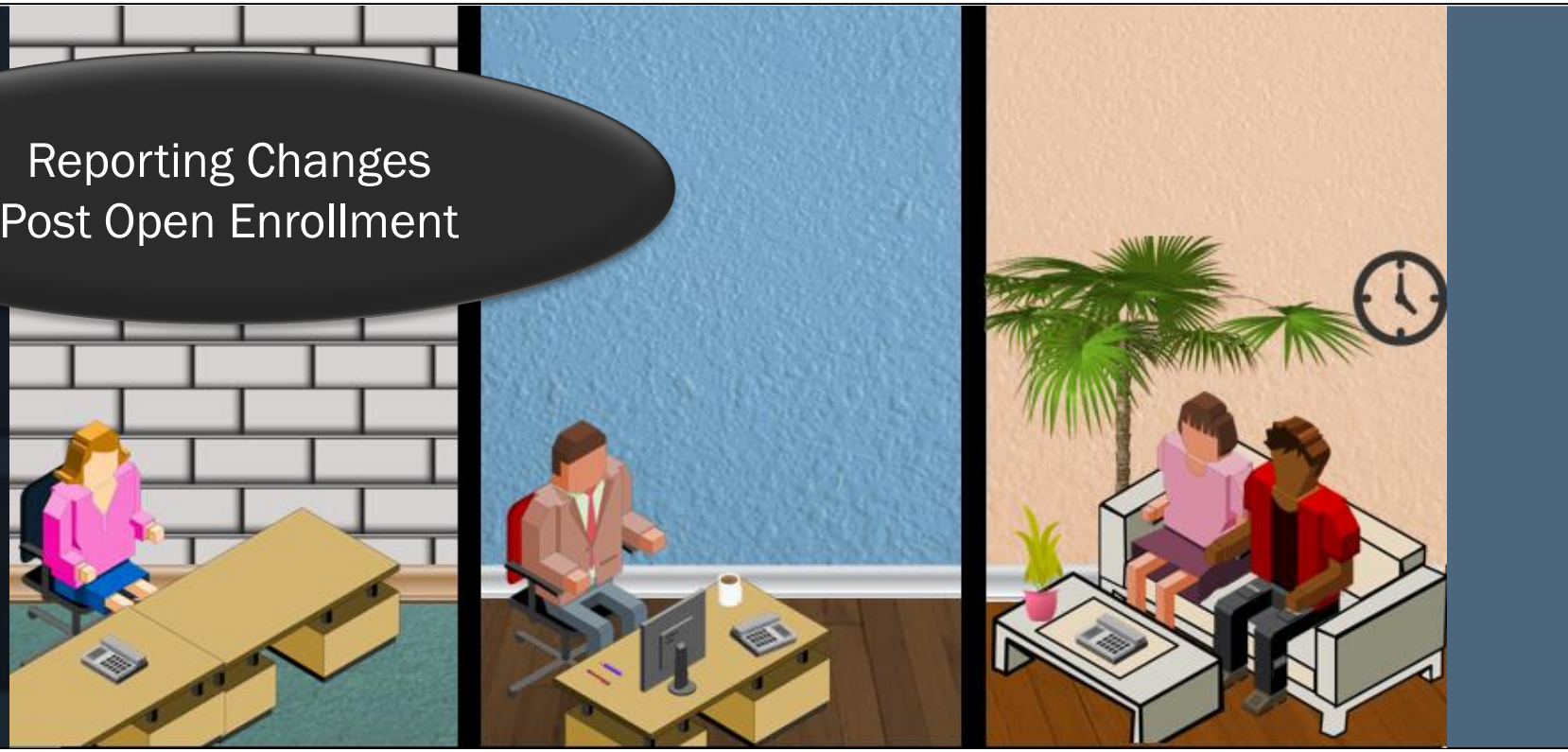
IDAHO DEPARTMENT OF
HEALTH & WELFARE

Reporting Changes Post Open Enrollment



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.

