



## JOB AID: REPORT A CHANGE

September 18, 2019

Your destination for affordable, quality health care, including Medi-Cal

This Job Aid illustrates how to complete a Report a Change (RAC) on behalf of a consumer to make changes to their household information. Note that not all changes require the Business Rules Engine to run. Upon submitting the RAC, an eligibility determination occurs automatically depending on the type of change processed. For example, CalHEERS redetermines eligibility when processing a change which adds or removes a household member (HHM), adds or updates income and/or a change to the physical address (resulting in a rate change: zip or county).

Changes resulting in an eligibility redetermination may impact the consumer's coverage and/or eligibility for premium assistance. Eligibility results should be carefully reviewed with the consumer to be sure that any impacts of the changes are understood.

The RAC functionality is used in a variety of scenarios but the steps for each change scenario are similar. This Job Aid will highlight the steps to complete the following common types of reported changes:

- Remove a HHM
- Add a HHM
- Report a change of address

This Job Aid also describes how to use RAC functionality to change the application type from unsubsidized (no financial assistance for health care coverage) to subsidized (the Consumer receives financial assistance for coverage in the form of monthly premium assistance, cost sharing reductions, tax credits, or Medi-Cal).

COVERED CALIFORNIA Español Need Help?

Hi, John!  
Welcome Back to Your Account.  
Has your household size or income changed? Are you moving? Be sure to report any changes that may affect your eligibility.

Return to Admin Home Page

Click the "Report a Change" button below if any of your information has changed.

If you have Medi-Cal, you must report changes within 10 days of the change. If you have a health plan through Covered California, you must report changes within 30 days.

[Click here to learn more about reporting a change](#)

**Important Dates**

**Covered California**

- Open Enrollment begins Nov. 1, 2017 and ends Jan. 31, 2018.
- To start coverage by Jan. 1, 2018, apply by Dec. 15, 2017.

**Medi-Cal**

- You can apply for Medi-Cal year-round.

**Report a Change**

**Announcements**

01/01/2017  
Testing  
View all announcements

**Manage My Application**

- View eligibility results
- View enrollment summary
- Change premium assistance amount
- Report a change**
- Provide verifications

**More Actions**

- Manage delegates
- Shop and Compare
- Certified Enrollment Counselor home
- Update Consent for Verification and Tax Filing Attestation
- Update employer contact information
- Cancel coverage
- Download PDF application
- Get Adobe PDF Reader

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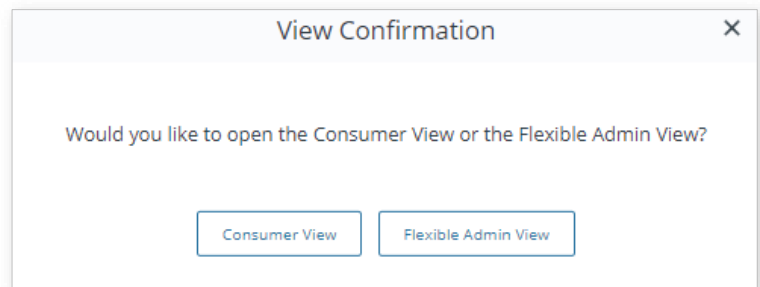
The additional steps required for reporting changes during Special Enrollment periods are also described.

### Begin a Report a Change

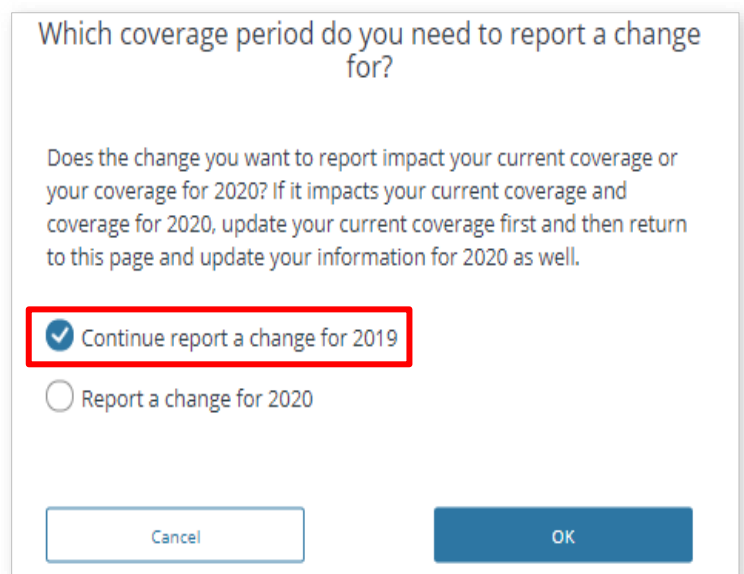
After submitting an application and completing plan selection, the *Consumer Home* page displays the **Report a Change** button.

Depending on the type of user and the time of year, clicking the **Report a Change** button presents a couple of options via popups for the user to make a selection. For example:

- For the Service Center Representative (SCR) and County Eligibility Worker (CEW), the *View Confirmation* popup displays to choose the **Consumer View** or **Flexible Admin View** of the application
- If a household has renewed their application for the upcoming year, the *Which coverage period do you need to report a change for?* popup displays
  - For Consumers, Agents and CECs, this popup displays only until the end of the year (12/31) for users to select either the current year or the upcoming year to complete a RAC
  - For Service Center Representatives (SCR) and County Eligibility Workers (CEW) this popup displays all year long for cases older than one year



The image shows a 'View Confirmation' popup window. The title bar says 'View Confirmation' with a close button (X) on the right. The main text asks, 'Would you like to open the Consumer View or the Flexible Admin View?'. Below the text are two buttons: 'Consumer View' and 'Flexible Admin View'.



