The Commonwealth of Kentucky
kynect State-Based Marketplace

Agent Reassociation Quick Reference Guide

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Introduction

Agent Portal has been enhanced to allow admin users to submit a request to restore Agent-client association. This request to restore the Agent association with Client cases and QHP (Qualified Health Plans) enrollments would be processed through a nightly batch process. Agent Portal has also been enhanced to allow Agents to view summaries of reassociation requests that pertain to them.

When the restoration request is submitted in Agent Portal, the Agent-client association (cases/enrollments) processes via a new batch for the following scenarios:

- When the Agent's license expires.
- When the Agent-Insurer license expires in case of direct Agent Insurer mapping or when the Agency-Insurer/Agent-Agency license expires in case of indirect Agent Insurer association through an Agency, causing the Agent to be disassociated from the corresponding enrollments.
- When the required 'My Purpose' training is not completed by the Agent within the cutoff date for the new plan year, causing the Agent to not be associated to new enrollments during passive renewal.

This guide walks administrator users through submitting a reassociation request, as well as walk Agents through viewing the status and results of requests that have been submitted.

1 Restore Clients Process for Administrators

1.1 Agent Search

The first step in restoring Agent-Client associations is to search for the desired Agent. Clicking on the **Restore Clients** tab loads the **Agent Search (Includes only active Agents)** screen. The search options available are *DOI Agent ID*, *NPN*, *First Name*, and *Last Name*. The steps for searching for an Agent are as follows:

1. Administrators needs to fill in either *DOI Agent ID* or *NPN*. If neither is available, administrators must fill in *First Name* and *Last Name*.
2. Click **Search** to generate search results based on the search parameters entered. Click **Reset** to clear all search fields.

Figure 1 - Restore Clients - Agent Search

Please note: Clicking the **View Results Summary** hyperlink in the upper-right of the search section navigates the administrator to the **Summary Results** screen.

3. The results display in a sortable table below the search section.
4. Click the **Select** button in the "Select Agent" column for an Agent.
5. The **Continue to Restore** button is now enabled. On click of **Continue to Restore**, the administrator is directed to the **Agent Client Restoration** screen.
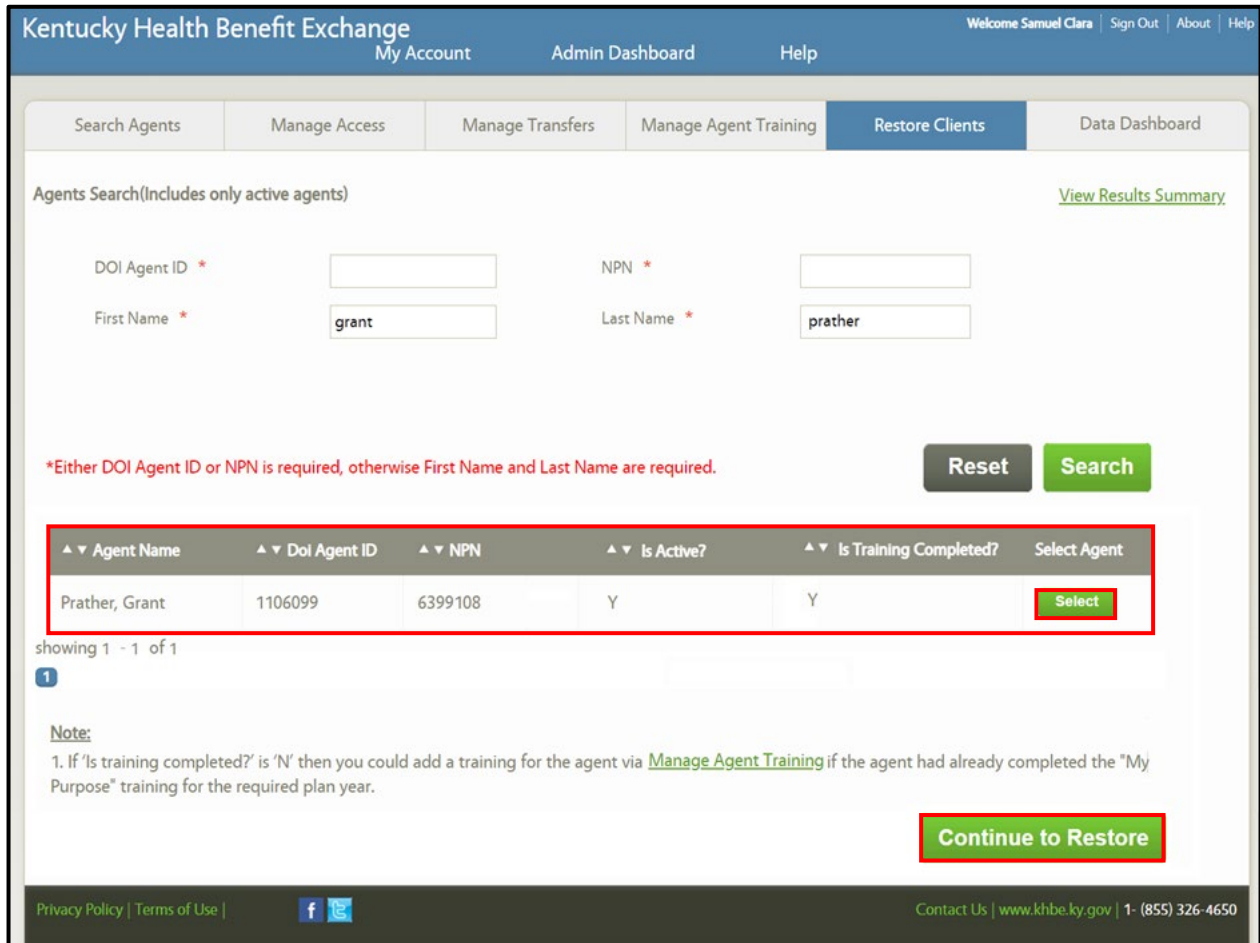

