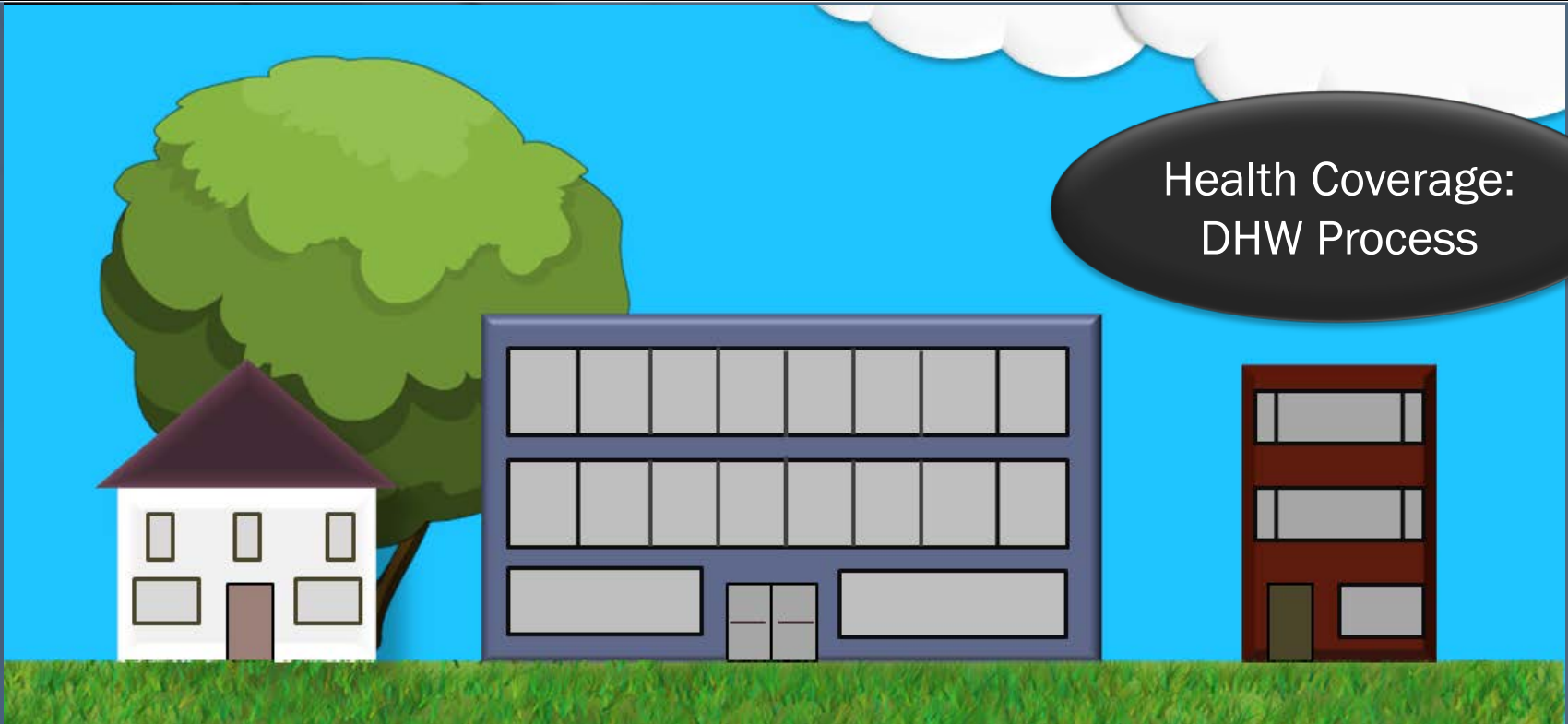




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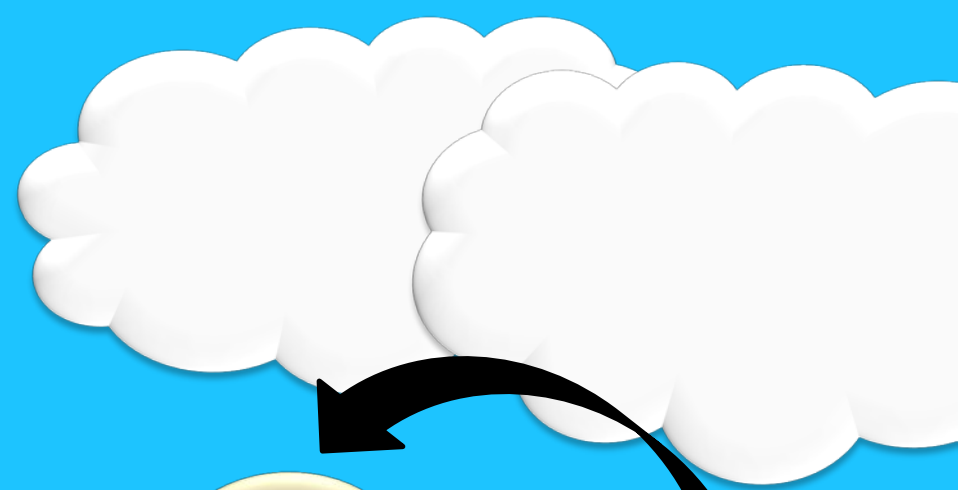
Health Coverage:
DHW Process