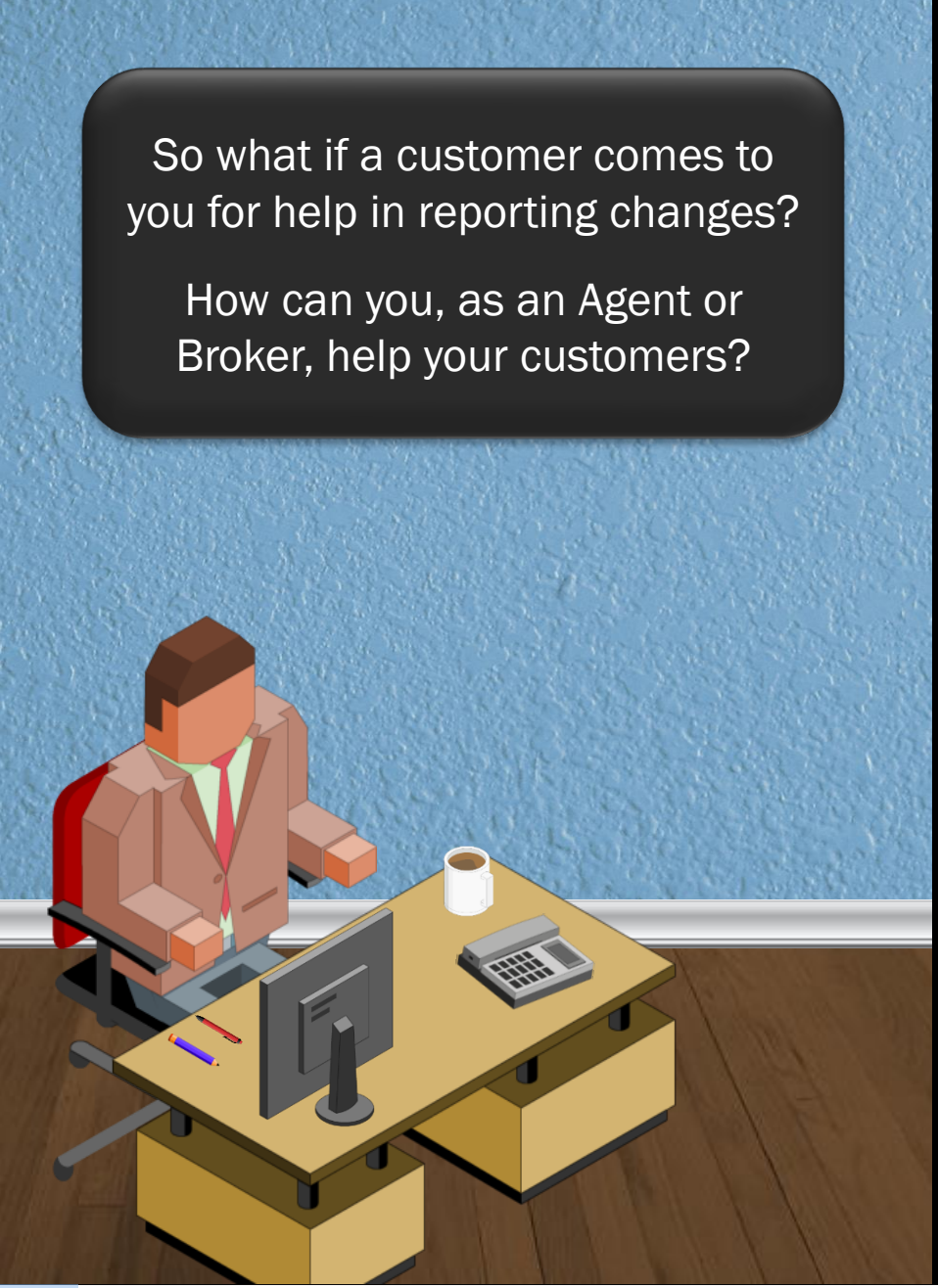
Customers have many options available for reporting changes.