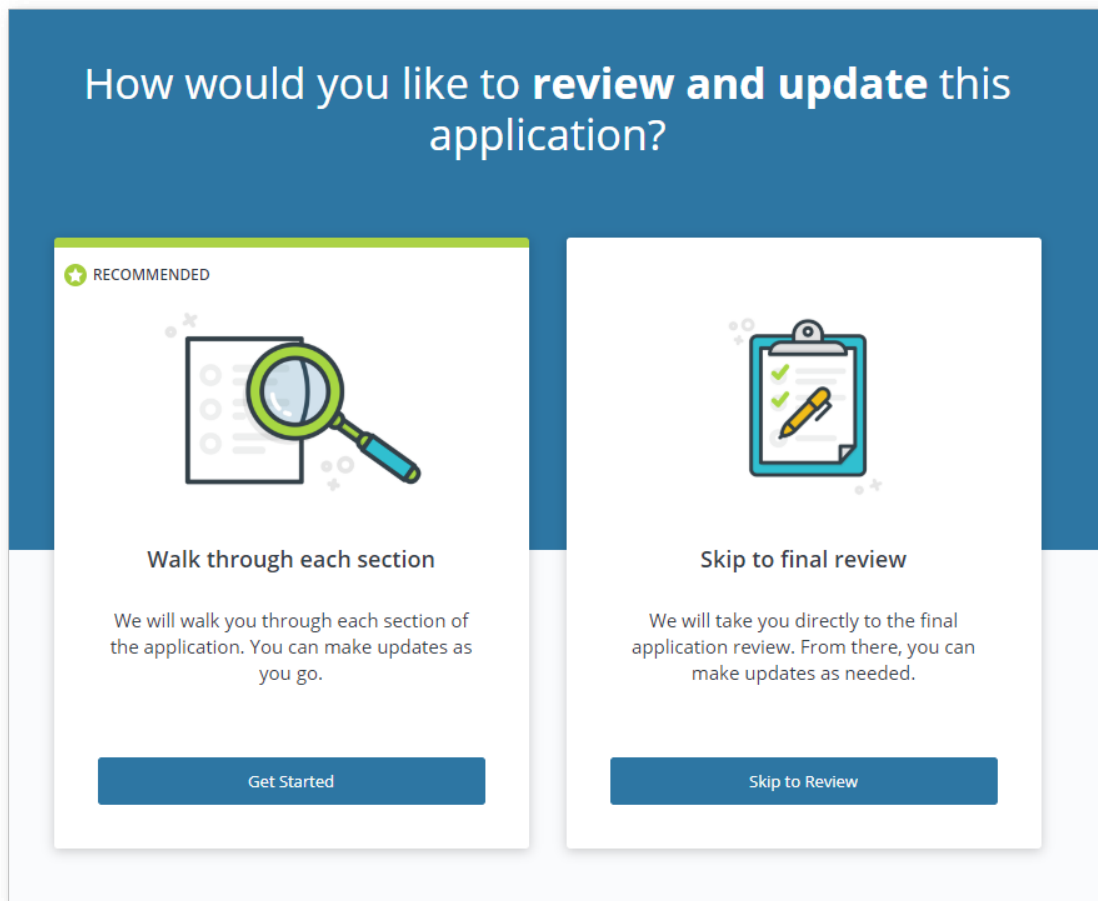
The image shows a 'Which coverage period do you need to report a change for?' popup window. The title bar says 'Which coverage period do you need to report a change for?'. The main text asks, 'Does the change you want to report impact your current coverage or your coverage for 2020? If it impacts your current coverage and coverage for 2020, update your current coverage first and then return to this page and update your information for 2020 as well.' Below the text are two radio button options: 'Continue report a change for 2019' (which is selected and highlighted with a red box) and 'Report a change for 2020'. At the bottom are two buttons: 'Cancel' and 'OK'.

A RAC application can also be initiated from a link in the *Manage My Application* section of the *Consumer Home* page. In addition, if the RAC is started but not completed the button on the *Consumer Home* page changes to **Continue Report a Change**. In the *Manage My Application* section there is also a **Continue Change Report** to resume the RAC and a **Cancel Change Report** link to remove any changes made and cancel the RAC.

Clicking the **OK** button navigates the user to the *How would you like to review and update this application?* page. The **Cancel** button closes the popup.

The *How would you like to **review and update** this application?* page displays for SCR and CEW users only, with two navigational options:

- *Walk through each section* – each section is presented for review with this page flow. Apply updates to each section of the application as required
- *Skip to final review* – allows the user to bypass each household and individual information section and navigate directly to the *Final Household Review* page to review and update the specific section for the reported change



**Note:** After selecting an option, the *Consumer Home* page reflects the RAC is in **Continue Report a Change** status and the *How would you like to **review and update** this application?* page no longer presents as an option.

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### Skip to final review option

As mentioned earlier, the *Skip to final review* option allows the user to bypass each household and individual information section and navigate directly to the **Final Household Review** page to review and update the specific section for the reported change. On this page, review one or more sections as required to make the RAC updates.

- Click the **Edit** link next to the section requiring an update
- Clicking the **Confirm** button displays the *Final Individual Review* page for each HHM
- Similar to the *Final Household Review* page, click the **Edit** link to update information for that member

**Note:** The *Skip to final review* option navigates the user through the same page flow regardless of the type of RAC.

Application Menu Your answers will be saved

Update Your Application

### Final Household Review

Household Members [Edit](#)

Donald D.  
27 yrs  
Primary Contact

Marital Status & Relationships [Edit](#)

Marital Statuses:  
Donald D.'s marital status: Single

Home and Mailing Address [Edit](#)

Donald D. 27 yrs	Home address 1601 Exposition Blvd Sacramento, CA 95815	Mailing address 1601 Exposition Blvd Sacramento, CA 95815
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Applying For Health Care [Edit](#)

Donald D.  
27 yrs

Household Tax Information [Edit](#)

Primary Tax Filer:  
Donald D.  
27 yrs  
Tax filing status: Single

Also plan to file taxes:  
Donald D.  
27 yrs  
Tax filing status: Single

Required to file taxes:  
Donald D.  
27 yrs

Claimed as a dependent: Nobody expects to be claimed as a dependent

Household Income [Edit](#)

Donald D. 27 yrs	Income disney 01/01/2014 - Current	\$30,000.00 / year
Projected Household Income		\$30,000.00 / year

[Confirm](#)

### Walk through each section option

To review household information previously provided and make updates to more than one section, select the **Get Started** button on the *How would you like to review and update this application?* page.

**Note:** The **Back** button returns the user to the *Application Menu* page.

On the *Has Your Household Changed?* page, users can add and remove HHMs. After making all changes, or if it is determined that no updates are needed on this page, click the **Save & Continue** button and proceed to the next confirmation page. Repeat this for each confirmation page. RAC confirmation pages include:

- *Confirm These Relationships and Marital Statuses are Correct*
- *Confirm These Home and Mailing Addresses Are Correct*
- *Confirm This Tax Information Is Correct*
- *Confirm This Income Information Is Correct*

On the *Now, Let's Review Each Household Member to Make Sure Their Information Is Correct* page, the SCR can review information for each household member before completing the RAC.

