



Broker User Manual

Version 2.0

October 2015



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1: Acronyms

The Acronyms table provides a list of all acronyms included in the deliverable, along with the literal translation and definition.

Acronym	Definition
EIN	Employer Identification Number
FTE	Full Time Equivalent
QHP	Qualified Health Plan
SHOP	Small Business Health Options Program
SSN	Social Security Number
TIN	Tax Identification Number

Table 1: Acronyms

2: Introduction

A broker is responsible for selling small group health insurance policies to employers and employees on and off the Agent Portal. A broker must register with My Arkansas Insurance and have a license number to track sales and commissions. All licensed life and health agents must be licensed as Exchange Producers in order to sell SHOP plans.

2.1: Purpose

This user manual describes how brokers use the Agent Portal to manage their prospects and customers lists, apply for health coverage on the Agent Portal on behalf of customers, search plans and share proposals with customers, and/or manage Broker Admin to work on their behalf.

The key topics included in this guide are:

- Managing the Agent Portal Account
- Managing Clients
- Managing Proposals
- Enrolling Employees

2.2: Audience

The target audience for this manual is Brokers who use the Agent Portal to manage Broker Admin and clients.

2.3: Introduction to Agent Portal

The Agent Portal is an easy-to-use online Portal that allows Brokers and Broker Admin to sell small group health insurance policies to employer clients.

The screenshot displays the my Arkansas Insurance Agent Portal. The header includes the logo, navigation links (App Center, My Account, Get Assistance), and a language toggle (En Español). The user is logged in as peter.reed@test123.com. The left sidebar lists navigation options under Client Operations and Agent Operations. The main content area shows the Agent Details form, which includes fields for Agent Name (First, Middle, Last, Suffix), Email Address, and Confirm Email. The form is titled "Agent Details" and includes a note about required information.

my Arkansas Insurance
Official Marketplace for Health Insurance

App Center My Account Get Assistance ▾

En Español

peter.reed@test123.com ▾

Client Operations

- Manage Clients
- Manage Proposals

Agent Operations

- Cover Page Templates
- Manage Agencies
- Message Center

Agent Details Business Address Communication Details

Agent Details

**Required Information*

My Arkansas Insurance will use this information to identify and authorize you to start doing business.

Agent Name

***First Name** **Middle Name** ***Last Name** **Suffix**

Peter Middle Name Reed Suffix

***Email Address** ***Confirm Email**

peter.reed@test123.com peter.reed@test123.com

Agent Name as Shown on License

***First Name** **Middle Name** ***Last Name** **Suffix**

Figure 1: Agent Portal Landing page



2.3.1: Navigating the Agent Portal

The following table explains how to navigate in the Agent Portal:

App Center	Language	My Account	Learn More
Click the Apps Center tab to be directed to the Manage Clients Introduction page. ➤	Click the Language(s) icon to view the Agent Portal in your preferred language.	Click My Account to view account details, including Agent Details, Business Address, and Communications Details	Click Get Assistance to be directed to the Help Center.

Table 2: Agent Portal Navigation Options

3: User Account Management

3.1: Create a User Account

Creating a user account enables you to sign in to the Agent Portal.

A broker can create an account and register on the Agent Portal to assist state residents with their health insurance related questions and sell group health insurance policies to employers and employees.

Registered users can use their login credentials to sign in to the Agent Portal. A registered user can sign in and manage clients and Broker Admin, determine client eligibility, apply for health insurance coverage on behalf of customers, search plans, share proposals with customers, and enroll employees.

To create an account on the Agent Portal:

1. Go to www.myarkansasinsurance.com.
2. Click **Manage SHOP** in the upper right-hand corner.
3. Click Agents/Brokers.

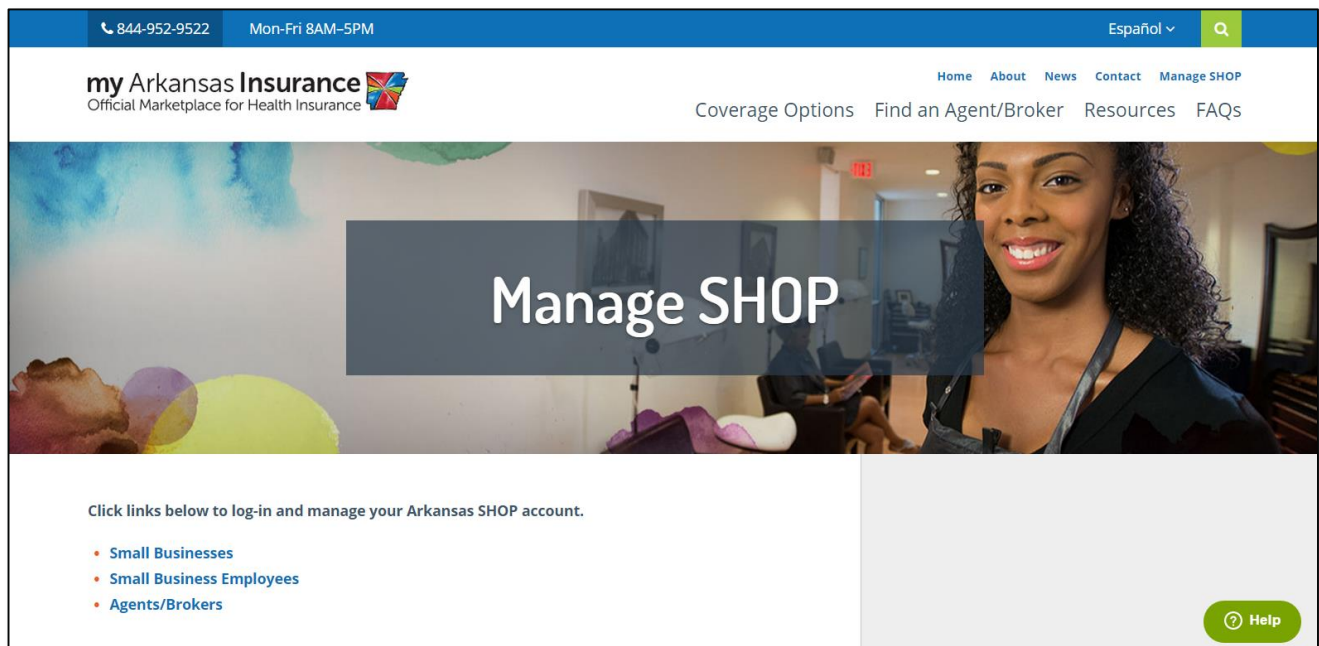
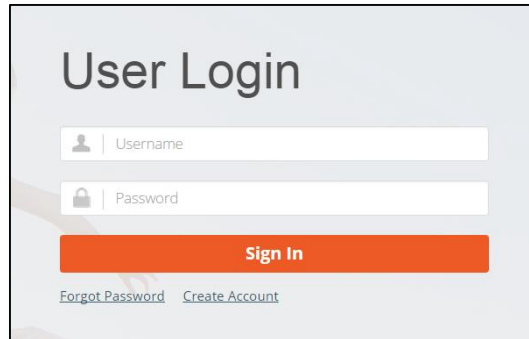


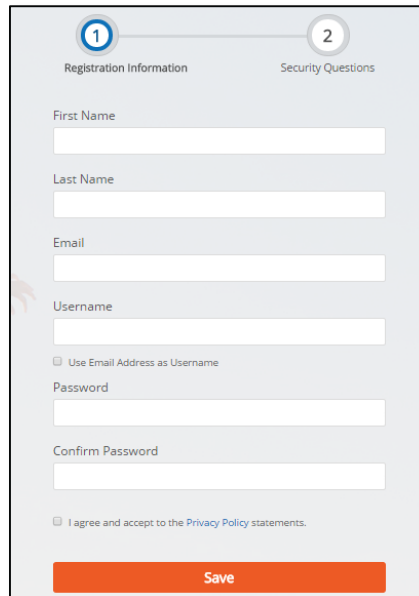
Figure 2. My Arkansas Insurance page

4. Click **Create Account**.



The image shows a 'User Login' form. It has a title 'User Login' at the top. Below the title are two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below these fields is an orange 'Sign In' button. At the bottom of the form, there are two links: 'Forgot Password' and 'Create Account'.

5. In the First Name field, enter your name.
6. In the Last Name field, enter your last name.
7. In the Email field, enter your email address.
8. In the Username field, enter a username. You have the option of using your email as a username.
9. In the Password field, enter your password.
10. In the Confirm Password field, enter your password again.
11. Select the "I agree and accept to the Privacy Policy statements" check box.
12. Click **Save**.
13. From the Security Question list, select your security questions.
14. In the Answer field, enter your respective answers for the security questions.
15. Click **Register**.



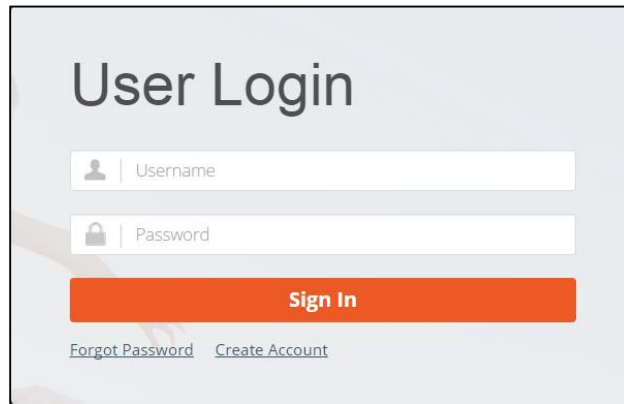
The image shows a 'Create Profile' page. It has a progress bar at the top with two steps: '1 Registration Information' and '2 Security Questions'. The 'Registration Information' section is active. It contains the following fields: 'First Name', 'Last Name', 'Email', 'Username', and 'Password'. There is a checkbox labeled 'Use Email Address as Username'. Below the password field is a 'Confirm Password' field. At the bottom, there is a checkbox labeled 'I agree and accept to the Privacy Policy statements.' and an orange 'Save' button.