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?

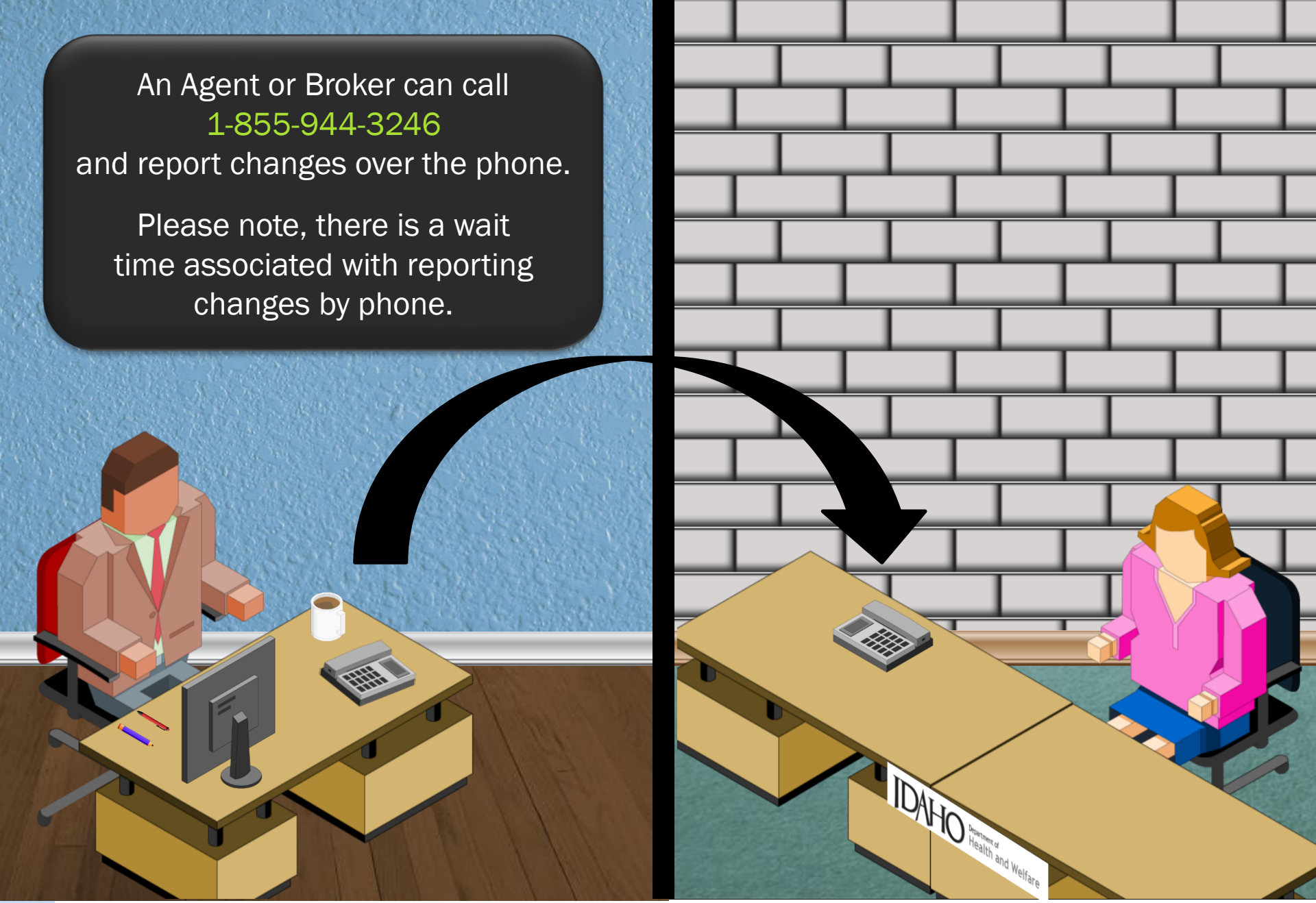


DHW will accept Change Reports from Agents and Brokers if they are an Authorized Representative for the family.