- Click the **Review** link next to the HHM to access the *Review [HHM] Information* page for the household member selected
- If a review is not needed, click the **Save & Continue** button to proceed to the final review

The screenshot shows the 'Application Menu' page with the heading 'Update Your Application' and the question 'Has Your Household Changed?'. Below the heading is a link 'Who should I include?'. A note states: 'Click "Remove" to remove someone from the household or "Add" to add a new member. You cannot remove the Primary Contact. You can review all household members' information later in the application.' There are three cards: 1. 'Tom L. 47 yrs' with a 'Primary Contact' star icon and a 'Remove' button. 2. 'Tom L. 9 yrs' with a 'Remove' button. 3. 'Add Household Member' with a plus sign icon. At the bottom are 'Back' and 'Save & Continue' buttons.

The screenshot shows the 'Application Menu' page with the heading 'Update Your Application' and the instruction 'Now, Let's Review Each Household Member to Make Sure Their Information Is Correct'. Below is a section 'Information you may need to update:' with four categories: 'Contact Information' (Address, phone number, email), 'Health Care' (Gained or lost health care, updated Medicare or disability status), 'Citizenship & Immigration' (Citizenship status or documentation, recognized tribal status, military status), and 'Household Members' (Name, student status, foster care status). A note says: 'Click "Review" to view and update each person's information.' There are two cards: 1. 'Tom L. 47 yrs' with a 'Review' link highlighted in a red box. 2. 'Tom L. 9 yrs' with a 'Review' link. At the bottom are 'Back' and 'Save & Continue' buttons.

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The **Final Household Review** page is a snapshot of all the household information and allows for a quick update.

- Click the **Edit** link to navigate to that section's confirmation page and update the information as necessary

For example, clicking the **Edit** link next to the *Marital Status and Relationships* section displays the *Confirm These Relationships and Marital Statuses are Correct* page where relationship and Marital Status can be updated.

- Click the **Confirm** button on the **Final Household Review** page to proceed with the RAC process

Similar to the **Final Household Review** page, the **Final Individual Review** page is a snapshot of the individual information divided into separate sections.

- Click the **Edit** link next to the section requiring an update. The *Review [HHM]'s Information* page displays where the individual information can be updated
- Click the **Confirm** button on the *Final Individual Review* page to proceed with the RAC process

**Note:** Click the **Confirm** button for each HHM.

The screenshot displays the 'Final Household Review' page with the following sections:

- Household Members:** Lists two members, Tom L. (47 yrs, Primary Contact) and Tom L. (9 yrs).
- Marital Status & Relationships:** Shows household relationships (Tom L. (47) is Tom L. (9)'s Parent) and marital status (Single) for both members.
- Home and Mailing Address:** Lists home and mailing addresses for both members at 2100 Savannah Ln, Sacramento, CA 95823.
- Applying For Health Care:** Shows both members with health care icons.
- Household Tax Information:** Lists primary tax filer (Tom L. (47 yrs), Head of Household), also plan to file taxes (Tom L. (47 yrs), Head of Household), and required to file taxes (Tom L. (47 yrs)).
- Household Income:** Shows income for Tom L. (47 yrs) as \$22,000.00 / year and projected household income as \$21,000.00 / year.

A 'Confirm' button is located at the bottom right of the page.

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The *Choose an **Event** that Best Applies to This Household* page displays to capture Special Enrollment information.

The screenshot shows a web form titled "Update Your Application" with the sub-header "Choose an **Event** that Best Applies to This Household". Below the title, there is a note: "If none of the events apply to this household, choose 'None of the above.' We check year-round to see if anyone qualifies for Medi-Cal." The main question is "Has anyone in this household experienced any of the following events in the last 60 days? Or is anyone a federally recognized American Indian or Alaska Native?" with a sub-note: "You can also report events that are expected to occur in the next 60 days, and you only need to choose one per household." A dropdown menu is set to "Had a baby or adopted a child". Below this, there are two radio button options: "Yes, this household qualifies for Special Enrollment" (which is selected) and "No, this household does not qualify for Special Enrollment". Under "Coverage Date Category", there are three radio button options: "Birth/Adoption/Appeals Mid-Month" (selected), "MEC or Marriage/Domestic Partnership", and "Regular". There are two date input fields: "Enter the date of the qualifying life event, if there is one. Enter today's date if not." with the date "06/10/2019", and "Special enrollment expiration date" with the date "08/09/2019". At the bottom, there are "Back" and "Save & Continue" buttons.

**Note:** Selecting a Qualifying Life Event (QLE) reason initiates plan selection. Not all Life Events initiate plan selection.

Once the *Choose an **Event** that Best Applies to This Household* page is complete, the **Sign & Submit Your Changed Application** page displays.

The **Sign & Submit Your Changed Application** page is the last page in the RAC process.

After the **Sign & Submit Your Changed Application** page is complete, users must click the **Submit Application** button in order to complete the Report a Change transaction.



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The *Household Eligibility Results Summary* page displays with the eligibility determination for each HHM. Review the revised eligibility information carefully with the Consumer to make sure they understand how their reported changes impact their coverage.

**Note:** Federal and State subsidy disclaimers display information about tax filing requirements in cases where tax credit and/or subsidy benefits are received.

← Application Menu Your answers will be saved

Update Your Application

### Sign & Submit Your Changed Application

Agree to the terms and conditions, and electronically sign your application below.

1

You are responsible for reporting changes to any information in your application. Some common changes are: moving, adding or removing family members and changes in immigration status. If you are enrolled in Medi-Cal, you must report a change within 10 days. If you are enrolled in Covered California, you must report a change within 30 days.

[Click here to learn more about reporting a change](#)

I agree and certify under penalty of perjury to report any changes to the information in this application to Covered California or to my local county office.

2

Please read this important information about your application. Once you finish reading, check the box to certify that you have done so.

I know that if I fail to do so, I may be liable for civil and/or criminal penalty for perjury (under California Penal Code Section 120, perjury is punishable by imprisonment for up to four years).

I know that all information disclosed on this application will be used to determine eligibility of every person applying for health insurance on this application. The information will be kept private as required by federal and California law.

I understand that if I have received federal advanced premium tax credits for health coverage through Covered California during the previous benefit year, I must have filed or will file a federal income tax return for that benefit year.

I understand that if I have received California Premium Subsidy for health coverage through Covered California during the previous benefit year, I must have filed or will file a state income tax return for that benefit year.

By entering my full name below, I agree that this digital signature shall have the same force and effect as if I signed this application by my own hand.

I agree and certify under penalty of perjury that I have read the full legal terms and conditions.

3

By entering my PIN and typing my full name I certify under penalty of perjury that I have read and I understand the questions in this application. I have answered honestly to the best of my ability.

Electronic Signature PIN ⓘ

....

