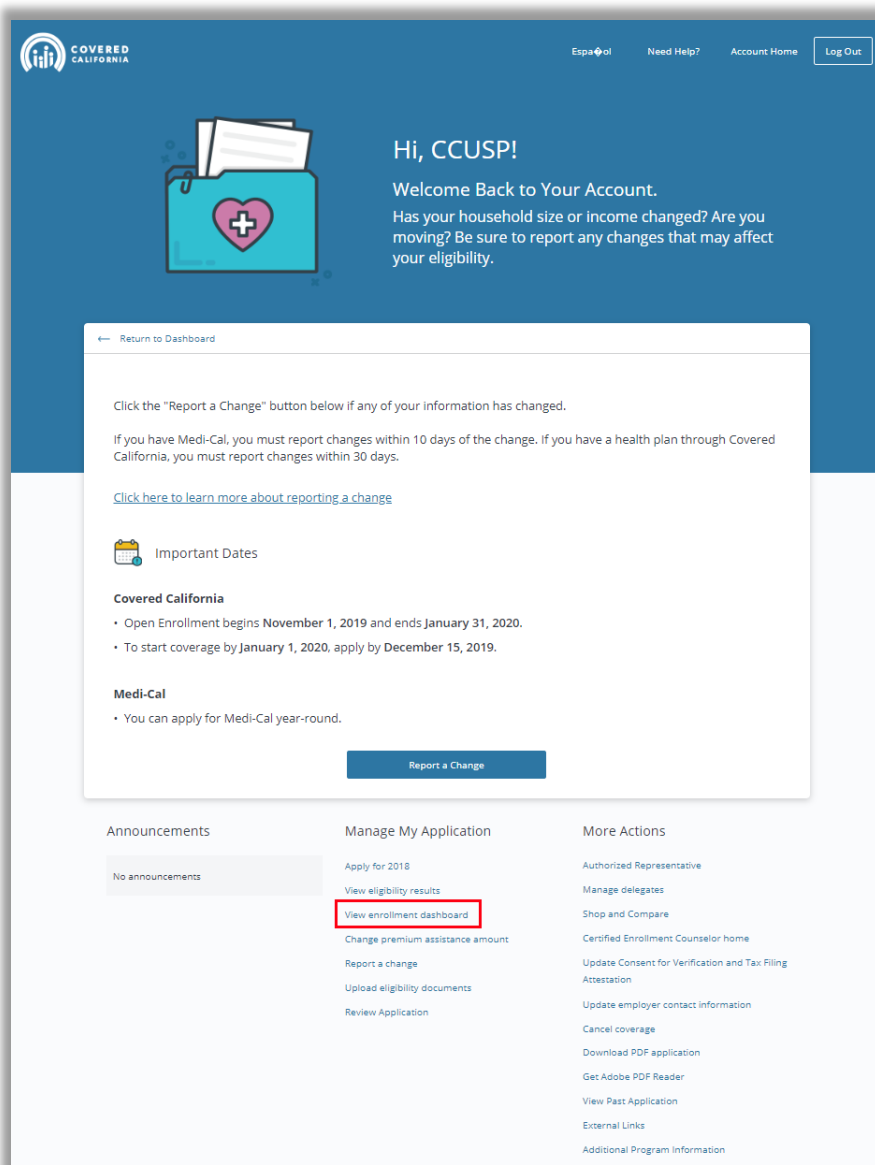


Overview

The Enrollment Dashboard is a landing page that provides the Certified Enroller or consumer with an at-a-glance view of the consumers enrollment information, application progress and the next steps in the enrollment process. Certified Enrollers may access the *Enrollment Dashboard* to view consumers enrollment information and make appropriate changes.