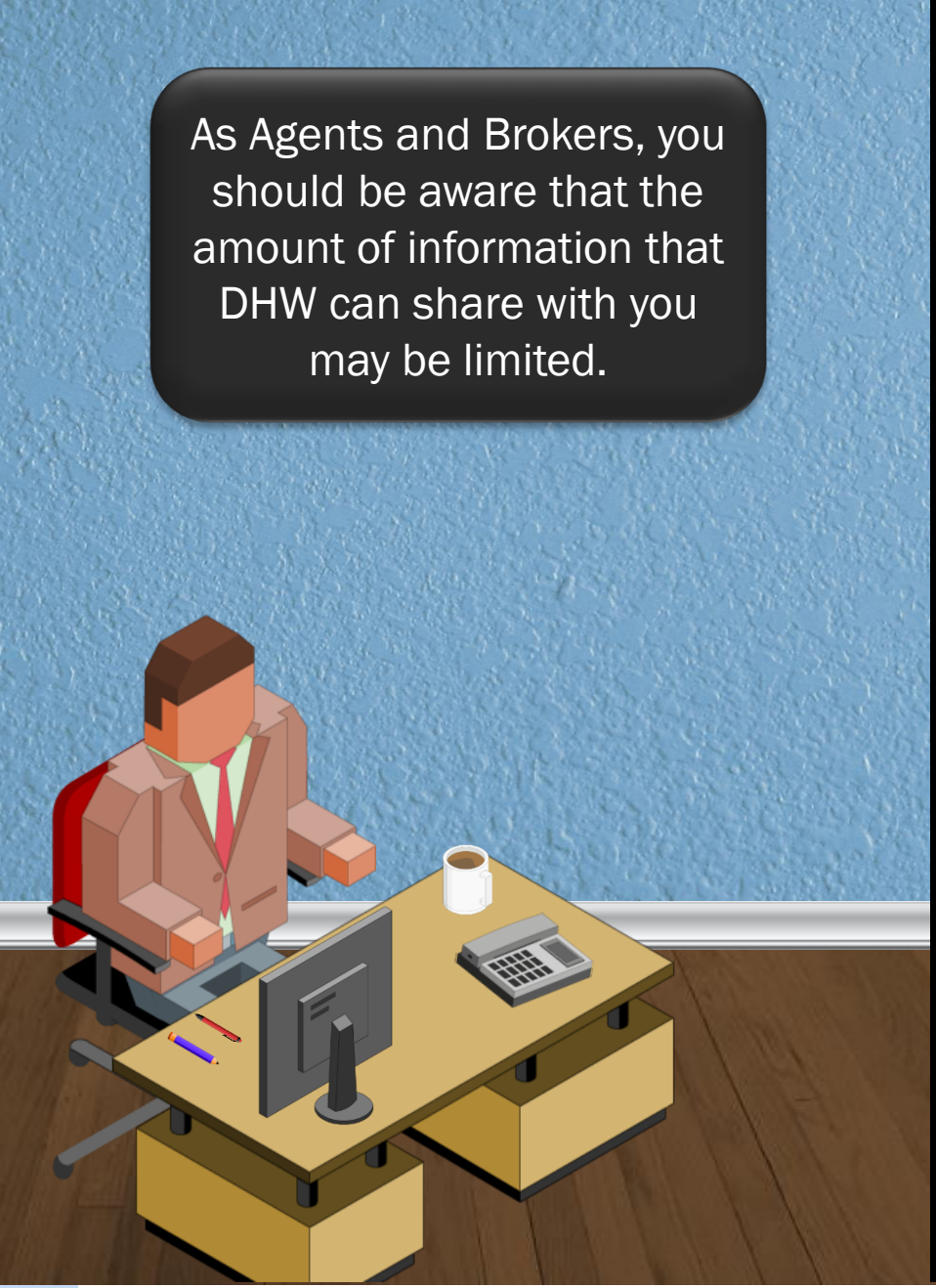
Agents and Brokers can then call to report changes on behalf of their customers.