Figure 3. Create Profile page

Upon successful system authentication, you will be directed to the User Login page.

3.2: Login to the Agent Portal

1. In the Username field, enter Username.
2. In the Password field, enter Password.
3. Click Sign In.



The screenshot shows a 'User Login' form. It has a title 'User Login' at the top. Below the title are two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below these fields is an orange 'Sign In' button. At the bottom of the form are two links: 'Forgot Password' and 'Create Account'.

Figure 4. User Login page

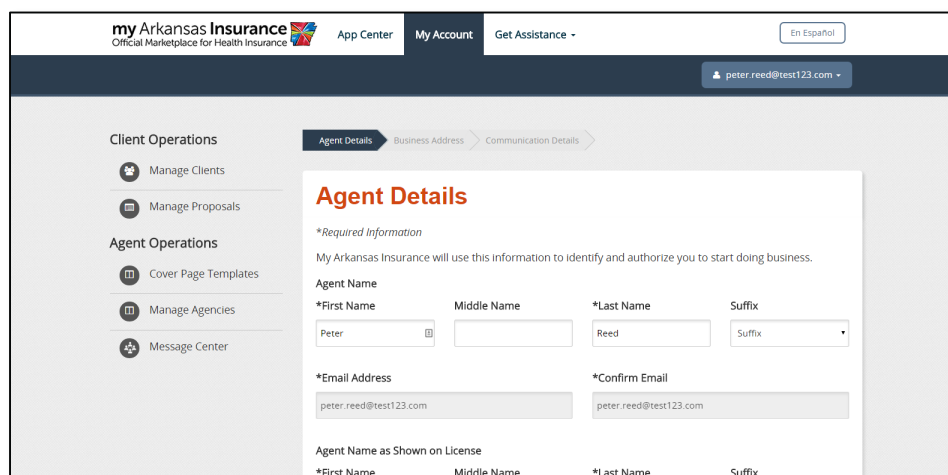
3.3: Complete Your Agent Profile

After registration, the Agent Portal stores the details that you entered when you registered. You must complete your profile to perform activities for clients.

You are asked to provide the following information:

- Agent Details
- Business Address
- Communication Details

When you complete each section and click **Save and Continue**, the next section will display automatically. All fields marked with an asterisk (*) are mandatory.



The screenshot shows the 'Agent Details' page in the my Arkansas Insurance Agent Portal. The page has a header with the my Arkansas Insurance logo, 'App Center', 'My Account', and 'Get Assistance'. A user profile dropdown shows 'peter.reed@test123.com'. The main content area has a sidebar with 'Client Operations' (Manage Clients, Manage Proposals) and 'Agent Operations' (Cover Page Templates, Manage Agencies, Message Center). The 'Agent Details' section is active, showing 'Required Information'. It includes a note: 'My Arkansas Insurance will use this information to identify and authorize you to start doing business.' The form fields are: 'Agent Name' (First Name: Peter, Middle Name: , Last Name: Reed, Suffix:), '*Email Address' (peter.reed@test123.com), and '*Confirm Email' (peter.reed@test123.com). At the bottom, there is a section for 'Agent Name as Shown on License' with similar fields.

Figure 5. Agent Details page

3.3.1: Add Agent Details

The Agent Details page enables you to provide your agent and agency information.

Agent Details

**Required Information*

My Arkansas Insurance will use this information to identify and authorize you to start doing business.

Agent Name

*First Name	Middle Name	*Last Name	Suffix
Peter		Reed	Suffix

*Email Address

peter.reed@test123.com

*Confirm Email

peter.reed@test123.com

Agent Name as Shown on License

*First Name	Middle Name	*Last Name	Suffix
Peter		Reed	Suffix

*State License Number

AB22312

*Agency/Broker TIN

78-8897879

*NPN

8775241654

Agency Name

Aetna

Agency Website URL

License Valid From

09/01/2015

License Valid To

09/30/2017

Marketing and Outreach

Figure 6. Agent Details

On the **Agent Details** page, enter the following information:

1. Name
2. Email Address
3. Agent Name as Shown on License
4. State License Number
5. Agency/Broker TIN
6. NPN
7. Agency Name
8. Agency Website URL
9. License Valid From and To Dates
10. Marketing and Outreach Information
11. Click **Save**.

3.3.2: Add Your Business Address

Business Address

**Required Information*

My Arkansas Insurance will use this information to identify and authorize you to start doing business.

Primary Address

***Street Address**

Apt./Ste. #

***City** ***Zip** ***County** ***State**

Working Hours

***From** ***Select AM/PM** ***To** ***Select AM/PM**

***Working Days**

☒ Monday
 ☒ Tuesday
 ☒ Wednesday
 ☒ Thursday
 ☒ Friday
 ☐ Saturday
 ☐ Sunday

***Area of Expertise**

Figure 7. Business Address page

On the **Business Address** page, enter the following information:

1. Primary Street Address
2. Working Hours
3. Working Days
4. Area of Expertise

Click **Save**.

3.3.3: Add Your Communication Details

Communication Details

**Required Information*

Please enter the following communication details. My Arkansas Insurance will use it to communicate with you.