Figure 2 - Agent Search Results

Please note: A note is displayed below the Search results table, "1. If "Is training completed" is 'N' then you could add a training for the Agent via **Manage Agent Training** if the Agent has already completed the "My Purpose" training for the required year." Clicking the **Manage Agent Training** hyperlink navigates the administrator to the **Manage Agent Training** tab.

1.**2** **Agent Client Restoration**

On the **Agent Client Restoration** screen, administrators can view details about the selected Agent. These details are *First Name, Last Name, DOI Agent ID,* and *NPN*. The screen also shows the list of disassociated cases and enrollments within their respective accordion tabs.

To complete this screen, administrators should do the following:

1. Expand the accordions for *Restore by cases* and *Restore by enrollments* to review the contents.
   a. *Restore by cases* shows the list of cases from the disassociation table for this Agent that are not already associated with the same or different Agent.
   b. *Restore by enrollments* shows the list of enrollments for the cases from the disassociation table for the selected Agent where both the case and enrollment(s) do not have Agent association. In addition, the drop-down includes the list of enrollments for cases that are already associated with the Agent, but the cases' enrollments do not have any Agent associated.
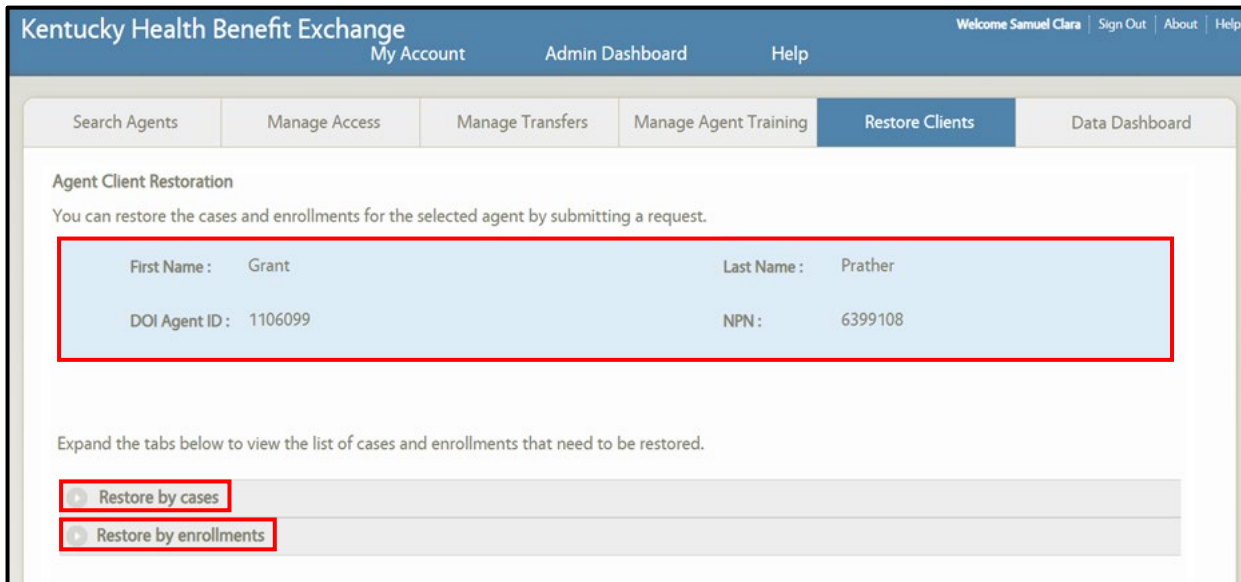