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.

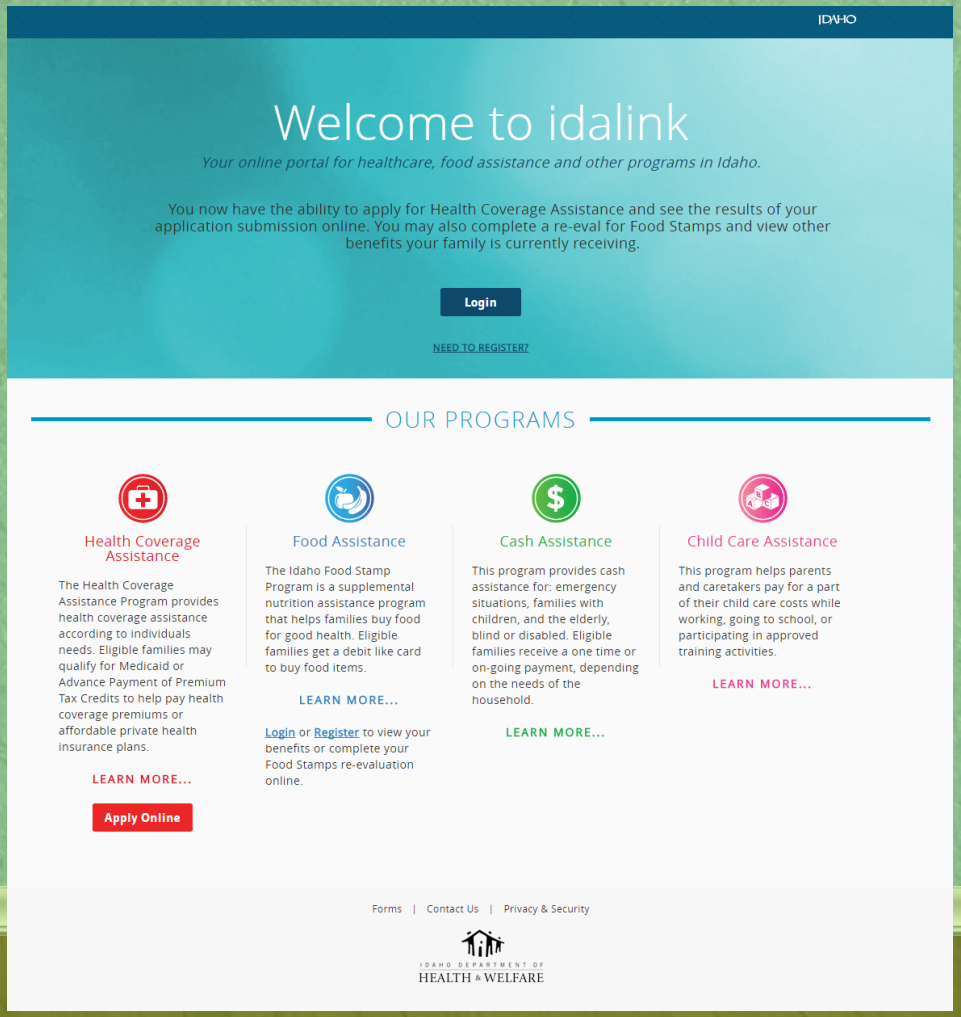


As Agents and Brokers, you should be aware that the amount of information that DHW can share with you may be limited.