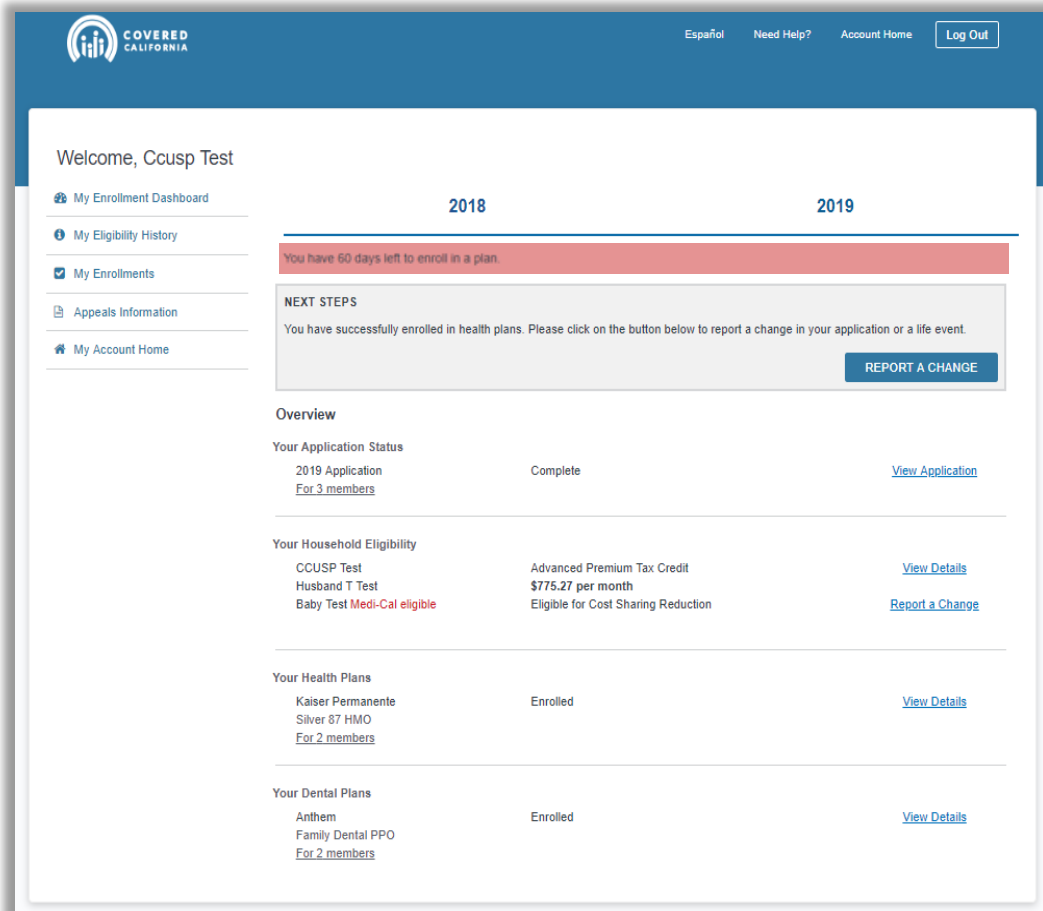
Accessing the Enrollment Dashboard

1. Access the consumers application
2. On the bottom of *consumers Home* page, select **View Enrollment Dashboard** under the *Manage My Application* section.



Enrollment Dashboard

The *Enrollment Dashboard* provides a current view of consumer enrollment and advises them as to their next steps. During Open Enrollment, two tabs display on the top of the *Enrollment Dashboard*. One tab will display for the current year enrollment and the other tab will display for the upcoming year enrollment. Once the Open Enrollment period has concluded, only the tab for the current year of enrollment displays.



The screenshot shows the Enrollment Dashboard interface. At the top, there's a blue header with the Covered California logo, language options (Español), a 'Need Help?' link, an 'Account Home' link, and a 'Log Out' button. Below the header, a white sidebar on the left contains a 'Welcome, Ccusp Test' message and a list of navigation links: 'My Enrollment Dashboard' (selected), 'My Eligibility History', 'My Enrollments', 'Appeals Information', and 'My Account Home'. The main content area has two tabs for the years '2018' and '2019'. A red warning banner at the top of the 2019 tab states 'You have 60 days left to enroll in a plan.' Below this is a 'NEXT STEPS' section with the text 'You have successfully enrolled in health plans. Please click on the button below to report a change in your application or a life event.' and a 'REPORT A CHANGE' button. The 'Overview' section follows, displaying enrollment details for 2019. It includes sections for 'Your Application Status' (2019 Application Complete, View Application), 'Your Household Eligibility' (CCUSP Test, Husband T. Test, Baby Test Medi-Cal eligible; Advanced Premium Tax Credit \$775.27 per month; Eligible for Cost Sharing Reduction; View Details, Report a Change), 'Your Health Plans' (Kaiser Permanente Silver 87 HMO For 2 members, Enrolled, View Details), and 'Your Dental Plans' (Anthem Family Dental PPO For 2 members, Enrolled, View Details).

The main page of the *Enrollment Dashboard* is divided into the following sections:

- Warning Message
- Your Health Coverage Status
- Next Steps
- Overview – Your Application Status
- Your Household Eligibility
- Your Health Plans
- Your Dental Plans

Warning Message

Displays a message detailing the number of days left the consumer has to enroll in a plan. Messages display throughout the Open Enrollment and Special Enrollment periods.

You have 60 days left to enroll in a plan.

Your Health Coverage Status

Displays the consumer's current **enrollment** status. One of the following enrollment statuses displays:

- **Not Started:** The consumer has not completed the application for the current year or has missed Open Enrollment.
- **In Progress:** The consumer has completed the application (during Open Enrollment), or when a consumer has reported a Qualifying Life Event (outside of Open Enrollment) and can now shop for plans.
- **Being Updated:** The consumer has reported a Qualifying Life Event.
- **Enrolled:** The consumer has successfully enrolled in a health plan.
- **Being Renewed:** The consumer has successfully reviewed and completed their application for the upcoming year. The consumer may retain their current plan if it is still available.
- **Renewed:** The consumer's enrollment has successfully renewed for the upcoming year and no further action is required.

Next Steps

Details the next action needed by the Certified Enroller or consumer. This can include completing the application or shopping for a plan. The message and the button's text dynamically display the consumer's next step in the enrollment process.

NEXT STEPS

Please finalize plan selection and enrollment on the next screen for un-enrolled members.