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As an Agent or Broker, you have helped a customer submit an application for Health Coverage Assistance.

Now what happens?



DHW

Agent or Broker



The application is received by DHW.

DHW attempts to verify the customer information through verifications provided, or through their interfaces.



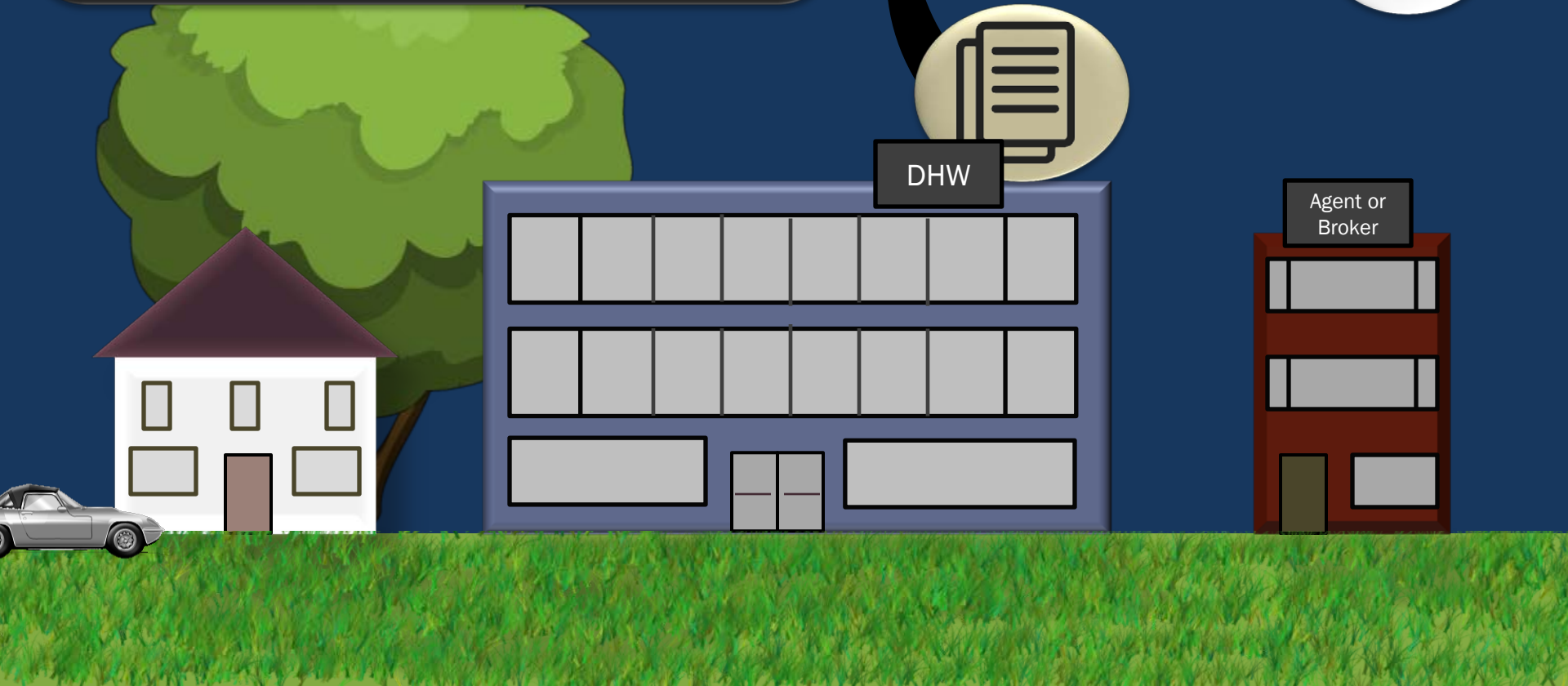
If everything is provided, DHW will approve or deny and send the customer a notice. DHW will process as quickly as possible, but it can take a few business days.

If the customer is approved, information is transmitted to Your Health Idaho that night.



DHW

Agent or Broker



The next day, Your Health Idaho sends the customer an email (if an email address was provided) notifying them that their information was received.