***Mailing Address** ☒ Mailing address same as business address

***Street Address**

343 Glen St

Apt./Ste. #

***City** ***Zip** ***County** ***State**

Little Rock 72201 PULASKI AR

***Phone Number** **Ext** **Preferred Method of Contact**

(852) 458-5458 Cell

Secondary Phone Number **Ext** **Phone Type**

Home

***Preferred Language** ⓘ

Available Languages: 2 Selected

Figure 8. Communication Details

On the **Communication Details** page, enter the following information:

- Mailing Address
- Primary Contact Number
- Secondary Contact Number
- Preferred Language

Click **Save**.

3.4: Update Account Details

Once you have completed the Agent Details sections, your user account information is stored by the Agent Portal. You can review your user profile information in the My Account section.

To update your user account information, you must:

1. Sign in to the Agent Portal using your username and password created during registration.
2. Select your **My Account** from the top Navigation menu.
3. Edit profile information, if needed.

The screenshot displays the 'my Arkansas Insurance' Agent Portal interface. At the top, there's a navigation bar with 'App Center', 'My Account', and 'Get Assistance'. The user is logged in as 'peter.reed@test123.com'. The main content area is titled 'Agent Details' and includes a sidebar with 'Client Operations' and 'Agent Operations' menus. The 'Agent Details' form contains the following fields:

- Agent Name:**
 - *First Name: Peter
 - Middle Name: (empty)
 - *Last Name: Reed
 - Suffix: (dropdown menu)
- *Email Address:** peter.reed@test123.com
- *Confirm Email:** peter.reed@test123.com
- Agent Name as Shown on License:**
 - *First Name: Peter
 - Middle Name: (empty)
 - *Last Name: Reed
 - Suffix: (empty)

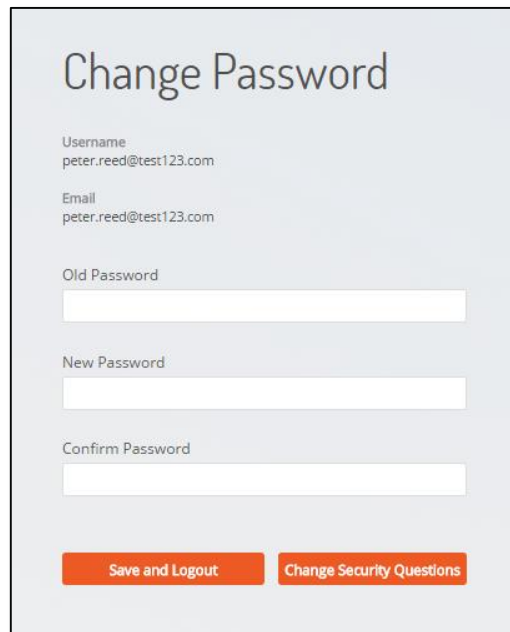
Figure 9. My Account menu

3.4.1: Changing Security Questions

You can use the **Change Security Questions** page to change the security questions and answers you provided during registration. You will be prompted to answer the security questions if you forget your password and need to reset it.

To update your security information:

1. Sign into the Agent Portal using your username and password created during registration.
2. Select your **Username** in the top right-hand corner.
3. Click **Change Password**.
4. Click **Change Security Questions**.
5. In the Security Question 1 field, select a question.
6. In the Security Answer 1 field, enter an answer.
7. In the Security Question 2 field, select a question.
8. In the Security Answer 2 field, enter an answer.
9. In the Security Question 3 field, select a question.
10. In the Security Answer 3 field, enter an answer.
11. Click **Save and Logout**.



A screenshot of a 'Change Password' web form. The form has a light gray background and a dark gray border. At the top, the title 'Change Password' is displayed in a large, dark gray font. Below the title, the user's 'Username' and 'Email' are listed as 'peter.reed@test123.com'. There are three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a white background and a light gray border. At the bottom, there are two orange buttons with white text: 'Save and Logout' and 'Change Security Questions'.

Change Password

Username
peter.reed@test123.com

Email
peter.reed@test123.com

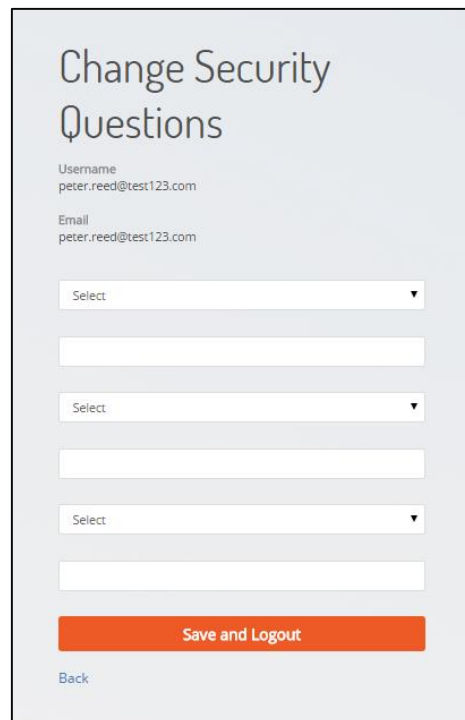
Old Password

New Password

Confirm Password

Save and Logout Change Security Questions

Figure 10. Change Password



A screenshot of a 'Change Security Questions' web form. The form has a light gray background and a dark gray border. At the top, the title 'Change Security Questions' is displayed in a large, dark gray font. Below the title, the user's 'Username' and 'Email' are listed as 'peter.reed@test123.com'. There are three sets of input fields, each consisting of a dropdown menu with 'Select' and a text input field. At the bottom, there is an orange button with white text: 'Save and Logout'. A 'Back' link is located at the bottom left.