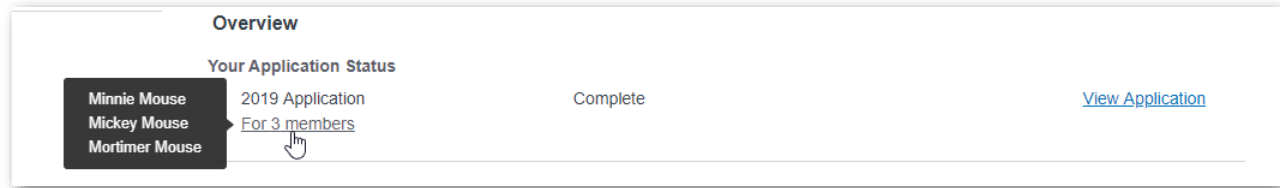
CONTINUE SHOPPING

The dynamic button displays one of the following actions the Certified Enroller or consumer can take next:

- **Start New Application:** Application not started
- **Report Life Event and Shop:** Report Qualifying Life Event (Open Enrollment closed)
- **Shop for Plans:** Application has been completed; shop and enroll in health/dental plan
- **Confirm Event and Shop:** Confirm reported Life Event and shop for plan
- **Confirm Event and Finalize Plans:** Confirm qualified Life Event and shop for plan
- **Continue Shopping:** One or more members have enrolled; complete enrollment for remaining household members
- **Report a Change:** Currently enrolled in a plan but would like to update income or other information.
*Note: If there is an American Indian or Alaska Native member in the household, this button displays **Shop for Plans***

Overview – Your Application Status

Displays an overview of the consumer's application status and a dynamic link based on the status of the application.

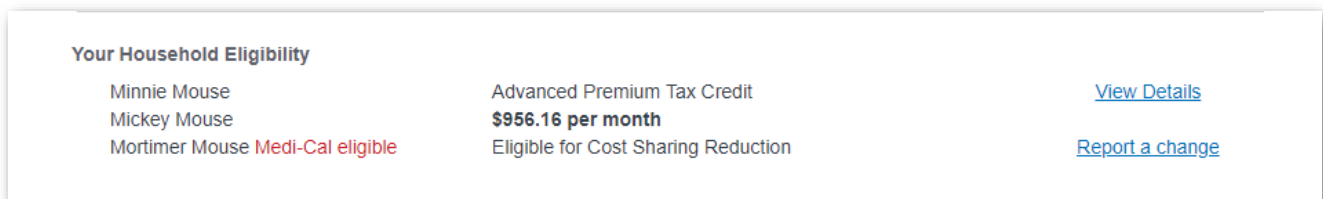


Overview		
Your Application Status		
Minnie Mouse Mickey Mouse Mortimer Mouse	2019 Application For 3 members	Complete View Application

- **[Year] Application:** Displays the application coverage year
- **For # members:** Displays the total number of household members with a hover-over displaying the names of each household member
- **Application Status:** Displays the status of the current application:
 - Complete
 - Closed
 - Not Complete
- **Dynamic Link:** Displays a link based on the status of the application. Possible links are as follows:
 - **Eligibility Details link:** Displays when the application is complete and eligibility has been determined; navigates the consumer to the Household Eligibility Results Summary page
 - **View Application link:** Displays when the application is complete and household members have been enrolled or partially enrolled; navigates the consumer to the My Eligibility History page
 - **Go to Application link:** Displays when the application has not yet been completed; navigates the Certified Enroller or consumer to their home page

Overview – Your Household Eligibility

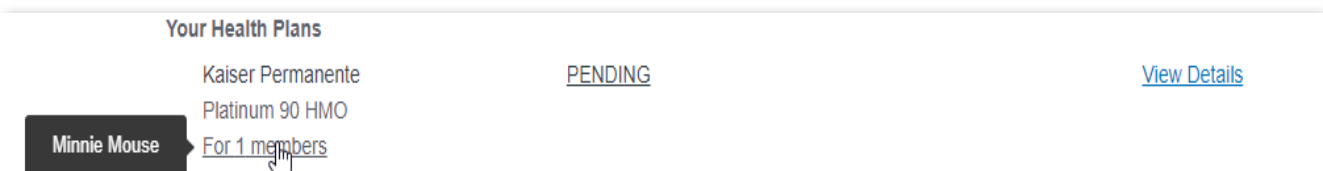
Displays the names of the household and their respective eligibility status. The Advanced Premium Tax Credit section displays the current APTC per month and information on CSR. If any member of the household is American Indian, Alaska Native or CCHIP-eligible, that information displays in this area.



Your Household Eligibility		
Minnie Mouse	Advanced Premium Tax Credit	View Details
Mickey Mouse	\$956.16 per month	
Mortimer Mouse Medi-Cal eligible	Eligible for Cost Sharing Reduction	Report a change

Overview – Your Health Plans

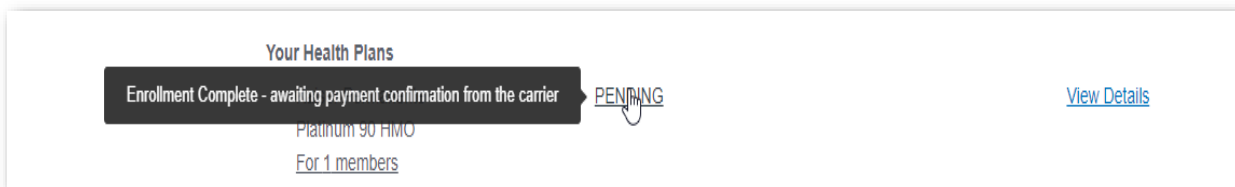
This section of the *Enrollment Dashboard* displays the health plan(s) for enrolled household members. Additionally, any plans the Certified Enroller or consumer saved as “favorites” while viewing the Shop and Compare pages displays in this section.