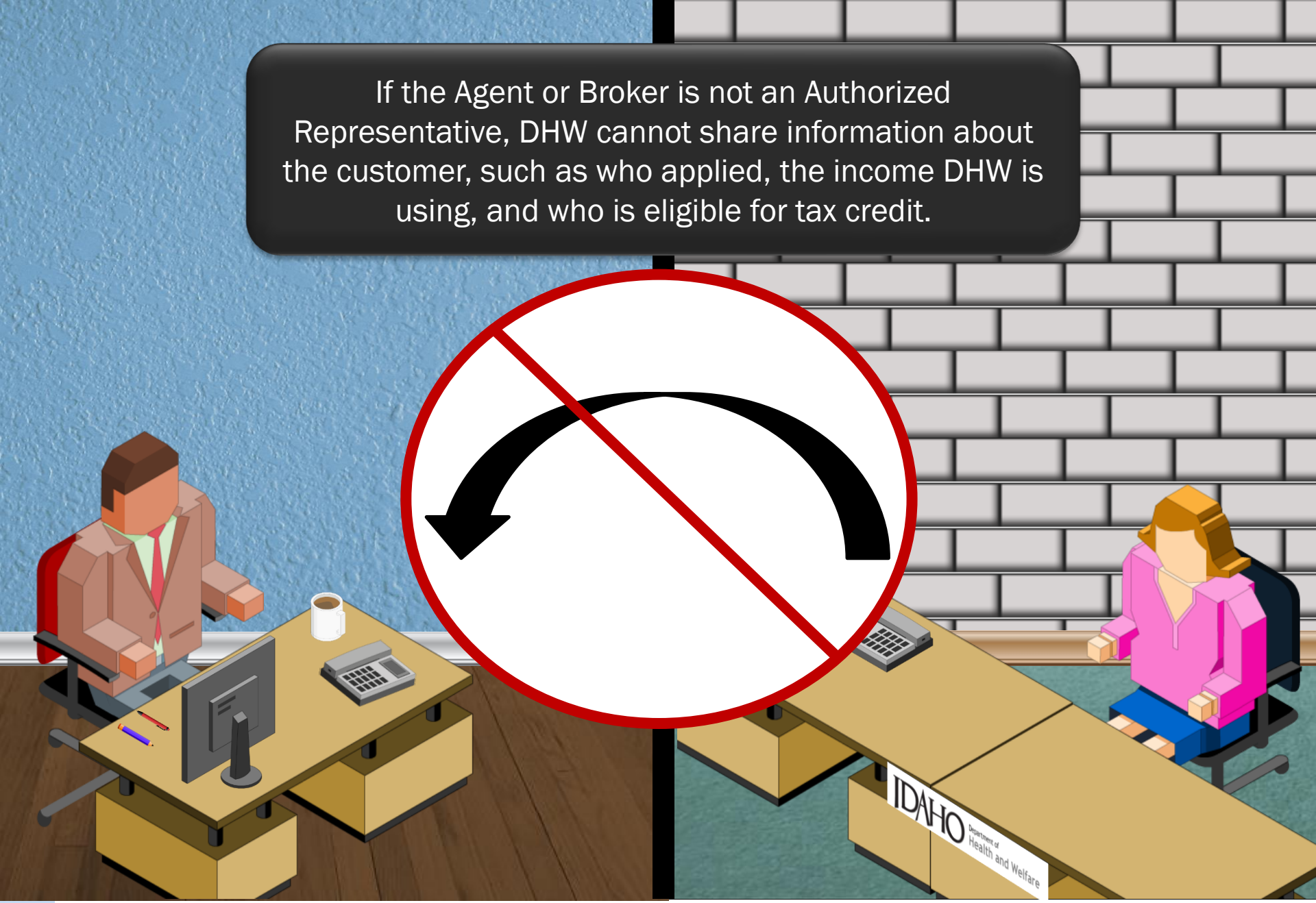


DHW and YHI have security and privacy standards limiting customer information that can be shared with a third party, such as an Agent or Broker.

Currently, a customer must add an Authorized Representative through idalink before DHW can provide information about the family to an Agent or Broker.