Electronic Signature

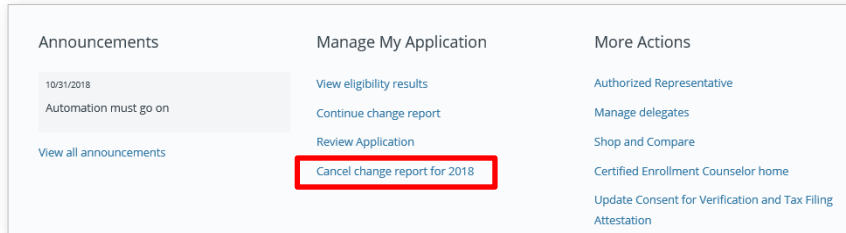
Hazel Mouse

Back Submit Application



## Cancel Change Report for [current year]

The **Cancel change report for [current year]** link displays for CEWs/ SCR when there is a RAC in-progress (not yet submitted) for the current year and the consumer is enrolled in a plan for the next enrollment year.

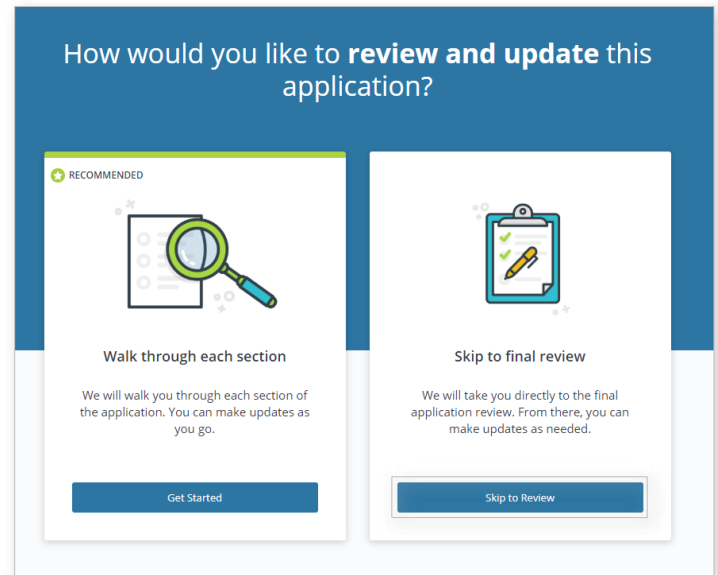


**Note:** Beginning in Open Enrollment until 12/31 of the current year, the **Cancel change report for [current year]** link displays for Consumers, Authorized Representatives, Certified Enrollment Counselors, Certified Insurance Agents, and Planned Based Enrollers when a change report is active for the current year.

## Report a Change Examples

For all change scenarios described in this document, the task begins by finding the Individual and the associated case using the **Search Individual** link on the *Administration Home* page. Select the appropriate Individual from the **Results** list and click the **View Home** button to go to the *Consumer Home* page.

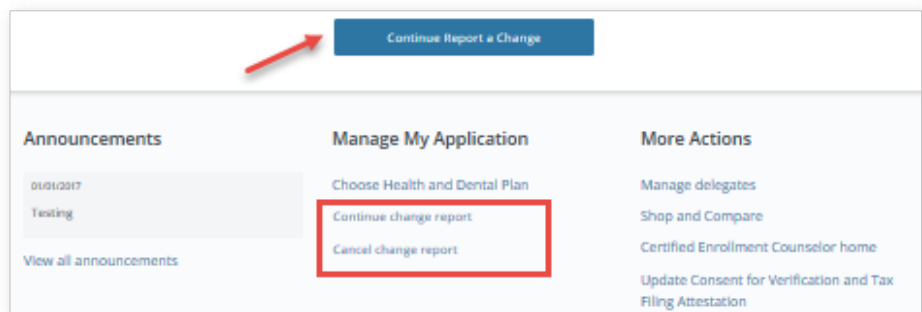
**Note:** The option to *Walk through each section* or *Skip to final review* is presented for all RACs.



## Report a Pregnancy

To process a RAC in pregnancy status, click the **Report a Change** button on the Consumer Home page. The *How would you like to review and update this application?* page displays.

1. Select the **Skip to Review** button, the *Final Household Review* page displays.



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2. Click the **Confirm** button on the *Final Household Review* page, the **Final Individual Review** page displays for the first HHM.
3. Click the **Confirm** button for each HHM until the **Final Individual Review** page displays for the applicable individual requiring a pregnancy update.
4. Click the **Edit** link next to the *Pregnancy Information* section. The *Review [HHM] Information* page displays with the following sections:

- *Basic Information*
- *Contact Information*
- *Marital Status & Relationships*
- *Pregnancy Information*
- *Health Care*
- *Citizenship & Immigration*
- *Military Service*
- *Optional Demographic Information*

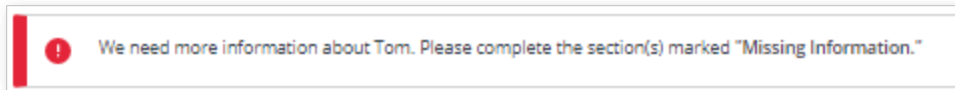
5. Select the caret (down arrow) next to the **Pregnancy Information** section to expand that section.
6. Selecting **Yes** dynamically displays the following fields:

- *Is [HHM] pregnant?*
- **Due date**
- **Number of babies**

The screenshot shows the 'Review Jessica's Information' page. The 'Pregnancy Information' section is expanded, and the 'Is Jessica pregnant?' question is selected with 'Yes'. The 'Due date' field is set to 07/19/2019, and the 'Number of babies' field is set to 1. A red box highlights the 'Pregnancy Information' section header and its upward caret icon, and another red box highlights the 'Is Jessica pregnant?' question and its radio buttons.

7. Click the calendar icon to select an expected delivery date or type the date in the **Due date** field.
8. Enter the number of expected babies in the **Number of babies** field.
9. Click the **Save** button. The **Final Individual Review** page for the updated individual displays with the *Pregnancy Information* section updated.

**Note:** When a section is missing information, a *Missing Information* message in red text displays next to the section. At the top of the page, a *We need more information about [HHM]. Please complete the section(s) marked "Missing Information."* also displays.



These *Missing Information* messages guide the user throughout the RAC flow.

10. Selecting **No** displays an additional question: *Has the pregnancy ended? If so, when did the pregnancy end?* Use the calendar icon to select a date or type in the end date of the pregnancy.

**Note:** If indicating an end to a pregnancy because of a newborn, make sure to also add the newborn in the Add a Household Member RAC section illustrated below.