Your Health Plans		
Minnie Mouse	Kaiser Permanente Platinum 90 HMO	PENDING View Details

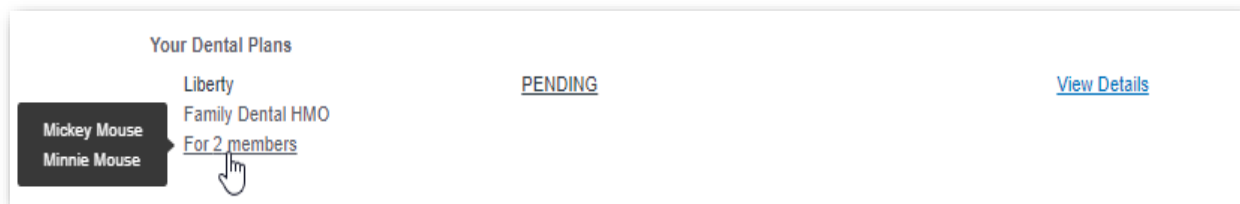
- **Health Insurance Information:** The health insurance company name and health insurance plan displays.
- **For [#] Members:** Displays the number of members enrolled in the health plan; hovering over the link displays the name of members enrolled in the plan.
- **Plan Status:** Displays the enrollment status of the plan displaying; hovering over the status displays details of the enrollment status.
- **View Details:** This link is dynamic based on enrollment status. The **View Details** link navigates the Certified Enroller or consumer to the *Eligibility Results Summary* page.

*Note: During the Open Enrollment period, the **Change Plans** link displays instead; selecting this link navigates the Certified Enroller or Consumer to the Eligibility Results Summary page.*



Overview – Your Dental Plans

This section of the *Enrollment Dashboard* displays the dental plan(s) for enrolled household members. Additionally, any plans the Certified Enroller or consumer saved as “favorites” while viewing the Shop and Compare pages displays in this section.



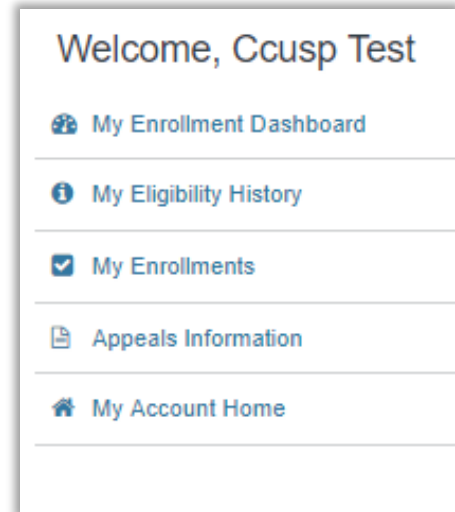
- **Dental Care Provider:** The dental plan provider name and plan displays
- **For [#] Members:** Displays the name of members enrolled in the dental plan; hovering over the link displays the name of members enrolled in the plan
- **Plan Status:** Displays enrollment status; hovering over the **Status** link dynamically displays a message according to the plan status displaying, for example, “Enrollment Complete – awaiting payment confirmation from the carrier”
- **View Details:** This link is dynamic based on enrollment status. The **View Details** link navigates the Certified Enroller or consumer to the *Current Enrollment* page

*Note: During the Open Enrollment period, the **Change Plans** link displays instead; selecting this link navigates the Certified Enroller or Consumer to the Eligibility Results Summary page.*

Left Navigational Panel

The left navigation panel displaying on the *Enrollment Dashboard* contains links that navigate the Certified Enroller or consumer to other sections with additional enrollment information:

- **My Enrollment Dashboard:** Navigates the Certified Enroller or consumer back to the *Enrollment Dashboard* to view at-a-glance their household's application and enrollment status
- **My Eligibility History:** Displays current and past eligibility history received from account transfer information
- **My Enrollments:** Displays current and past enrollment information
- **Appeals Information:** Opens a window tab to Coveredca.com displaying the File an Appeals or Complaint page
- **My Account Home:** Navigates the consumer to the *Consumer Home* page



My Eligibility History

The **My Eligibility History** link displays in the left-hand panel on the *Enrollment Dashboard*. Selecting this link allows the Certified Enroller or consumer to view their current and past eligibility history.

My Eligibility History

Application Year 2019

2019 Coverage
APTC:
CSR: Not Eligible

Type : Special Enrollment
Case Number: 5000011910
Creation Date: Feb 5, 2019 2:45:32 AM
Last updated: Feb 5, 2019 2:45:36 AM

You have been enrolled.

Plan Summary

To view your application click here.

To view your changes click here.

☒ Eligibility Results

Past Applications

Application Year 2019

2019 Individual and Family Coverage
APTC: \$1,029.57
CSR: CS5

Type : Special Enrollment
Case Number: 5000011910
Creation Date: Jan 28, 2019 8:36:00 AM
Last updated: Feb 5, 2019 2:45:35 AM