Change Security Questions

Username
peter.reed@test123.com

Email
peter.reed@test123.com

Select

Select

Select

Save and Logout

[Back](#)

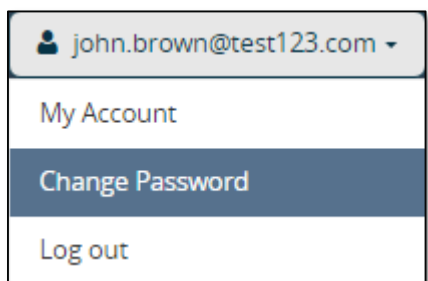
Figure 11. Change Security Questions

3.4.2: Resetting Your Password

You can use the Password page to change or reset your password.

To reset your password:

1. Sign into the Agent Portal using your username and password created during registration.
2. Select your **Username** in the top right-hand corner.
3. Click **Change Password**.



4: Managing Clients

4.1: Introduction

The Manage Clients section of the Agent Portal enables you to manage your clients and perform the following activities:

- Add/Update Clients
- Send and manage plan proposals
- File an eligibility application and enrollment on behalf of your clients
- Enrollment employees
- Manage payments

To manage your employer clients, click **Manage Clients** from the left navigation menu.

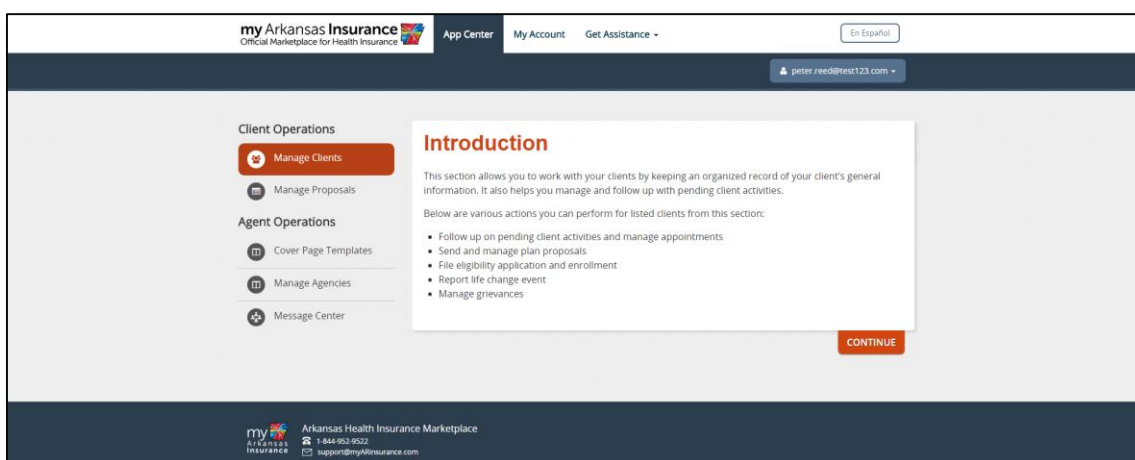


Figure 12: Manage Clients - Introduction page

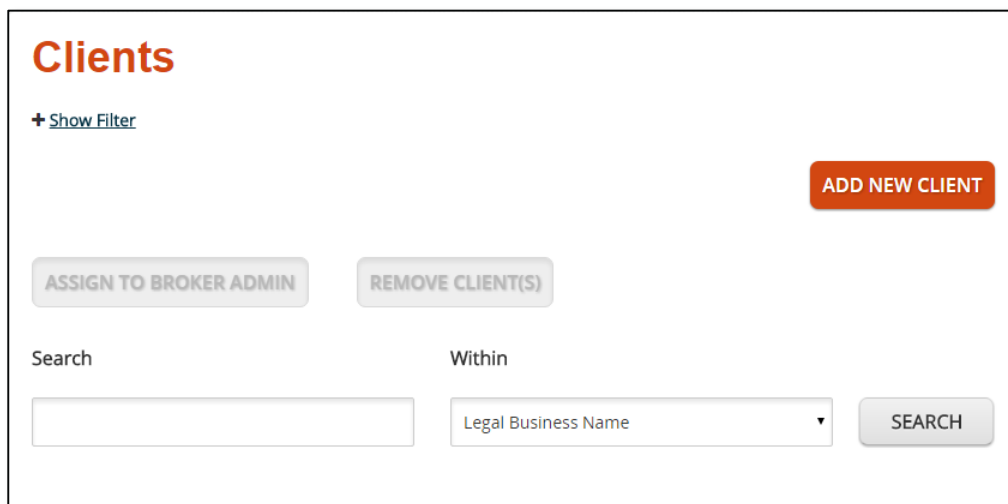
4.2: Managing Clients

The Clients page enables you keep an organized record of your client's general information and helps you to manage and follow up with pending client activities.