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.



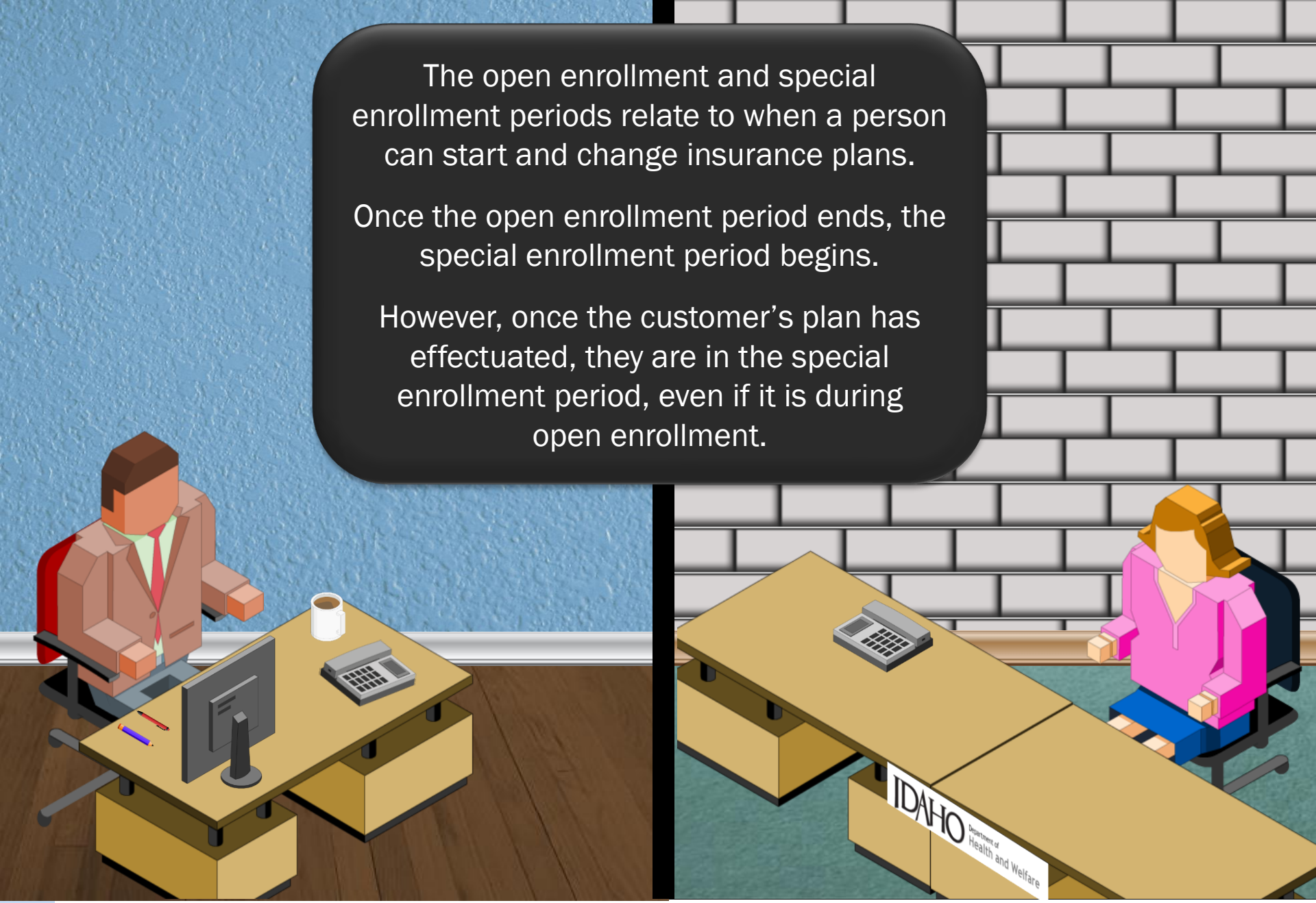
However, personal information can be shared if the customer is also on the line.