Application status: Closed

☒ Eligibility Results

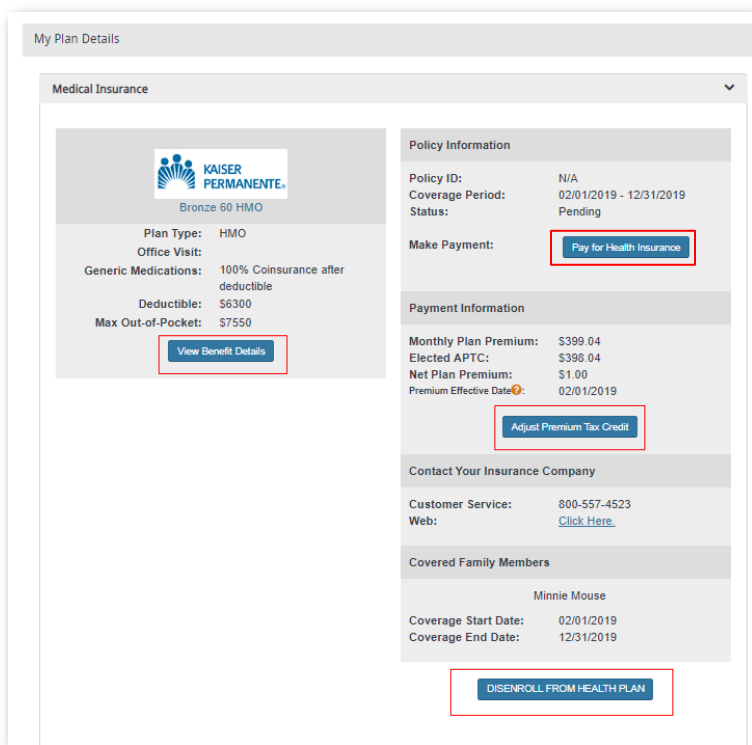
View Your Application

The **My Eligibility History** page then displays information related to the selected application year. The following details display on the page:

- **Application Year** This dropdown defaults to the current application year. The Certified Enroller or consumer may select a prior application year
- [year] Coverage: Displays the plan coverage year
- APTC: Displays the Advanced Premium Tax Credit, if applicable
- CSR: Displays Cost Saving Reduction, if applicable
- **Plan Summary** button: Selecting this button navigates the Certified Enroller or consumer to **the My Plan Details** page to view detailed plan information.

My Plan Details page

Displays detailed health and dental plan information for the consumer. Selecting the Medical Insurance/Dental Insurance caret displays plan details, such as Plan Type, Policy Information (Policy ID, Coverage Period, and enrollment Status), as well as contact information for the insurance company. Additionally, the following buttons display which allows the Certified Enroller or the consumer to view benefit details, make their first payment, and adjust their APTC.



The screenshot shows the 'My Plan Details' page for a Kaiser Permanente Bronze 60 HMO plan. The page is divided into several sections:

- Plan Information:**
 - Plan Type: HMO
 - Office Visit: 100% Coinsurance after deductible
 - Generic Medications: 100% Coinsurance after deductible
 - Deductible: \$6300
 - Max Out-of-Pocket: \$7550
 - [View Benefit Details](#) button
- Policy Information:**
 - Policy ID: N/A
 - Coverage Period: 02/01/2019 - 12/31/2019
 - Status: Pending
 - [Pay for Health Insurance](#) button
- Payment Information:**
 - Monthly Plan Premium: \$399.04
 - Elected APTC: \$398.04
 - Net Plan Premium: \$1.00
 - Premium Effective Date: 02/01/2019
 - [Adjust Premium Tax Credit](#) button
- Contact Your Insurance Company:**
 - Customer Service: 800-557-4523
 - Web: [Click Here](#)
- Covered Family Members:**
 - Minnie Mouse
 - Coverage Start Date: 02/01/2019
 - Coverage End Date: 12/31/2019
 - [DISENROLL FROM HEALTH PLAN](#) button

- **View Benefit Details:** Selecting this button displays plan provider details
- **Pay for Health Insurance** button: The Certified Enroller or consumer is navigated to the plan provider site to make their first payment
- **Adjust Premium Tax Credit:** Certified Enrollers or Consumers' may adjust their Premium Tax Credit. Selecting this button, a popup displays with instructions and a slider to adjust APTC
- **Disenroll from Health Plan:** This button displays when coverage for a health or dental plan has started based on the coverage start date. Disenrolling from a plan will terminate coverage for all Household members subscribed to that plan
- **Cancel Coverage:** This button displays when health or dental enrollment is pending and has yet to start based on the coverage start date

My Eligibility History Application Year: 2019

2019 Coverage Type: Special Enrollment
Case Number: 5000011910
Creation Date: Feb 5, 2019 2:45:32 AM
Last updated: Feb 5, 2019 2:45:36 AM

APTC: Not Eligible

You have been enrolled. [Plan Summary](#)

[To view your application click here.](#)

[To view your changes click here.](#)

☒ Eligibility Results

Past Applications Application Year 2019

2019 Individual and Family Coverage Type: Special Enrollment
Case Number: 5000011910
Creation Date: Jan 28, 2019 8:36:00 AM
Last updated: Feb 5, 2019 2:45:35 AM

APTC: \$1,029.57
CSR: CSS

Application status: Closed

☒ Eligibility Results [View Your Application](#)

To View Your Application Click Here

Selecting this link navigates the Certified Enroller or consumer to the *Household* and *Contact Information* page

Note: the page displays as View Your Application Summary

This page provides a summary of Household Members who have applied for coverage. The Certified Enroller or consumer may select the **Download** button to save a local copy of the information presented or select the **Print** button to printout this page.

