



Updating Existing Enrollments in the Enrollment Management Module

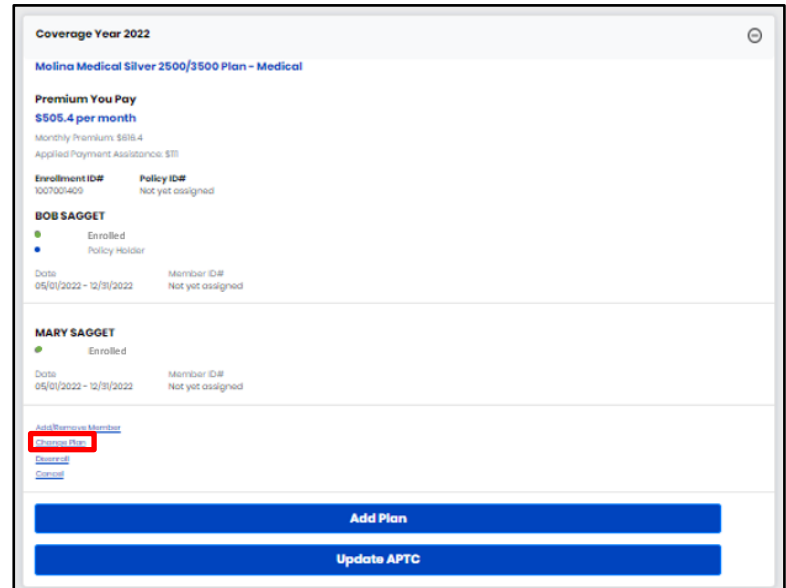
Existing enrollments in health, dental, and/or vision insurance may be updated in the Enrollment Management Module during Open Enrollment or during a Special Enrollment Period (SEP). Residents, Agents, and kynectors may access the Enrollment Management Module on the **Resident Dashboard** through kynect benefits or Agent Portal. DCBS Caseworkers may access the Enrollment Management Module on the **Enrollment Module Home Page** screen.

Step 1: Select Change Plan

On the **Enrollment Manager** screen, the health coverage plans (Medical, Dental, Vision) that the Resident is enrolled in displays. Select **Change Plan** in the coverage tile for the current enrollment.

Please Note: If the Resident would like to update more than one enrollment, they may need to change their enrollments at separate times as selecting **Change Plan** does not allow the Resident to change multiple enrollments at once.

Please Note: When changing plans, Residents may search for their current primary care provider (PCP) or they may search for a provider in their area that accepts the medical plan selected.

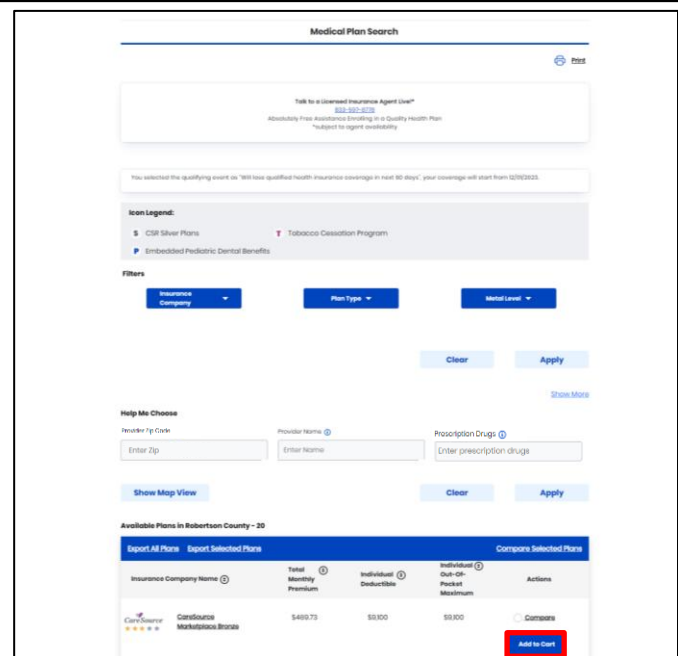


Step 2: Find a New Plan and Add to Cart

The **Medical Plan Search** screen displays the various plans available for the Resident to enroll in. The Resident may compare multiple plans, view benefits available for each plan, view the cost once Advance Premium Tax Credit (APTC) has been applied, search for providers included in the coverage area, and view various medications that are covered in the plan.

Once the Resident has determined which health coverage plan they would like to enroll in, select **Add to Cart**.

If the existing dental or vision insurance needs to be updated, navigate to the respective screens to update the enrollment.





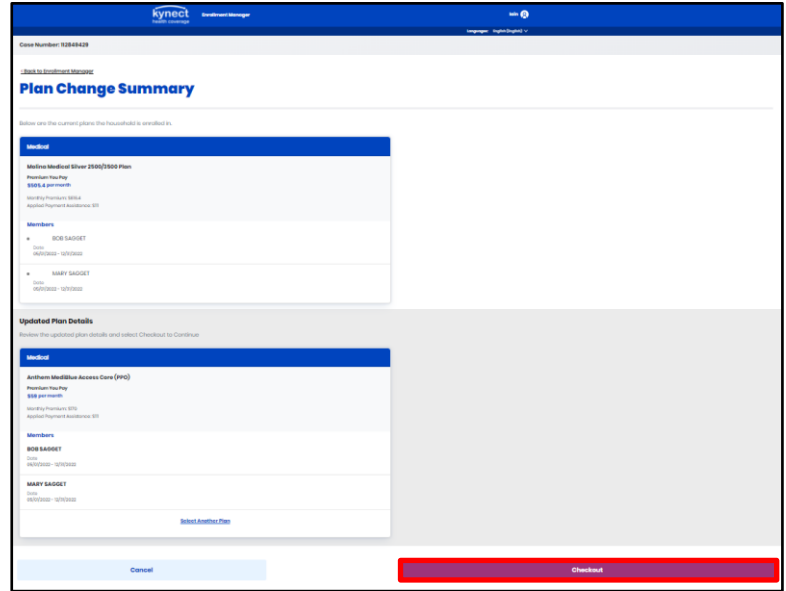
Updating Existing Enrollments in the Enrollment Management Module

Step 3: Review the New Plan and Checkout

On the **Plan Change Summary** screen, the plan the Resident is currently enrolled in, and the updated plan are visible.