11. Click the **Confirm** button. The *Choose an Event that Best Applies to Your Household* page displays.

A screenshot of a web application page titled "Update Your Application" with the subtitle "Choose an Event that Best Applies to Your Household". Below the title is a note: "If none of the events apply, choose 'None of the above.' We check year-round to see if you qualify for Medi-Cal." The main question is "Has anyone in your household experienced any of the following events in the last 60 days? Or is anyone a federally recognized American Indian or Alaska Native?" followed by a sub-note: "You can also report events that you expect to occur in the next 60 days, and you only need to choose one per household." There is a dropdown menu with "Had a baby or adopted a child" selected. Below this is a date input field with "07/15/2019" and a calendar icon. At the bottom are two buttons: "Back" and "Save & Continue".

12. Click the **Save & Continue** button after entering a QLE and date.
13. The **Sign & Submit Your Changed Application** page is the last step of the RAC process. Address required attestations, and when ready, click the **Submit Application** button to submit the RAC.

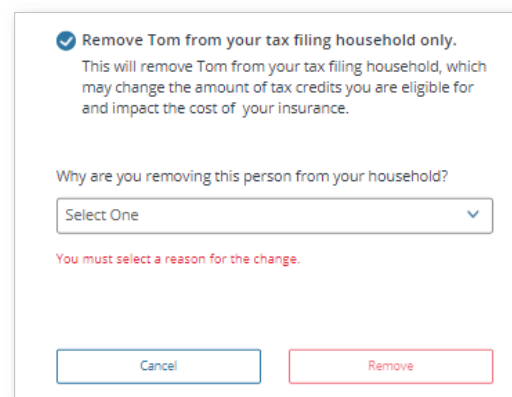
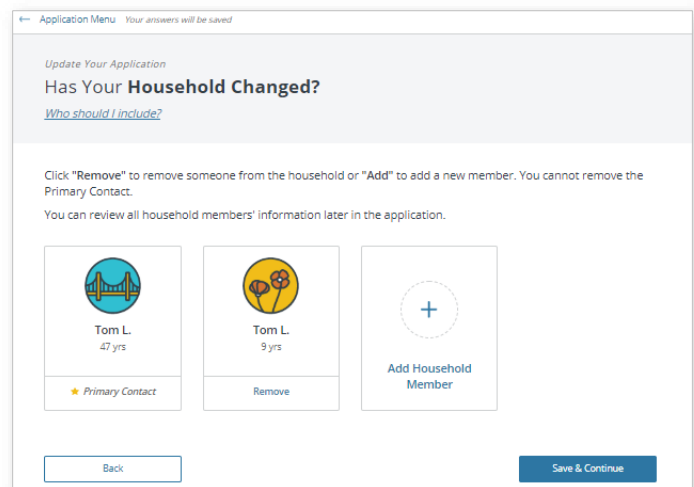
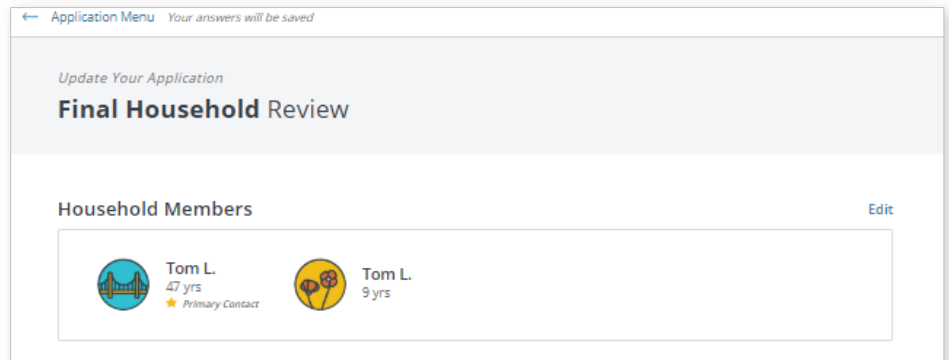
## Remove a Household Member

To process a RAC to remove a HHM, click the **Report a Change** button on the Consumer Home page. The *How would you like to **review and update** this application?* page displays.

1. Select the **Skip to Review** button, the **Final Household Review** page displays.
2. On the **Final Household Review** page, select the **Edit** button on the **Household Members** section. The **Has Your Household Changed?** page displays.
3. The **Has Your Household Changed?** page allows a household member to be added or removed. Click the **Remove** link below the tile for the member being removed.
4. The popup displays option(s) dynamically depending on the case; all four options may not display at the same time:

- **Remove (member) from their health care policy only**
- **Remove member from their health care policy and Tax Filing Household**
- **Remove Member from your tax filing household only**
- **Remove member from the application entirely**

**Note:** If only one option is available, it is preselected.



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5. Select a reason from the **Why are you removing this person from your household?** dropdown and click the **Remove** button.

**Note:** An error message displays if a reason is not selected.

6. A confirmation popup displays: *Are you sure you want to delete [HHM] from your household?*
  - Click the **Yes** button to continue
  - Click the **No** button to cancel the action

7. After clicking the **Yes** button. *Has Your Household Changed?* page displays. The removed HHM tile no longer displays.

