



# Enrollment Management Module (EMM)

## Introduction

The Enrollment Manager allows users to shop for Medicaid plans in addition to Qualified Health Plans (medical and/or dental coverage) in kynect. Agents and kynectors may access the EMM by navigating to the individual’s kynect benefits dashboard and clicking Enrollment Manager or Health Plans to display their current enrollments (if any), and to perform other various actions.

### **Residents can use the EMM to take the following actions...**

- ✓ Add a new QHP plan (with or without financial assistance)
- ✓ Change an existing QHP plan
- ✓ Change the APTC for an enrollment
- ✓ Add or remove an individual to a QHP plan
- ✓ Cancel a QHP plan
- ✓ View Historical QHP Plans
- ✓ Make Initial Payment
- ✓ View Detailed History

### **How do I navigate the EMM?**

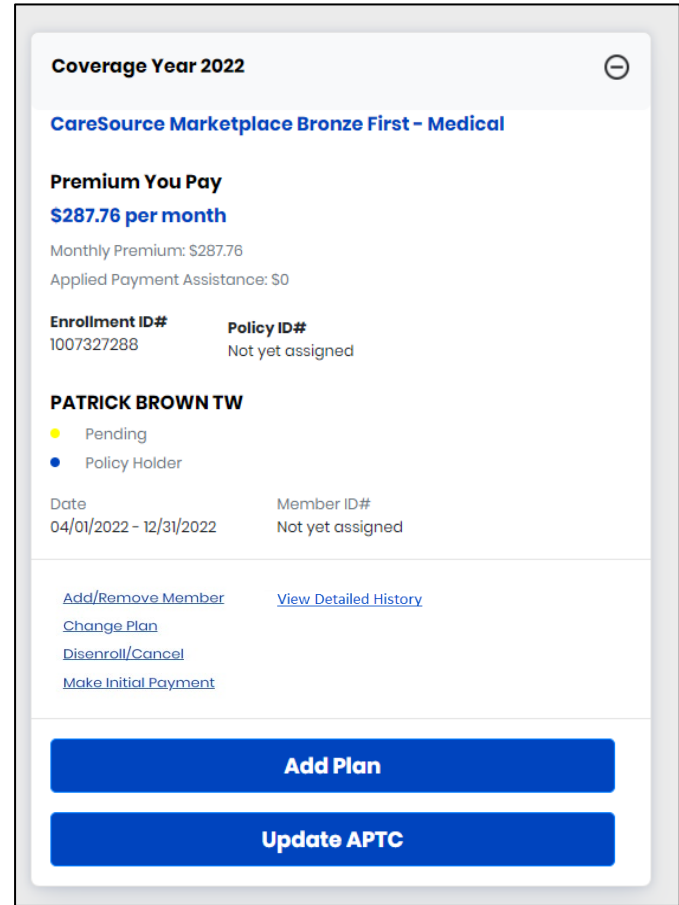
Users can select the following options found on the enrollment tile to take action on their account:

**Add/Remove Member:** Currently enrolled members can be removed from the plan and eligible members can be added to the plan. The primary subscriber cannot be removed.

**Change Plan:** Individuals can change their selected plan if desired. They can change plans anytime during Open Enrollment. If outside Open Enrollment, the user will be prompted for a Special Enrollment reason which will require validation.

**Disenroll/Cancel:** All members active on the plan will be disenrolled once confirmed by electronically signing on the **Sign and Submit** screen. Members can cancel the enrollment the same day it was initiated, or if it is in ‘Pending Verification’ status.

**Make Initial Payment:** Individuals can make their initial payment.



**View Detailed History:** A table displaying a history of pricing information and the individuals who are covered in this plan each month.

**Add Plan:** Users can shop for other available plans.

**Update APTC:** Users can update the amount of APTC being applied to their enrollment. See Page 2 for more detail.

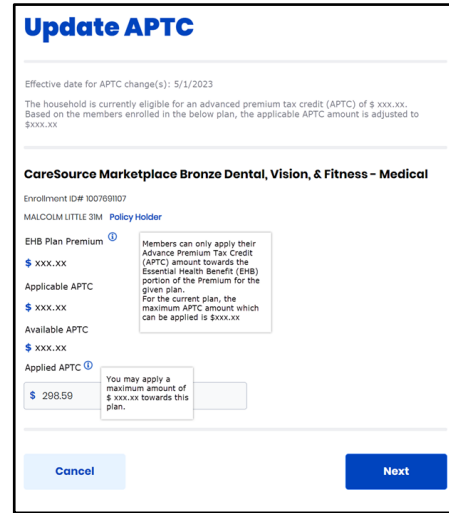




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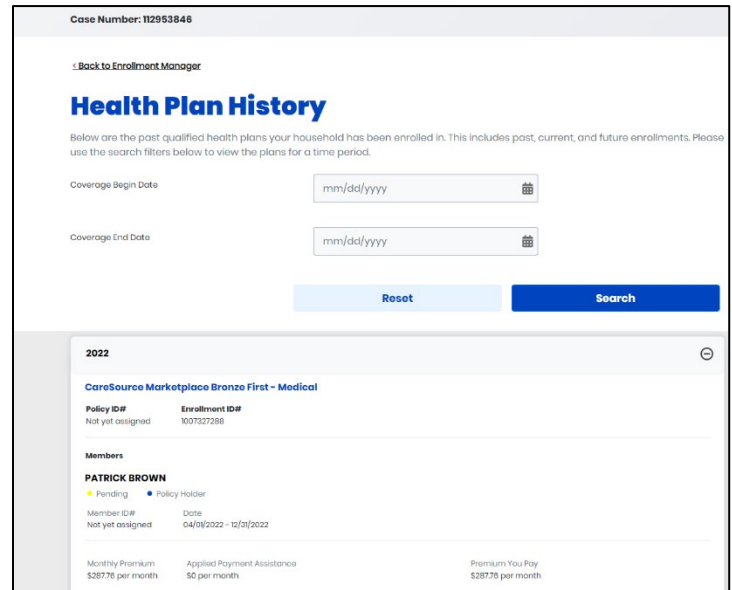
## Update APTC

Users can select **Update APTC** using the text box to change the amount of Payment Assistance applied to the selected plan. The **Update APTC** screen displays the effective date for APTC changes, the selected plan, enrollment ID, policy holder, EHB Plan Premium, the maximum amount of applicable APTC, the maximum amount of APTC available, the available APTC, and the amount of APTC currently applied.



## View QHP History

Users can select **View QHP History** to view the past QHPs their household has been enrolled in. This includes past, current, and future enrollments. Search filters may be used to view plans for a selected time period.



**Please note:** Enrollments are prorated using calendar days instead of the standard 30-day month to calculate premiums. Applicable scenarios include newborns, death of the Primary Subscriber, death of a dependent, and others. This information is accessible on the **View QHP History** screen.

## View Maximum APTC Summary

Users can select **View Maximum APTC Summary** to view their Maximum Payment Assistance amount and Computation Date.