The customer is given an invitation to shop using a link provided by Your Health Idaho, and they can use their tax credit.



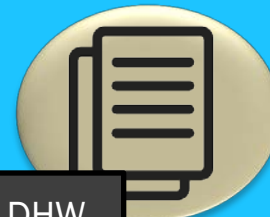
What if the customer didn't provide an email address?

No problem – a paper letter is mailed out with the same information.

In this case, the customer will need to wait to shop until they receive the letter in the mail with the link.



If DHW didn't receive everything, or couldn't verify the customer's information, DHW will process the application based on the customer's attestation.



DHW

Agent or Broker



DHW will request verifications,
which are due in 90 days.

If the verifications are not provided
in 90 days, APTC will discontinue,
and the customer must reapply
and have the needed verification.



As an Agent or Broker, how can you help with the application process?

1. Provide accurate information including income.
2. Give DHW the email address so the customer can have quick access to the link used to shop for insurance.
3. Have the customer check email (including spam) for the link, and use the latest link sent.
4. Advise the customer to use the same email for everything, including creating accounts on idalink, YHI and communication.
5. NEVER create more than one account or submit multiple applications. If there is a problem, starting over does NOT fix it.

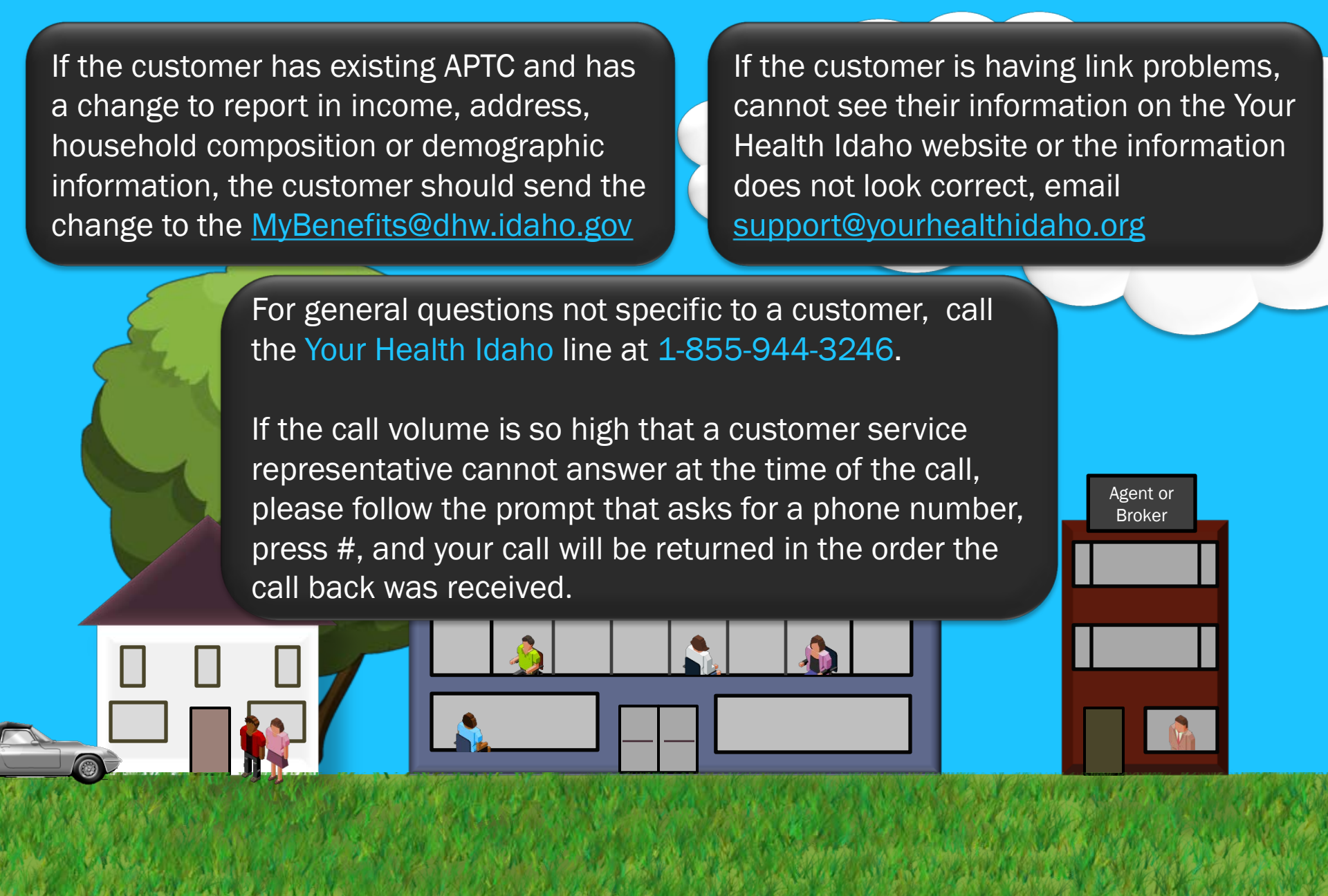


If the customer has existing APTC and has a change to report in income, address, household composition or demographic information, the customer should send the change to the MyBenefits@dhw.idaho.gov