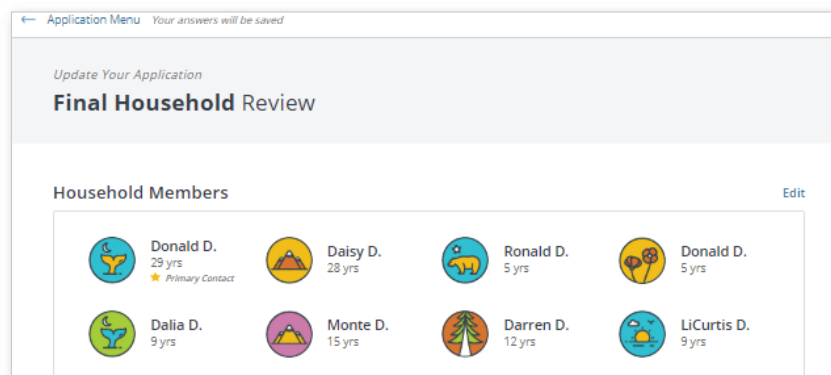
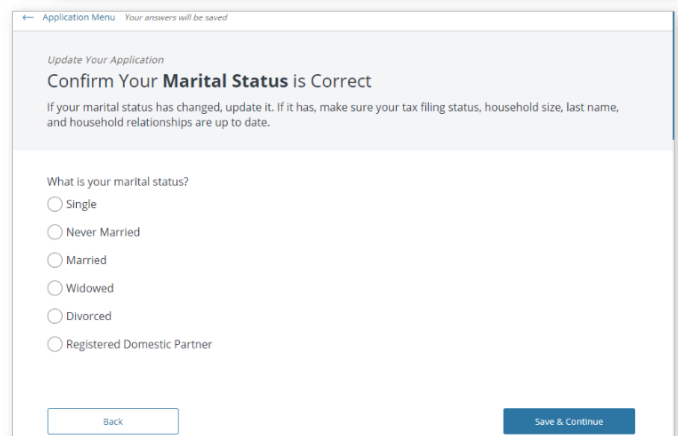
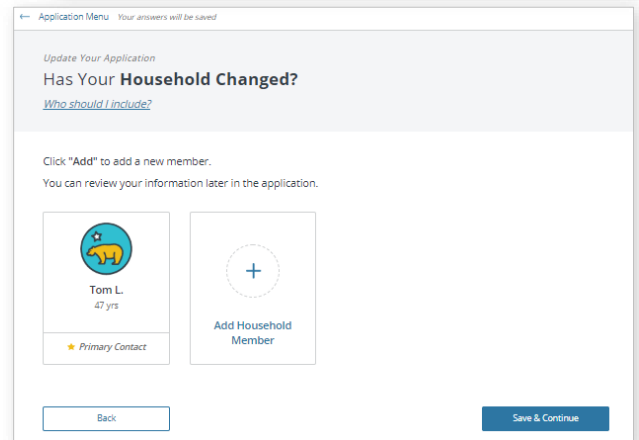
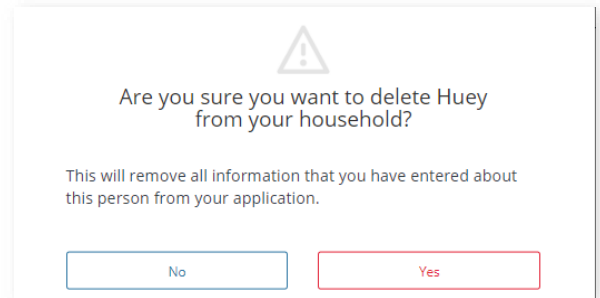
8. Click the **Save & Continue** button on the *Has your Household Changed?* page. The *Confirm Your Marital Status is Correct* page displays.

9. Select the *What is your marital status?* and click the **Save & Continue** button.

**Note:** Continue through each section clicking the **Save & Continue** button for each page.

10. Once on *The Final Household Review* page, the HHM removed no longer displays in the Household members' section.

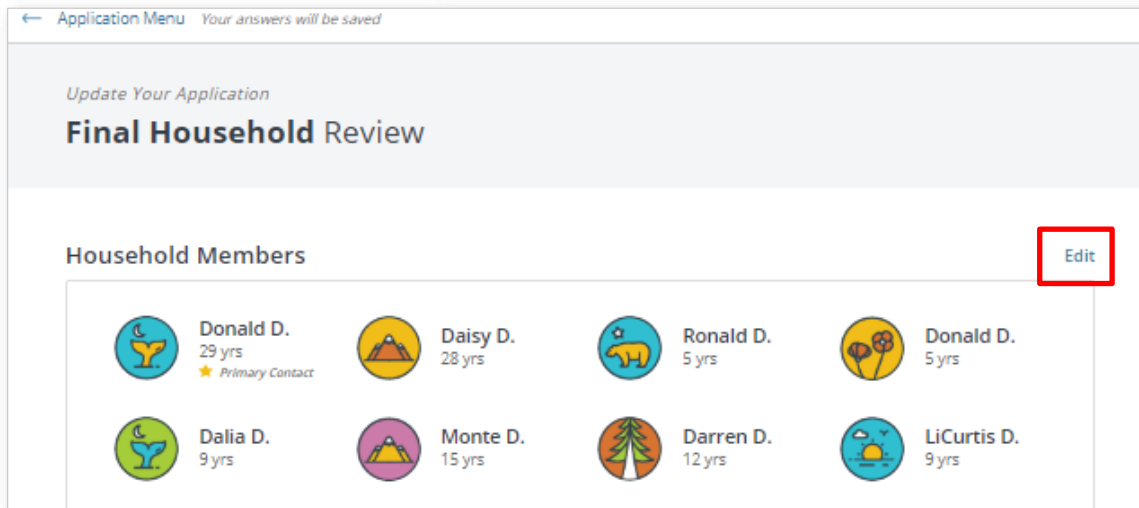
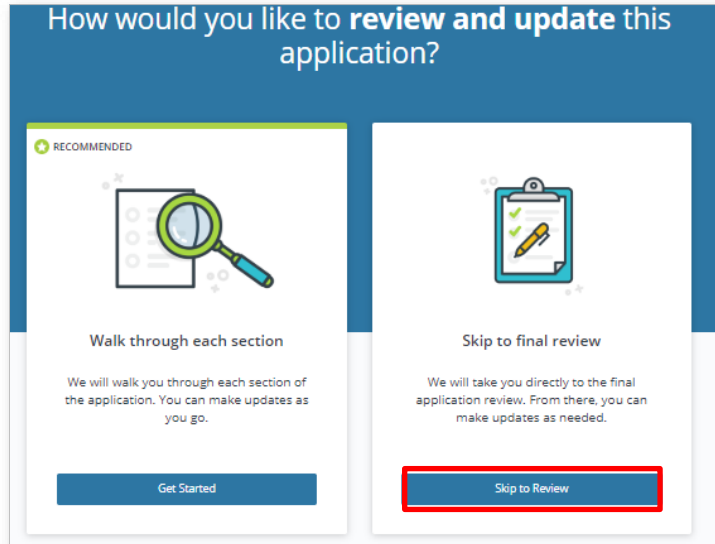
11. Click the **Confirm** button to continue through the remaining pages and complete the RAC.



## Add a Household Member

Similar to any other RAC, for adding a member to a household, click the **Report a Change** button from the *Consumer Home* page or the **Report a Change** link under the *Manage My Application* section. The *How would you like to review and update this application?* page displays.

1. Select the **Skip to Review** button; the *Final Household Review* page displays.
2. On the *Final Household Review* page, select the **Edit** link on the Household Members section. The *Has Your Household Changed?* page displays.



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3. The *Has Your Household Changed?* page allows a HHM to be added or removed. Click the **Add Household Member** tile to add a new member. The *Add Household Member* popup displays.
4. On the *Add Household Member* popup, enter the information requested. The **Add** button becomes enabled once information is entered.