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.

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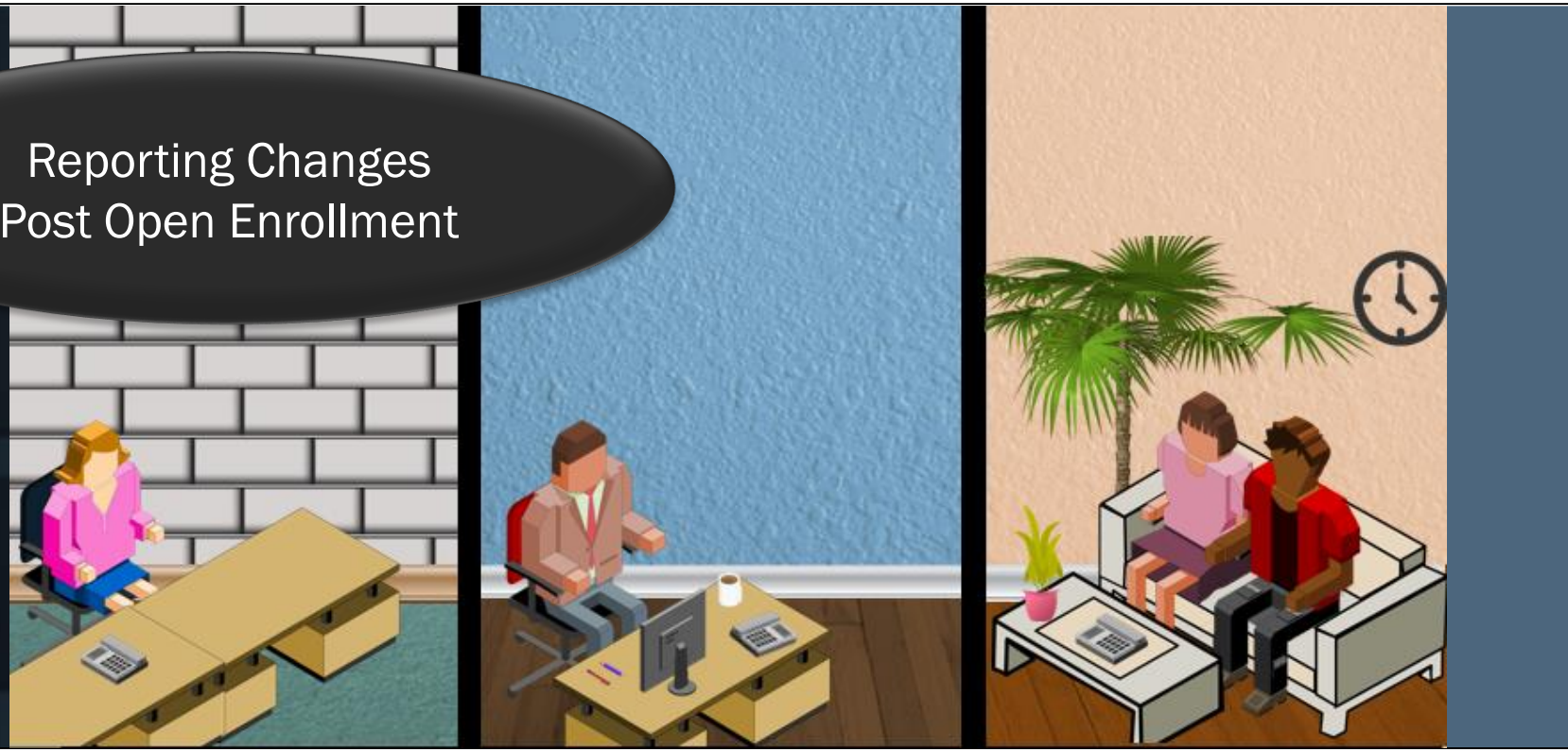
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