Application Summary [Download](#) [Print](#)

Minnie Mouse

Email: mouselady@invalid.com
Phone: (916) 222-3333
Date of Birth: Oct 23, 1975
Home Address: 1234 Anywhere, Rancho Cordova, CA, 95670, Sacramento
Mailing Address: 1234 Anywhere, Rancho Cordova, CA, 95670, Sacramento
Preferred Phone Number:
Second Phone Number: (916) 222-3333(home)
Preferred Spoken Language: English
Preferred Written Language: English
Preferred Method of Communication: Email

Applying For Health Coverage

Name	Relationship	Date of Birth	Seeking Coverage
Minnie Mouse	Self	Oct 23, 1975	Yes
Mickey Mouse	Spouse	Oct 24, 1971	Yes
Mortimer Mouse	Parent/Caretaker of the ward	Oct 14, 2013	Yes

Household Members

Minnie Mouse (Primary Contact)

Applying for Coverage: Yes
Gender: Female
Social Security Number: ***-**-8320
Name on SSN Card: Minnie Mouse
US Citizen or US National: Yes
Home Address: 1234 Anywhere, Rancho Cordova, CA, 95670, Sacramento
Mailing Address: Same as home address

Mickey Mouse

Applying for Coverage: Yes
Gender: Male
Social Security Number: ***-**-9020
Name on SSN Card: Mickey Mouse
US Citizen or US National: Yes
Home Address: 1234 Anywhere, Rancho Cordova, CA, 95670, Sacramento

To View Your Changes Click Here

Selecting this link displays a popup of the Summary of Reporting Events, which lists application change type, i.e. Marriage, and Event Date.

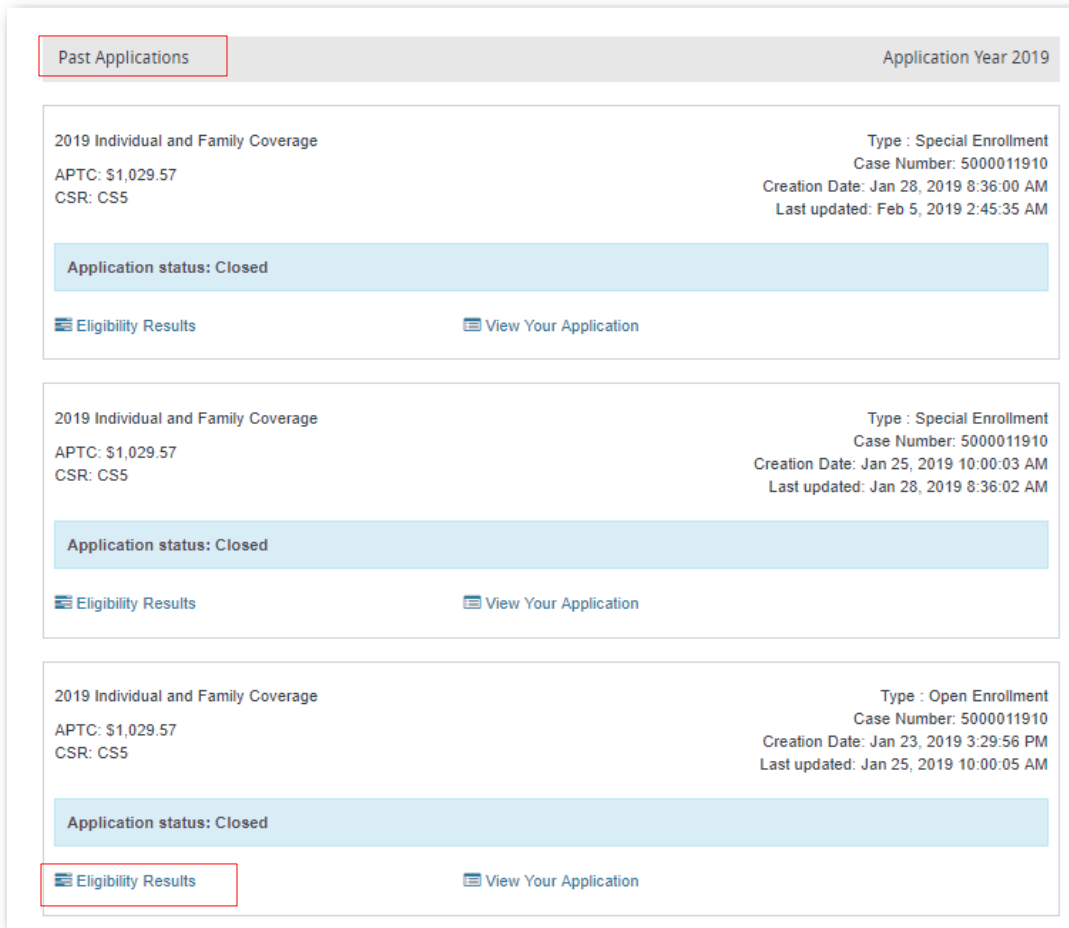
Summary of Reported Events

Name	Event	Event Date
Minnie Mouse	Marriage	01/23/2019
Mickey Mouse	Marriage	01/23/2019
Mortimer Mouse	Marriage	01/23/2019

[To view your application click here.](#) [OK](#)

Past Applications

Lists past applications transactions for the selected year. Select the **[Year]** from the Application Year dropdown at the top of the **My Eligibility** section.