Figure 3 - Agent Client Restoration

2. Click the **Export** hyperlink to export results to an Excel spreadsheet with two tabs:
    a. **Restore by cases** displays two columns of information (refer to *Figure 5*):
        i. CASE NUMBER
        ii. PRIMARY NAME
    b. **Restore by enrollments** displays four columns of information (refer to *Figure 6*):
        i. CASE NUMBER
        ii. PRIMARY SUBSCRIBER NAME
        iii. PLAN ENROLLMENT ID
        iv. ISSUER NAME
        v. PLAN TYPE
3. Click **Submit** to submit the reassociation request to Agent Portal.

Please note: Upon clicking **Submit**, a pop-up alert displays. The verbiage is, "Are you sure you want to continue? If yes, click on "Continue", otherwise please close this alert."
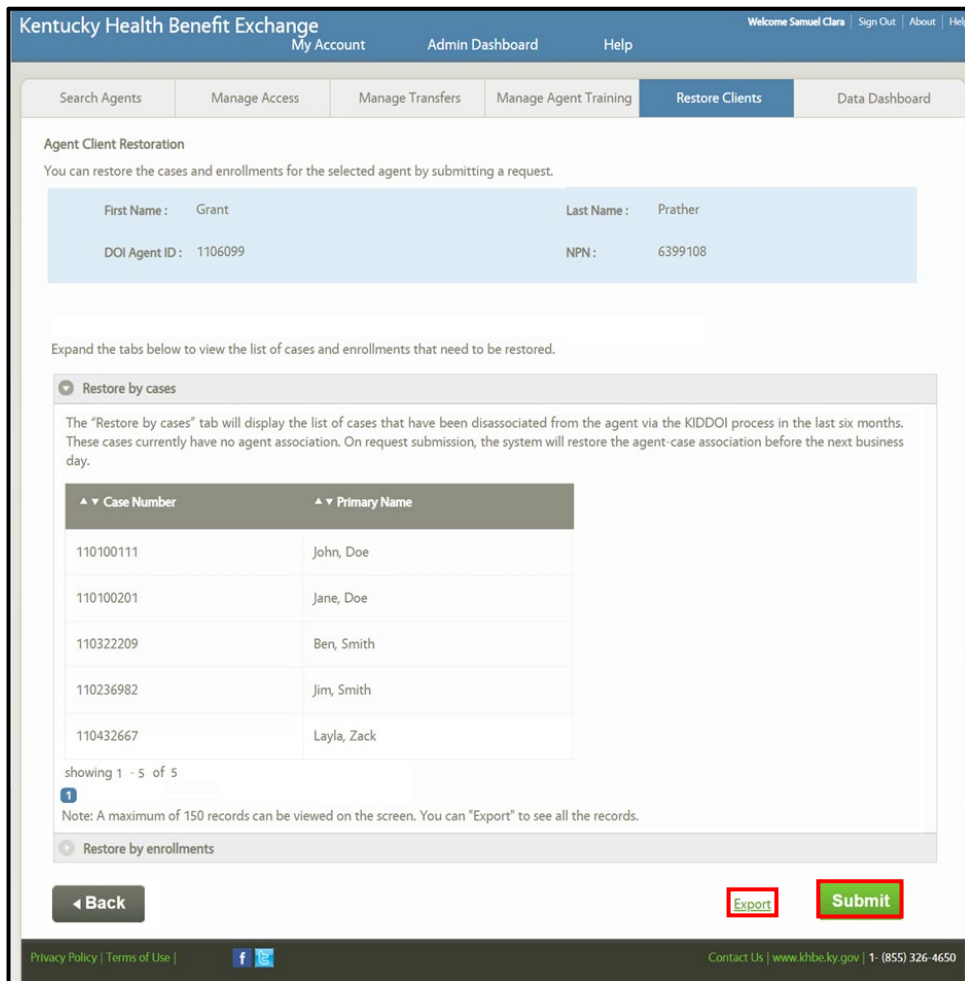