To manage clients, you must first perform one of the following activities:

- Search for a client (with a profile on the Employer Portal)
- Add a new client (without a profile on the Employer Portal)

4.2.1: Searching for a Client

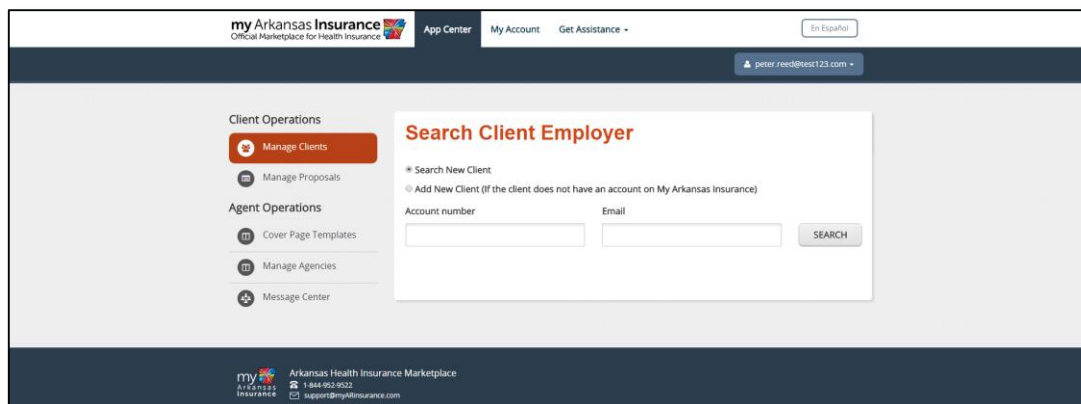


The screenshot shows the 'Clients' page. At the top left is the title 'Clients' in orange. Below it is a link '+ Show Filter'. On the top right is an orange button labeled 'ADD NEW CLIENT'. Below these are two grey buttons: 'ASSIGN TO BROKER ADMIN' and 'REMOVE CLIENT(S)'. Further down is a search section with a 'Search' label, a text input field, a 'Within' label, a dropdown menu currently showing 'Legal Business Name', and a 'SEARCH' button.

Figure 13: Clients page

To **search** a client:

1. On the Clients page, click **Add New Client**.
2. On the Search Client page, select the **Search New Client** radio button.
3. Enter either the client's **Account Number** or **Email Address**.
4. Click **Search**.



The screenshot shows the 'Search Client Employer' page. The top navigation bar includes 'myArkansas Insurance', 'App Center', 'My Account', and 'Get Assistance'. A user profile 'peter.reed@resct123.com' is logged in. On the left is a sidebar with 'Client Operations' (Manage Clients, Manage Proposals) and 'Agent Operations' (Cover Page Templates, Manage Agencies, Message Center). The main content area is titled 'Search Client Employer' and contains two radio buttons: 'Search New Client' (selected) and 'Add New Client (if the client does not have an account on My Arkansas Insurance)'. Below are input fields for 'Account number' and 'Email', followed by a 'SEARCH' button.

Figure 14: Search Client Employer page

5. Click **Select Client** next to the client you wish to manage.
6. On the Review Client page, click **Add Client**.

To **add** a client:

1. On the Clients page, click **Add New Client**.
2. On the Search Client page, select **Add New Client** radio button.
3. Click **Search**.

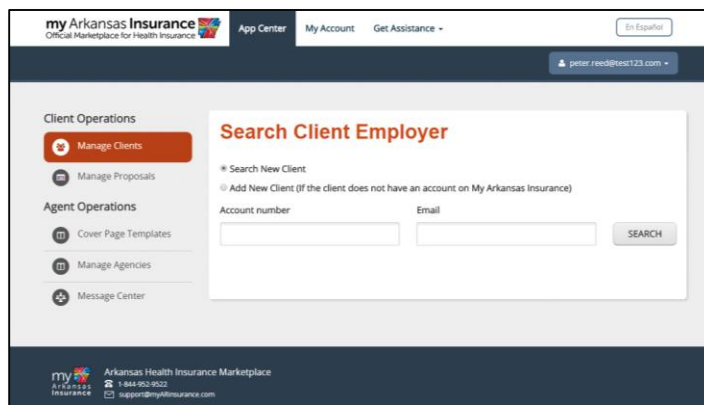


Figure 15: Search Client Employer page

4. Enter basic employer information:

- Name
- Company Name
- Contact Address
- Email
- Preferred Language
- Phone Number

Add New Client (Employer)

*Required information

*First Name	Middle Name	*Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

* Company Name

Contact Address

*Street Address

Apt./Ste. #

*City	*Zip	*County	*State
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

*Email Address	*Confirm Email
<input type="text"/>	<input type="text"/>

*Preferred Language	Phone Number	Ext
<input type="text"/>	<input type="text"/>	<input type="text"/>

Figure 16: Add New Client (Employer) page

After searching or adding a client to your client list you can request authorization or manage proposals.