**Note:** Error messages display in red text when required fields are left blank.

- **First name**
  - **Last name**
  - **Date of birth**
  - **Sex**
5. *Is this person an American Indian or Alaska Native?* Select the **Yes** or **No** radio button.
  6. Click the **Cancel** button to cancel the add member action.
  7. Click the **Add** button to complete adding the new member.
  8. *The Has Your Household Changed?* page displays with the new added member tile. Click the **Save & Continue** button.
  9. Several confirmation pages display in the Add a HHM flow. Helpful messages in red text display to assist the user in entering the required information.

Complete the following pages to proceed with the RAC process:

- **Confirm These Relationships and Marital Statuses are Correct**

Application Menu Your answers will be saved

Update Your Application

### Has Your Household Changed?

[Who should I include?](#)

Click "Remove" to remove someone from the household or "Add" to add a new member. You cannot remove the Primary Contact.  
You can review all household members' information later in the application.

 Donald D. 29 yrs Primary Contact Remove	 Daisy D. 28 yrs Remove	 Ronald D. 3 yrs Remove	 Donald D. 5 yrs Remove
 Dalia D. 9 yrs Remove	 Monte D. 15 yrs Remove	 Darren D. 12 yrs Remove	 LiCurtis D. 9 yrs Remove

Add Household Member

Back Save & Continue

### Add Household Member

We need some basic information to add this person to your household. We'll ask for more information later in the application.

First name

Middle name *Optional*

Last name

Suffix *Optional*

Date of birth

Sex

Is this person an American Indian or Alaska Native?

Yes  No

Cancel Add



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- Please Select the Primary Caretaker for Your Household Members
- Confirm These Home and Mailing Addresses Are Correct
- Select All Household Members Who Are Newly Applying for Health Care Coverage
- Confirm This Tax Information Is Correct
- Confirm This Income Information Is Correct

10. The Now, Let's Review **Each Household Member** to Make Sure Their Information Is Correct page displays.

- If there is still missing information, a **Missing Information** message in red text displays below the applicable member. Click the **Add Info** button to add the missing information (if any)
- When there is no missing information, the Save & Continue button is enabled

11. Click the **Save & Continue** button; the **Final Household Review** page displays with the updated sections now populated.

12. Click the **Confirm** button on the **Final Household Review** page to continue through the remaining pages and complete the RAC.

← Application Menu Your answers will be saved

Update Your Application

Confirm These **Relationships** and **Marital Statuses** are Correct

Household Relationships

Tom L. (47) is Tom L. (9)'s: Parent	Edit
Tom L. is Micheel S.'s: <i>Please add a relationship.</i>	Add
Tom L. is Micheel S.'s: <i>Please add a relationship.</i>	Add

← Application Menu Your answers will be saved

Update Your Application

Now, Let's Review **Each Household Member** to Make Sure Their Information Is Correct

Information you may need to update:

Contact Information Address, phone number, email	Health Care Gained or lost health care, updated Medicare or disability status
Citizenship & Immigration Citizenship status or documentation, recognized tribal status, military status	Household Members Name, student status, foster care status

Click "Review" to view and update each person's information. Click "Add Info" to enter missing information. You can't move forward if required information is missing.

Tom L. 47 yrs	Review
Tom L. 9 yrs	Review
Micheel S. 4 yrs <i>Missing Information</i>	Add Info

Back Save & Continue

## Change of Address for the Household

Similar to any other RAC, to report a change in household address, click the **Report a Change** button from the *Consumer Home* page or the **Report a Change** link under the *Manage My Application* section. The *How would you like to review and update this application?* page displays.

1. Select the **Skip to Review** button; the **Final Household Review** page displays.
2. On the **Final Household Review** page, click the **Edit** link on the **Home and Mailing Address** section. The **Confirm These Home and Mailing Addresses Are Correct** page displays.
3. Click the **Edit** link next to the HHM identified as the Primary Contact. The Home address section is expanded for the primary contact member.
4. Update the address information; the **Confirm Your Address** popup displays. Click **OK** after selecting the correct address.
5. On the **Confirm These Home and Mailing Addresses Are Correct** page, click the **Done** button; the **Home address** section is collapsed.
6. Click the **Save & Continue** button. The **Final Household Review** page displays with the updated address for all household members.
7. Click the **Confirm** button on the **Final Household Review** page to continue through the remaining pages and complete the RAC.

**Note:** When a residence address remains within the same health care rating region, CalHEERS does not display plan selection when the RAC is submitted.

Member	Home address	Mailing address
Donald D. 29 yrs	124 Main St Sacramento, CA 95838	124 Main St Sacramento, CA 95838
Daisy D. 28 yrs	124 Main St Sacramento, CA 95838	124 Main St Sacramento, CA 95838
Ronald D. 5 yrs	124 Main St Sacramento, CA 95838	124 Main St Sacramento, CA 95838

Application Menu Your answers will be saved

Update Your Application

### Confirm These Home and Mailing Addresses Are Correct

Donald D. 29 yrs  
★ Primary Contact

Home address: 124 Main St, Sacramento, CA 95838

Mailing address: Same as Home address

Edit

Confirm Your Address

We could not find the address you entered in the postal data we checked. We found addresses that closely match the one you entered. Please pick the option that best matches the correct address, and click "OK" to continue. If you made a mistake, click "Cancel" to go back and re-enter your address.

Suggested Address 1  
4204 Savannah Ln  
Sacramento, CA 95823  
Sacramento County

Original Address:  
4204 Savannah Ln  
Sacramento, CA 95838  
Sacramento County

Cancel OK

Application Menu Your answers will be saved

Update Your Application

### Confirm These Home and Mailing Addresses Are Correct

Donald D. 29 yrs  
★ Primary Contact

Home address

Street address: 124 Main St

City: Sacramento

State: California

ZIP Code: 95838

Mailing address

Same as home address

Done

## Change of Address for a Household Member

To change an address for an individual HHM rather than the entire household, the steps are similar to those described above.

1. Click the **Report a Change** button from the Consumer Home page or the **Report a Change** link under the *Manage My Application* section. The *How would you like to review and update this application?* page displays.
2. Select the **Skip to Review** button; the *Final Household Review* page displays.
3. On the *Final Household Review* page, click the **Edit** link on the Home and Mailing Address section. The *Confirm These Home and Mailing Addresses Are Correct* page displays.
4. Click the **Edit** link next to the HHM whose address is being updated (not the Primary Contact). The Home address section is expanded for the HHM.
5. To update the Home address, uncheck the Home address: Same as *Primary Contact* checkbox.
6. To update the Mailing address, uncheck the Mailing Address: Same as *Primary Contact* checkbox.