Figure 4 - Agent Client Restoration - Restore by cases expanded

Figure 5 - Agent Client Restoration - Restore by enrollments expanded

Figure 6 - Restore by Cases Excel Sheet

Figure 7 - Restore by Enrollments Excel Sheet

Please note: Agent Portal only displays 150 results for cases and enrollments. To view all cases and enrollments, download the Excel document using **Export Results**.

1.3   **Results Summary**

From the main **Restore Clients** screen (titled "Agent Search (Includes only active Agents)"), administrators can click on the **View Results Summary** hyperlink to view the **Results Summary** screen:
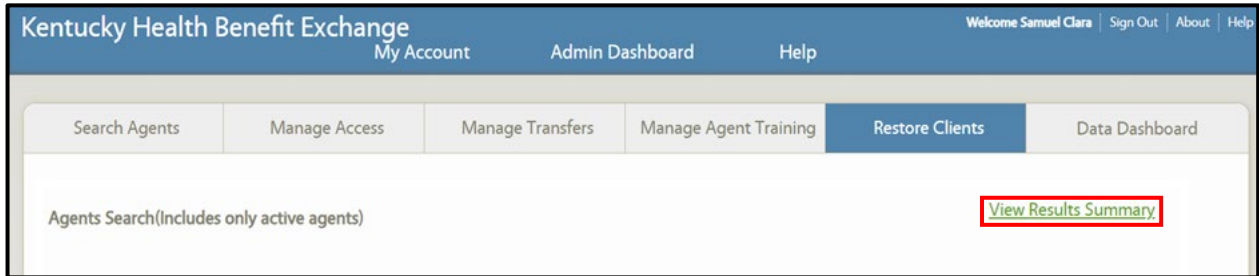
Figure 8 - View Results Summary Hyperlink

To search for reassociation requests already submitted, perform the following steps:

1. Choose the desired timeframe using the *Choose Period* drop-down. The following options are available:
    a. Last 1 Month – The requests submitted in the last 31 days (about 1 month) display.
    b. Last 3 Months – The requests submitted in the last 90 days (about 3 months) display.
    c. Last 6 Months – The requests submitted in the last 180 days (about 6 months) display.
    d. Last 9 Months – The requests submitted in the last 270 days (about 9 months) display.
    e. Last Year – The requests submitted in the last 365 days (about 12 months) display.
    f. Custom – On selection of this value, the attributes *From Date* and *To Date* enable. Only the requests submitted for the past 2 years can be viewed.
2. If **Custom** is chosen for *Choose Period*:
    a. Select the desired *From Date*. This date cannot be more than 2 years before today.
    b. Select the desired *To Date*. This date cannot be more than 2 years before today.
3. If desired, enter the Agent's *DOI Agent ID*. This field only accepts up to nine numeric digits.
4. Click **Search** to perform the search. Click **Reset** to clear search fields.

Figure 9 - View Results Summary Search

5. After clicking **Search**, the results section at the bottom of the screen populates. Clicking on the **Export Results** hyperlink for any request with a 'Completed' *Processed Status* downloads an Excel spreadsheet with the results of the reassociation request.

Figure 10 - View Results Summary Search Results

A few notes about the downloaded Excel file:

- The **Restored cases** sheet displays the following attributes:
    - REQUEST ID – The submitted request's 'Request ID' displays. Different 'Request IDs' cannot be present within the same exported file.
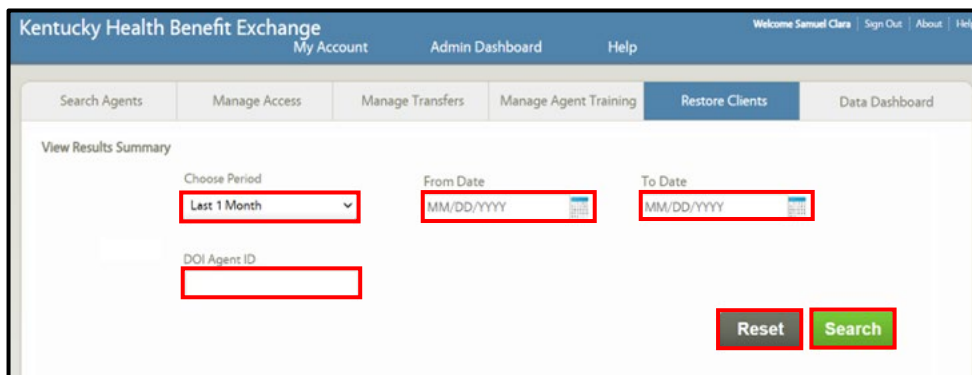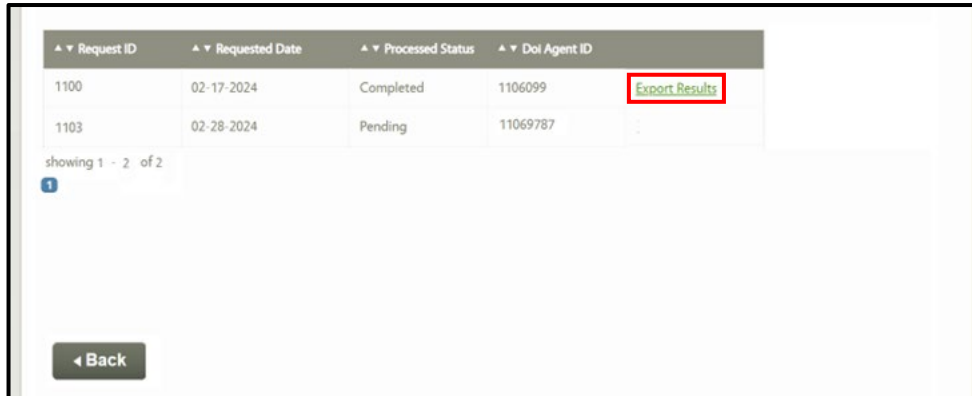   - DOI AGENT ID – The restoration request's submitted Agent ID displays. Different DOI Agent IDs cannot be present within the same exported file.
    - CASE NUMBER – The cases in the request submission are shown.
    - CUSTOMER LAST NAME – The case's head of household's last name displays.
    - CUSTOMER FIRST NAME – The case's head of household's first name displays.
    - PHONE – The case's head of household's phone number displays, if available.
    - EMAIL – The case's head of household's email address displays, if available.
    - RESTORATION STATUS – If the case is restored successfully to the Agent, then 'Success' displays, otherwise 'Failed' displays.
    - FAILURE REASON – The reason is displayed only for the 'Failed' 'Restoration Status'. In case of a failed 'Restoration Status', the appropriate reason displays.

REQUEST ID	DOI AGENT ID	CASE NUMBER	CUSTOMER LAST NAME	CUSTOMER FIRST NAME	PHONE	EMAIL	RESTORATION STATUS	FAILURE REASON
1100	1106099	110100111	DOE	JOHN	222-333-4444	johndoe@abc.com	Success	
1100	1106099	110100201	DOE	JANE	333-222-4444	jdoe@test.com	Success	
1100	1106099	110322209	SMITH	BEN	555-111-2222	bensmith@test.com	Success	
1100	1106099	110236982	SMITH	JIM	444-222-2222	jsmith@test.com	Failed	Case already associated with another agent
1100	1106099	110432667	ZACK	LAYLA	222-211-1111	laylaz@test.com	Success	

Figure 11 - Restored Cases Excel Sheet

- The **Restored enrollments** sheet displays the following attributes:
  - o REQUEST ID – The submitted request's 'Request ID' displays. Different 'Request IDs' cannot be present within the same exported file.
  - o DOI AGENT ID – The restoration request's submitted Agent ID displays. Different 'DOI Agent IDs' cannot be present within the same exported file.
  - o CASE NUMBER – The cases associated with the enrollments in the request submission are shown.
  - o PRIMARY SUBSCRIBER LAST NAME - The last name of the primary subscriber.
  - o PRIMARY SUBSCRIBER FIRST NAME – The first name of the primary subscriber.
  - o PLAN ENROLLMENT ID - The Plan enrollment ID of the enrollments.
  - o ISSUER NAME - Name of the issuer associated with the enrollment.
  - o PLAN TYPE - Displays Medical/Dental values based on the QHP enrollments.
  - o RESTORATION STATUS – If the case is restored successfully to the Agent, then 'Success' displays, otherwise 'Failed' displays.
  - o FAILURE REASON – The reason displays only for the 'Failed' 'Restoration Status'. In case of failed 'Restoration Status' the appropriate reason should be displayed.