If the customer is having link problems, cannot see their information on the Your Health Idaho website or the information does not look correct, email support@yourhealthidaho.org

For general questions not specific to a customer, call the [Your Health Idaho](tel:1-855-944-3246) line at [1-855-944-3246](tel:1-855-944-3246).

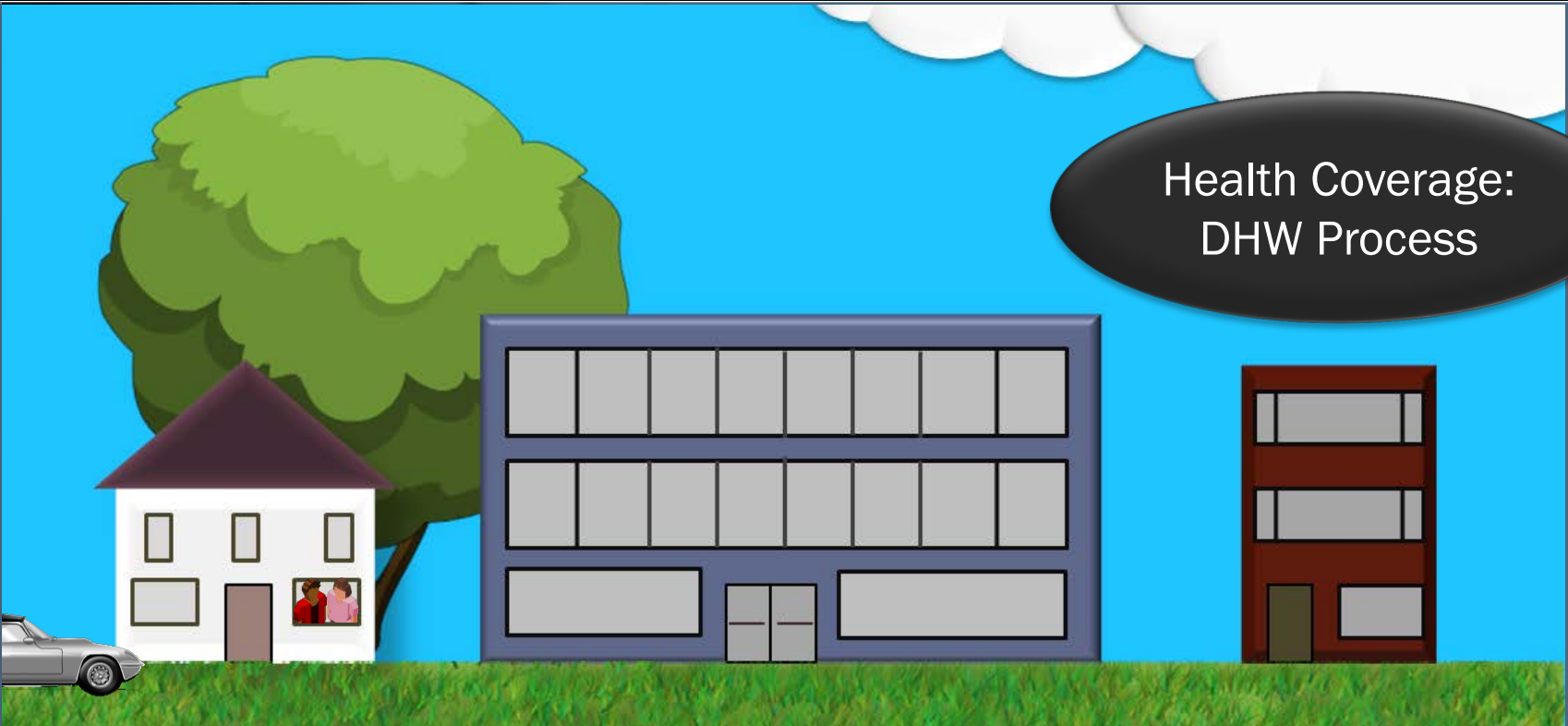
If the call volume is so high that a customer service representative cannot answer at the time of the call, please follow the prompt that asks for a phone number, press #, and your call will be returned in the order the call back was received.





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