4.2.2: Assigning Client to Broker Admin

To assign clients to Broker Admin:

1. On the **Clients** page, click the checkbox next to the client and click **Assign to Broker Admin**.

The screenshot shows the 'Clients' page with the following elements:

- Header:** 'Clients' title, '+ Show Filter' link, and 'ADD NEW CLIENT' button.
- Buttons:** 'ASSIGN TO BROKER ADMIN' and 'REMOVE CLIENT(S)' buttons.
- Search:** A search bar with a 'Within' dropdown menu set to 'Legal Business Name' and a 'SEARCH' button.
- Download:** A 'DOWNLOAD' button.
- Client List:** A table with 7 columns: Select All, Legal Business Name, Employer Identification Number, Contact Name, Assigned Broker Admin, Status, and Actions. The first row shows a client named 'Asus' with ID '22-1212345' and contact 'Taylor, Ronald'. The status is 'Authorization Required;'.

Select All	Legal Business Name	Employer Identification Number	Contact Name	Assigned Broker Admin	Status	Actions
<input checked="" type="checkbox"/>	Asus	22-1212345	Taylor, Ronald		Authorization Required;	View Edit

Figure 17: Clients page

4.2.3: Removing Client

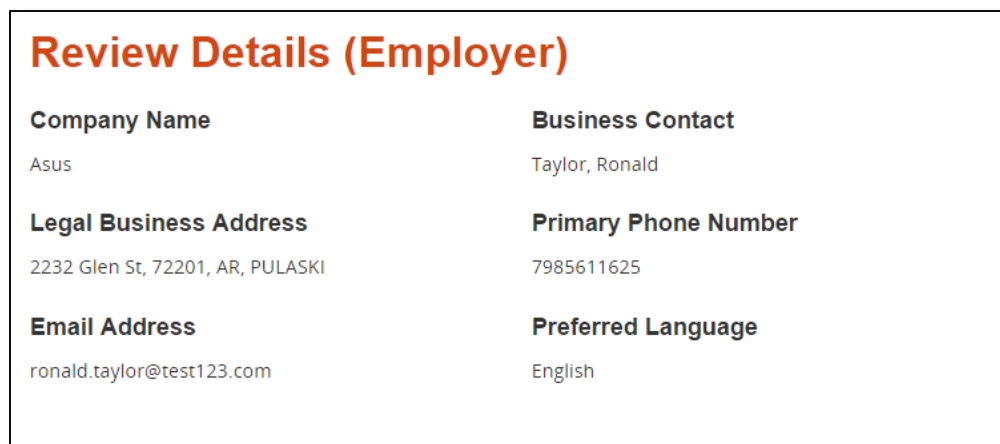
To remove a client from your account:

1. On the Clients page, select the client check box.
2. Click **Remove**.

4.2.4: Viewing Client Details

To view client details:

1. On the Clients page, under the Actions column, click **View Client Details**.
2. On the Review Details (Employer) page, view your client's details.
3. Click **Previous** to return to the Clients page.



Review Details (Employer)

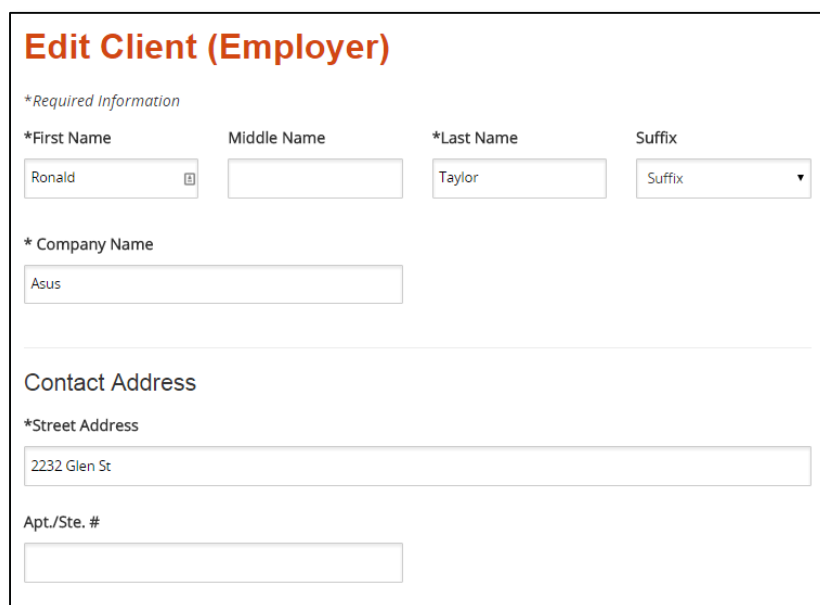
Company Name Asus	Business Contact Taylor, Ronald
Legal Business Address 2232 Glen St, 72201, AR, PULASKI	Primary Phone Number 7985611625
Email Address ronald.taylor@test123.com	Preferred Language English

Figure 18: Review Details page

4.2.5: Editing Client Details

To edit client details:

1. On the Clients page, under the **Actions** column, click **Edit Client Details**.
2. On the Edit Client (Employer) page, update the client information.