Past Applications Application Year 2019

2019 Individual and Family Coverage

APTC: \$1,029.57
CSR: CS5

Type : Special Enrollment
Case Number: 5000011910
Creation Date: Jan 28, 2019 8:36:00 AM
Last updated: Feb 5, 2019 2:45:35 AM

Application status: Closed

[Eligibility Results](#) [View Your Application](#)

2019 Individual and Family Coverage

APTC: \$1,029.57
CSR: CS5

Type : Special Enrollment
Case Number: 5000011910
Creation Date: Jan 25, 2019 10:00:03 AM
Last updated: Jan 28, 2019 8:36:02 AM

Application status: Closed

[Eligibility Results](#) [View Your Application](#)

2019 Individual and Family Coverage

APTC: \$1,029.57
CSR: CS5

Type : Open Enrollment
Case Number: 5000011910
Creation Date: Jan 23, 2019 3:29:56 PM
Last updated: Jan 25, 2019 10:00:05 AM

Application status: Closed

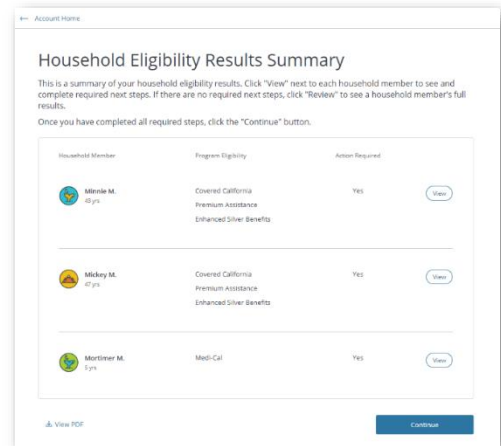
[Eligibility Results](#) [View Your Application](#)

Eligibility Results Link

Navigates the Certified Enroller or consumer to the *Household Eligibility Results Summary* page. The Certified Enroller or consumer can view a summary of each household member's program eligibility.

*Note: To return to My Enrollment Dashboard select the **Account Home** link on the top left corner of the Household Eligibility Results Summary page; the Consumer Home page displays or,*

Select the **View Enrollment Dashboard** link under Manage My Application section on the *Consumer's Home* page; the *Enrollment Dashboard* displays.



Household Eligibility Results Summary

This is a summary of your household eligibility results. Click "View" next to each household member to see and complete required next steps. If there are no required next steps, click "Review" to see a household member's full results.

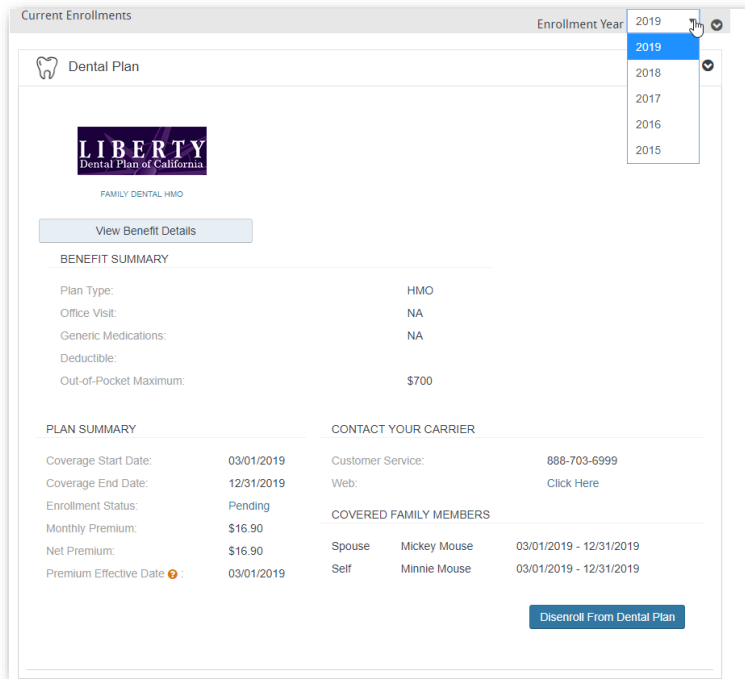
Once you have completed all required steps, click the "Continue" button.

Household Member	Program Eligibility	Action Required
Minnie M. 43 yrs	Covered California Premium Assistance Enhanced Silver Benefits	Yes View
Mickey M. 41 yrs	Covered California Premium Assistance Enhanced Silver Benefits	No View
Mortimer M. 2 yrs	Medi-Cal	Yes View

[View PDF](#) [Continue](#)

My Enrollments

The **My Enrollments** link displays in the left-hand navigation panel on the *Enrollment Dashboard*. Selecting this link navigates the consumer to the *Current Enrollments* page.



Current Enrollments

Enrollment Year: 2019

Dental Plan

LIBERTY
Dental Plan of California

FAMILY DENTAL HMO

[View Benefit Details](#)

BENEFIT SUMMARY

Plan Type:	HMO
Office Visit:	NA
Generic Medications:	NA
Deductible:	
Out-of-Pocket Maximum:	\$700

PLAN SUMMARY

Coverage Start Date:	03/01/2019
Coverage End Date:	12/31/2019
Enrollment Status:	Pending
Monthly Premium:	\$16.90
Net Premium:	\$16.90
Premium Effective Date:	03/01/2019

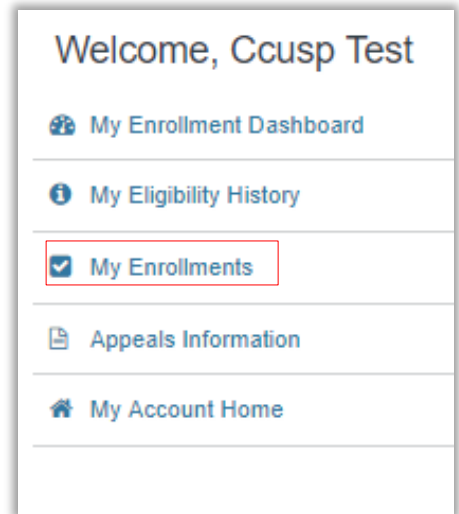
CONTACT YOUR CARRIER

Customer Service:	888-703-6999
Web:	Click Here

COVERED FAMILY MEMBERS

Spouse	Mickey Mouse	03/01/2019 - 12/31/2019
Self	Minnie Mouse	03/01/2019 - 12/31/2019

