



Certified
Insurance
Agent

NEWS BULLETIN

Tips for Reporting a Change

When reporting a change in the online application, applications in renewal mode will display a “Renew” button. Based on current design, the following scenarios outline the Renew button functionality and how you can complete a “Report a Change” in this mode:

1. If 2015 consumer eligibility has NOT been finalized, the Renew button will navigate to “Renewal Summary.” This is where you should Report a Change for the 2015 benefit year. Note that if you need to Report a Change for the 2014 benefit year, you must first finalize the renewal for the 2015 benefit year.
2. If 2015 eligibility has NOT been finalized AND the consumer previously accessed the Report a Change pages for the 2015 benefit year, then the Renew button will navigate to the last accessed page. It is important to note that you will not be able to go back and make changes that were already updated. You must first finalize 2015 eligibility and select a plan before you can Report a Change for the 2015 benefit year.

If you need to Report a Change for the 2014 benefit year, you must first finalize the renewal for the 2015 benefit year.

3. If 2015 eligibility has been finalized and plan selection has NOT been confirmed, the Renew button will navigate to the “Enrollment Introduction” page where you must complete plan selection. It is important to note that you will not be able to go back and make changes that were already updated. You must first finalize 2015 eligibility and select a plan before you can Report a Change for the 2015 benefit year.

If you need to Report a Change for the 2014 benefit year, you must first finalize the renewal for the 2015 benefit year.

4. In certain scenarios, the Renew button will not display. Instead, you will see a message that indicates “Your case is under review. Please contact your county worker for further information.” This message will display if:
 - The case is a Mixed Household (Medi-Cal and Covered CA Plan members) AND the renewal for the Medi-Cal members was initiated by the county;



Certified
Insurance
Agent

NEWS BULLETIN

- Your plan selection for Covered CA members is complete

Report a Change for the 2014 benefit year will become available for Mixed Households when the renewal for Medi-Cal members of the household has been initiated by the county and plan selection is complete for Covered California members.