REQUEST ID	DOI AGENT ID	CASE NUMBER	PRIMARY SUBSCRIBER LAST NAME	PRIMARY SUBSCRIBER FIRST NAME	PLAN ENROLLMENT ID	ISSUER NAME	PLAN TYPE	RESTORATION STATUS	FAILURE REASON
1100	1106099	110850044	SAM	JOE	1003006915	Anthem Health Plans of KY(Anthem BCS)	Medical	Success	
1100	1106099	110850044	SAM	JOE	1008212674	Anthem Health Plans of KY(Anthem BCS)	Dental	Success	
1100	1106099	112853923	JUNE	RAY	1007704101	Anthem Health Plans of KY(Anthem BCS)	Medical	Success	
1100	1106099	112853923	JUNE	RAY	1008179783	Best Life Insurance	Dental	Failed	Agent not associated with insurer
1100	1106099	113230074	BEN	ROBERT	1008097888	Anthem Health Plans of KY(Anthem BCS)	Medical	Success	

Figure 12 - Restored Enrollments

2   Viewing Results Summary for Agents

From the Agent's dashboard, Agents can click on the **Case Restoration Summary** hyperlink to view the **Results Summary** screen:

Figure 13 - Agent Dashboard - Case Restoration Summary

To search for reassociation requests already submitted, perform the following steps:

1. Choose the desired timeframe using the *Choose Period* drop-down. The following options are available:
    a. Last 1 Month – The requests submitted in the last 31 days (about 1 month) display.
    b. Last 3 Months – The requests submitted in the last 90 days (about 3 months) display.
    c. Last 6 Months – The requests submitted in the last 180 days (about 6 months) display.
    d. Last 9 Months – The requests submitted in the last 270 days (about 9 months) display.
    e. Last Year – The requests submitted in the last 365 days (about 12 months) display.
    f. Custom – On selection of this value, the attributes **From Date** and **To Date** enable. Only the requests submitted for the past 2 years can be viewed.
2. If **Custom** is chosen for *Choose Period*:
    a. Select the desired *From Date*. This date cannot be more than 2 years before today.
    b. Select the desired *To Date*. This date cannot be more than 2 years before today.
3. The Agent's *DOI Agent ID* pre-populates and cannot be changed.
4. Click **Search**. Click **Reset** to clear search fields.

Figure 14 - Agent's View Results Summary Search

After clicking **Search**, the results section at the bottom of the screen populates. Clicking on the **Export Results** hyperlink for any request with a 'Completed' *Processed Status* downloads an Excel file with the results of the reassociation request.

Figure 15 - Agent's View Results Summary Search Results

A few notes about the downloaded Excel file:

- The **Restored cases** sheet displays the following attributes:
    - REQUEST ID – The submitted request's 'Request ID' displays. Different 'Request IDs' cannot be present within the same exported file.
    - DOI AGENT ID – The restoration request's submitted Agent ID displays. Different 'DOI Agent IDs' cannot be present within the same exported file.
    - CASE NUMBER – The cases in the request submission are shown.
    - CUSTOMER LAST NAME – The case's head of household's last name displays.
    - CUSTOMER FIRST NAME – The case's head of household's first name displays.
    - PHONE – The case's head of household's phone number displays, if available.
    - EMAIL – The case's head of household's email address displays, if available.
    - RESTORATION STATUS – If the case is restored successfully to the Agent, then 'Success' displays, otherwise 'Failed' displays.
    - FAILURE REASON – The reason is displayed only for the 'Failed' 'Restoration Status'. In case of a failed 'Restoration Status', the appropriate reason displays.