Review the updated plan on the **Plan Change Summary** screen. Verify that the new plan is the correct plan that the Resident would like to enroll in.

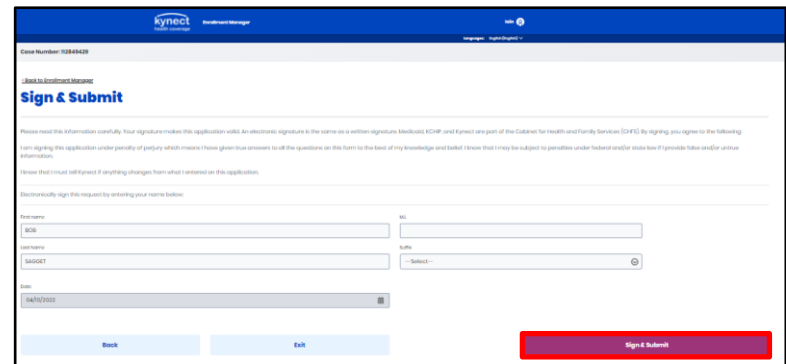
After confirming that the new plan is correct, select **Checkout** to confirm disenrollment from the current plan and enrollment in the new plan.



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.

Step 4: Sign and Submit

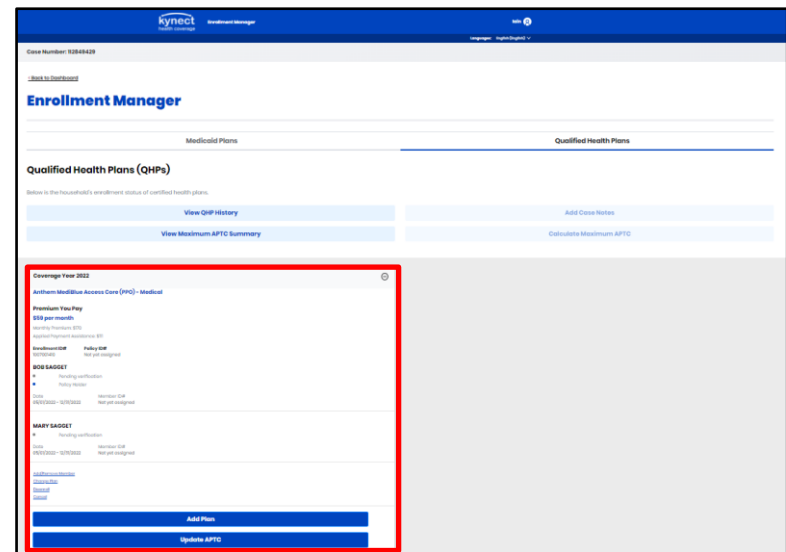
On the **Sign & Submit** screen, enter the Resident's **First Name**, **Middle Initial**, **Last Name**, and **Suffix** if applicable. The **Date** automatically populates the current date. Select **Sign & Submit**.



Step 5: Review the Finalized Plan

The newly enrolled plan displays on the **Enrollment Manager** screen. During Open Enrollment, the amount of APTC may be updated from this screen for the plan, and the members on the plan may be updated.

Please Note: The newly enrolled plan displays as pending until the first premium payment is made by the Resident to the Issuer.





Disenroll Primary Subscriber and Re-enroll members in the Enrollment Management Module

Step 1: Select Remove Policy Holder

On the **Enrollment Manager** screen, the health coverage plans (Medical, Dental) that the Resident is enrolled in displays. Select **Remove Policy Holder** in the coverage tile for the current enrollment.

Please Note: The Remove Policy Holder hyperlink is only visible when there is more than one member enrolled in the plan.

Step 2: Remove Policy Holder

The Remove Policy Holder pop-up appears on screen. Select **Disenroll** or **Cancel** for the policy holder and update the **Coverage End Date**. Select **Continue**.

Please Note: A banner message regarding a **Gap in Coverage** displays. An additional banner message displays if the user selects Disenroll and there is a **Coverage End Date** that is **not** the last day of the month.





Disenroll Primary Subscriber and Re-enroll Members in the Enrollment Management Module

Step 3: Review Plan Change Summary Screen

The **Plan Change Summary** screen displays with the reflected changes. If the user is accessing the screen from the **Worker Portal**, the user has options to select **<Back to Worker Portal** or select **<Back to Enrollment Manager** to edit members if necessary.

If the user is accessing the screen from the **Self-Service Portal (SSP)**, the user has the options to go **<Back to SSP Dashboard** or **<Back to Enrollment Manager** to edit members.

Review the changes and select **Submit** if accessing from the Worker Portal, or select **Checkout** if accessing from SSP.

Please Note: If accessing via SSP, the signature page will display. If accessing via the Worker Portal, the homepage will display.