Home and Mailing Address			Edit
Donald D. 29 yrs	Home address 4204 Savannah Ln Sacramento, CA 95823	Mailing address 4204 Savannah Ln Sacramento, CA 95823	
Daisy D. 28 yrs	Home address 4204 Savannah Ln Sacramento, CA 95823	Mailing address 4204 Savannah Ln Sacramento, CA 95823	
Ronald D. 5 yrs	Home address 4204 Savannah Ln Sacramento, CA 95823	Mailing address 4204 Savannah Ln Sacramento, CA 95823	

Application Menu Your answers will be saved

Update Your Application

Confirm These **Home and Mailing Addresses** Are Correct

Donald D. 29 yrs ★ Primary Contact	Home address 4204 Savannah Ln Sacramento, CA 95823	Mailing address Same as Home address	Edit
Daisy D. 28 yrs	Home address <input checked="" type="checkbox"/> Same as Primary Contact	Mailing address <input checked="" type="checkbox"/> Same as Primary Contact	

Done

**Note:** The address that is unchecked expands for entry.


## JOB AID: REPORT A CHANGE

- Update the address information; the *Confirm Your Address* popup displays. Click the **OK** button after selecting the correct address.
- On the *Confirm These Home and Mailing Addresses Are Correct* page, click the **Done** button. Click the **Save & Continue** button. The *Final Household Review* page displays with the updated address for the HHM. *Same as Primary Contact* displays when the address is the same as the Primary Contact's.
- Click the **Confirm** button on the *Final Household Review* page to continue through the remaining pages and complete the RAC.

### Confirm Your Address

We could not find the address you entered in the postal data we checked. We found addresses that closely match the one you entered. Please pick the option that best matches the correct address, and click "Ok" to continue. If you made a mistake, click "Cancel" to go back and re-enter your address.

<input checked="" type="radio"/> Suggested Address 1	<input type="radio"/> Original Address:
4204 Savannah Ln	4204 Savannah Ln
Sacramento, CA 95823	Sacramento, CA 95838
Sacramento County	Sacramento County



Daisy D.  
28 yrs

Home address

Same as Primary Contact

Mailing address


Same as Primary Contact

Street address

City

State

ZIP Code



Daisy D.  
28 yrs

Home address	Mailing address	Edit
Same as Primary Contact	<div style="border: 2px solid red; padding: 2px;">4204 Savannah Ln 20 Sacramento, CA 95823</div>	

### Report Income Changes

There are several situations where consumers may experience changes in their income, such as getting laid off, getting a new job, or receiving a wage increase. The process to report a change in income is similar to what has already been described for other change scenarios. Keep in mind that changes to income can have a direct impact on the Consumer's eligibility for help with the cost of health coverage.

Household Income		Edit
Donald D. 29 yrs	\$0.00	
Daisy D. 28 yrs		
<b>Income</b>		
abc employment 01/01/2015 - Current		\$4,000.00 / month

1. Click the **Report a Change** button from the *Consumer Home* page or the **Report a Change** link under the *Manage My Application* section. The *How would you like to review and update this application?* page displays.
2. Select the **Skip to Review** button; the *Final Household Review* page displays.
3. Click the **Edit** link next to the *Household Income* section. The *Confirm This Income Information Is Correct* page displays.
4. Each HHM's icon displays, along with any income and frequency for HHMs with an income record.
5. Click the **+Add** button to add new income.
6. Click the **Edit** button to update the income; for example, wage increase, ending income, and editing an error in an income record. The Income page for the member selected displays with sections for *Income*, *Deductions* and HHM's *Total Income* previously entered.
7. When the user completes all the income changes, clicking the **Save** button displays the *Confirm This Income Information Is Correct* page with the popup: *Are You Sure Your Income Is Still correct?* Click the **No, Go Back** button to make additional changes or the **Yes, Continue** button to proceed through the remaining pages and complete the RAC.

← Application Menu Your answers will be saved

Update Your Application

### Confirm This Income Information Is Correct

You may need to update this section if these events apply to anyone in your household:

- Got a new job or lost a job
- Got a raise
- Change in income or hours worked

Some household members have not needed to report income before. Be sure to add income for each person that gets it.

Based on what you last told us, this is what we expect your household income to be.

Donald D. 29 yrs	\$0.00	+ Add
Daisy D. 28 yrs		Edit
<b>Income</b>		
abc employment 01/01/2015 - Current		\$4,000.00 / month

### Change Application Type

For unsubsidized cases (cases without financial assistance), RAC functionality can be used to change the application type to subsidized (cases with premium assistance, or with Medi-Cal). Changing the application type from one without financial assistance to one with financial assistance allows the Consumer to see if they are eligible for help with the cost of coverage.

**Note:** The application type can only be changed for cases without financial assistance. The application type on a case with financial assistance cannot be changed via the RAC process.

To change the application type, as with all other change scenarios described in this Job Aid, the task begins by clicking the **Report a Change** button from the *Consumer Home* page or the **Report a Change** link under the *Manage My Application* section. The *How would you like to review and update this application?* page displays.

1. Select the **Skip to Review** button. The *Last Time, You Did Not Apply for Free or Low Cost Health Care* page displays.
2. Select the **Yes, I would like to see if I qualify for help from one of the available programs** radio button and then the **Save & Continue** button.

3. Continue through the RAC and make updates as needed. As previously noted, *Missing Information* messages display to guide the user in entering information required. When ready, submit the RAC and review the eligibility results on the *Household Eligibility Summary* page.

**Important Note:** CalHEERS runs daily eligibility remediation from 6 AM to 8 PM. This means that when multiple eligibility determinations are processed for an initial application, Report a Change, or a manual Renewal on the same day between this time frame, CalHEERS uses the last eligibility determination when generating Notices, 834, and sends the eligibility transactions to MEDS.

The image shows two screenshots from a web application. The top screenshot is titled "How would you like to review and update this application?". It has a blue header and two white panels. The left panel is labeled "RECOMMENDED" and features a magnifying glass icon. It says "Walk through each section" and "We will walk you through each section of the application. You can make updates as you go." with a "Get Started" button. The right panel features a clipboard icon and says "Skip to final review" and "We will take you directly to the final application review. From there, you can make updates as needed." with a "Skip to Review" button highlighted by a red rectangle. The bottom screenshot is titled "Update Your Application" and "Last Time, You Did Not Apply for Free or Low Cost Health Care". It contains the text: "California has many health care programs which may be more affordable for your household. Would you like to see if you qualify for any of the available programs?". There are two radio buttons: "Yes, I would like to see if I qualify for help from one of the available programs" (which is selected) and "No, I don't want help paying for my health care". At the bottom are "Back" and "Save & Continue" buttons.