	A	B	C	D	E	F	G	H	I
1	REQUEST ID	DOI AGENT ID	CASE NUMBER	CUSTOMER LAST NAME	CUSTOMER FIRST NAME	PHONE	EMAIL	RESTORATION STATUS	FAILURE REASON
2	1100	1106099	110100111	DOE	JOHN	222-333-4444	johndoe@abc.com	Success	
3	1100	1106099	110100201	DOE	JANE	333-222-4444	jdoe@test.com	Success	
4	1100	1106099	110322209	SMITH	BEN	555-111-2222	bensmith@test.com	Success	
5	1100	1106099	110236982	SMITH	JIM	444-222-2222	jsmith@test.com	Failed	Case already associated with another agent
6	1100	1106099	110432667	ZACK	LAYLA	222-211-1111	laylaz@test.com	Success	

Figure 16 - Restored Cases Excel Sheet

- The **Restored enrollments** sheet displays the following attributes:
    - REQUEST ID – The submitted request's 'Request ID' displays. Different 'Request IDs' cannot be present within the same exported file.
    - DOI AGENT ID – The restoration request's submitted Agent ID displays. Different 'DOI Agent IDs' cannot be present within the same exported file.
    - CASE NUMBER – The cases associated with the enrollments in the request submission are shown.
    - PRIMARY SUBSCRIBER LAST NAME - The last name of the primary subscriber.
    - PRIMARY SUBSCRIBER FIRST NAME – The first name of the primary subscriber.
    - PLAN ENROLLMENT ID - The Plan enrollment ID of the enrollments.
    - ISSUER NAME - Name of the issuer associated with the enrollment.
    - PLAN TYPE - Displays Medical/Dental values based on the QHP enrollments.
    - RESTORATION STATUS – If the case is restored successfully to the Agent, then 'Success' displays, otherwise 'Failed' displays.
    - FAILURE REASON – The reason displays only for the 'Failed' 'Restoration Status'. In case of failed 'Restoration Status' the appropriate reason should be displayed.

	A	B	C	D	E	F	G	H	I	J
1	REQUEST ID	DOI AGENT ID	CASE NUMBER	PRIMARY SUBSCRIBER LAST NAME	PRIMARY SUBSCRIBER FIRST NAME	PLAN ENROLLMENT ID	ISSUER NAME	PLAN TYPE	RESTORATION STATUS	FAILURE REASON
2	1100	1106099	110850044	SAM	JOE	1003006915	Anthem Health Plans of KY(Anthem BCS)	Medical	Success	
3	1100	1106099	110850044	SAM	JOE	1008212674	Anthem Health Plans of KY(Anthem BCS)	Dental	Success	
4	1100	1106099	112853923	JUNE	RAY	1007704101	Anthem Health Plans of KY(Anthem BCS)	Medical	Success	
5	1100	1106099	112853923	JUNE	RAY	1008179783	Best Life Insurance	Dental	Failed	Agent not associated with insurer
6	1100	1106099	113230074	BEN	ROBERT	1008097888	Anthem Health Plans of KY(Anthem BCS)	Medical	Success	

Figure 17 - Restored Enrollments Excel Sheet

3   Disassociation Table

Before closing, a few notes about the database table stored in the background of Agent Portal for the purpose of tracking disassociated cases and enrollments:

- When the Agent license expires, Agent Portal disassociates the Agent from all cases and enrollments. Agent Portal now stores the disassociated cases and enrollments in a new database table for the disassociated Agent.
- This new table stores the disassociated data for 180 days, after which it is archived.
- Once the Agent client restoration request processing is complete, the cases that are restored successfully have a 'Success' status whereas the cases that are not restored have a 'Failed' status in the result.
- Only the cases and enrollments that are not already associated with any Agent (the same Agent or a different Agent) would be displayed in the *Agent Client Restoration* results section.
- The restoration batch process considers only the cases and enrollments that were displayed in the **Agent Client Restoration** screen. If there were any new enrollments created after the restoration request under the case which was already up for restoration, those enrollments would not be restored. Administrators need to submit consecutive requests to restore those new enrollments.
- If the system archives the dissociated data after 180 days, restoration process cannot happen through this new screen. An alternative process involving manual intervention would be considered in this scenario.
- Since the data is stored in the Disassociation table only for 180 days before archival, any restoration request submitted post 180 days would not consider cases and associated enrollments from the Disassociation table. However, if the case is *already associated with the Agent*, but its *enrollments are not associated*, the restoration process tries to restore those enrollments.
- In the scenario where the restoration request was raised on the 180th day, and if the restoration batch failed on the same day, then Agent Portal restores the identified case numbers and enrollments the following business day.