[Disenroll From Dental Plan](#)



Welcome, Ccusp Test

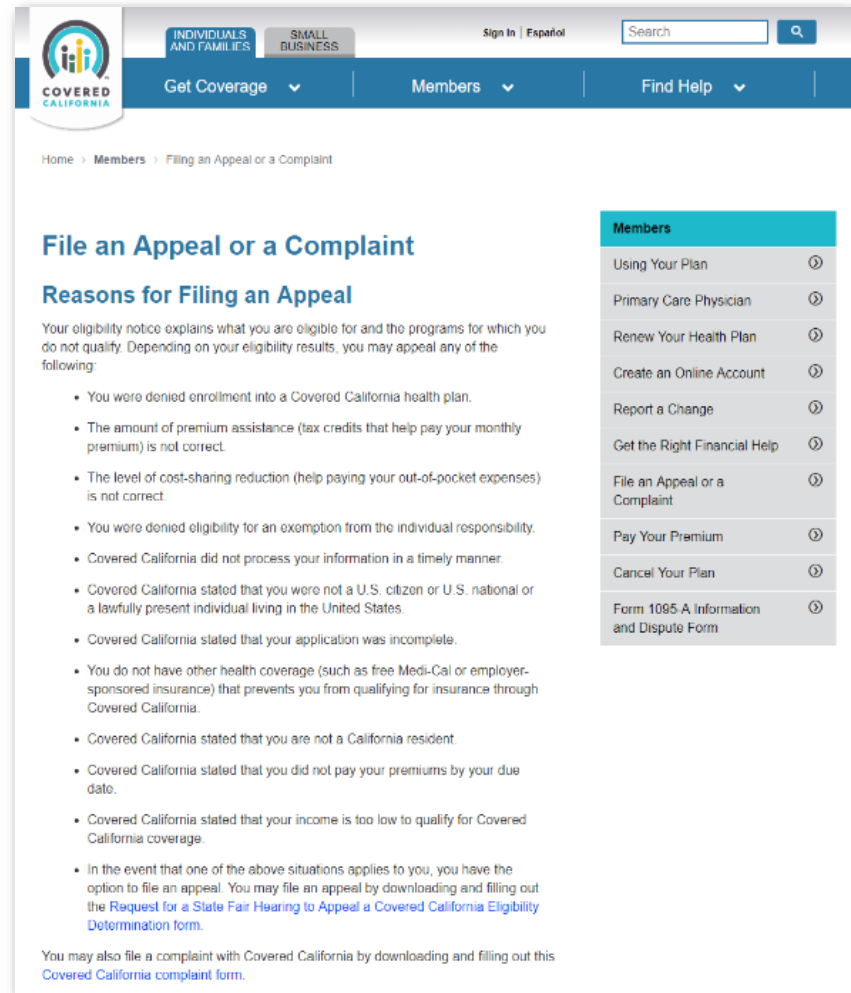
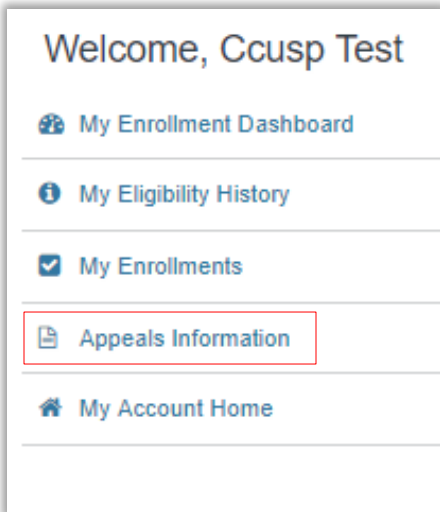
- [My Enrollment Dashboard](#)
- [My Eligibility History](#)
- [My Enrollments](#)
- [Appeals Information](#)
- [My Account Home](#)

Note: Current Enrollments display at the top of the page and Past Enrollments display toward the bottom of the page.

- **Enrollment Year [Year]:** Select a value from the dropdown to view enrollment information for that year. The Enrollment Year dropdown selection defaults to the current year
- **Logo:** The plan provider's logo displays
- **View Benefit Details button:** Displays health/dental plan provider details
- **BENEFIT SUMMARY:** Displays a list of benefits included in the health/dental plan
- **PLAN SUMMARY:** Displays coverage start and end dates, enrollment status and premium and APTC information
- **CONTACT YOUR CARRIER:** Displays contact information for health/dental plan provider
- **Covered Family Members:** Displays Household members who are enrolled with the selected health/dental plan provider
- **Disenroll from Health Plan:** This button displays when coverage for a health or dental plan has started based on the coverage start date. Disenrolling from a plan will terminate coverage for all Household members subscribed to that plan
- **Cancel Coverage:** This button displays when health or dental enrollment is pending and has yet to start based on the coverage start date

Appeals Information

The Appeals Information link navigate the Certified Enroller or Consumer to the Coveredca.com – File an Appeal or Complaint Reasons for Filing an Appeal page in a new browser.



My Account Home

The **My Account Home** link returns the Certified Enroller or consumer back to the *Consumer Home* page.