Edit Client (Employer)

** Required Information*

*First Name Ronald	Middle Name 	*Last Name Taylor	Suffix Suffix
------------------------------	------------------------	-----------------------------	-------------------------

*** Company Name**
Asus

Contact Address

***Street Address**
2232 Glen St

Apt./Ste. #

Figure 19: Edit Client (Employer) page

3. Click **Continue**.
4. On the Review Details (Employer) page, review the details and click **Submit**.

Review Details (Employer)

Company Name Asus	Business Contact Taylor, Ronald
Legal Business Address 2232 Glen St, 72201, AR, PULASKI	Primary Phone Number 7985611625
Email Address ronald.taylor@test123.com	Preferred Language English

PREVIOUS

CANCEL

SUBMIT

Figure 20: Review Details (Employer) page

5: Managing Client Operations

The Client Operations section of the Agent Portal enables you to perform the following activities for your employer clients:

- Create Proposals
- Manage Authorization
- Setup Enrollment
- Submit Enrollment
- Manage Employees
- Manage Profile
- Manage Payments

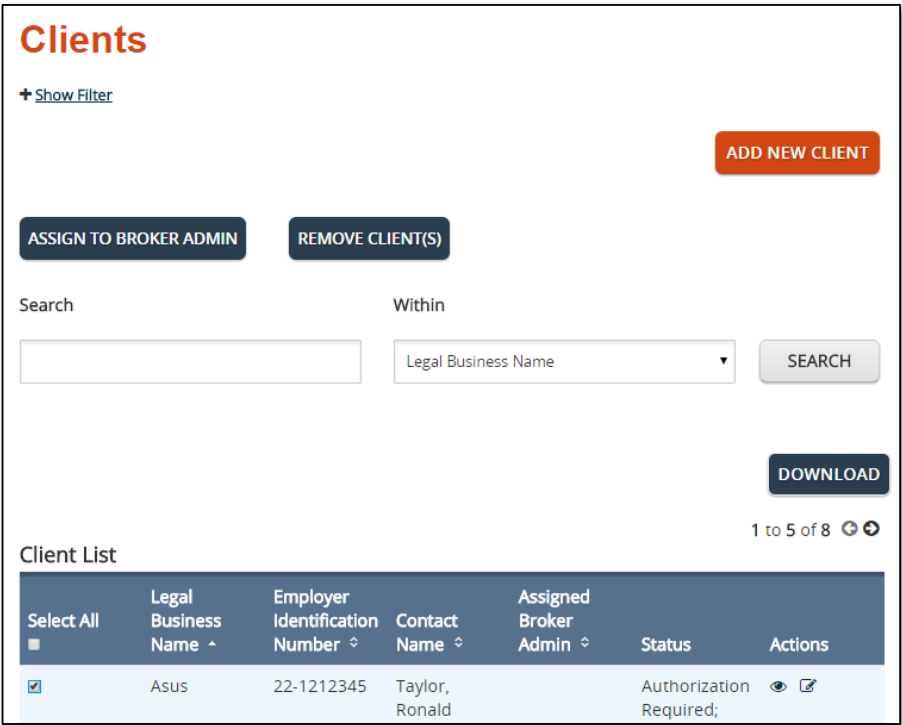


Figure 21: Client Operations page

5.1: **Creating Proposals**

The Proposal List page enables you to select a proposal to send to employer’s as an enrollment offer. Clients can view plan and cost details per employee.

There are eight steps to creating a proposal:

- Enter Proposal Details
- Enter Employee Details
- Select Plan Options
- Define Contributions
- Select Plans
- Add Documents
- Review Proposal
- Save and Send Proposal

Proposal List

ADD PROPOSAL

Search

Within

Proposals

▼

SEARCH

DOWNLOAD

Figure 22: Proposal List page

5.1.1: Enter Proposal Details

To enter proposal details:

1. Click **View Client Details** from the Actions column next to the client.
2. Click **Manage Proposals** from the left navigation menu.
3. Click **Create Proposal**.
4. Enter **Proposal Name**.
5. Enter **Proposal Description**.
6. Enter **Effective Date**.
7. Click **Continue**.

Proposal Details

**Required Information*

Let's begin by giving your proposal a name
(You can track status of this proposal in the 'Proposals' app using this information)

Proposal ID EMP-JJ-5375	Proposal Name * <input type="text"/>
Proposal Description <input type="text"/>	Company Name Asus
Contact Name Ronald Taylor	Effective Date* 01/01/2016

CONTINUE

Figure 23: Proposal Details

5.1.2: Enter Employee Details

On the **Employee Details** page:

1. Download the **Employee Roster Template**.
2. Complete the **Employee Roster in Excel**.
3. Upload **Employee Roster**.
4. Click **Continue**.

Employee Details

Add employee roster for more accurate proposal amount.

DOWNLOAD ROSTER TEMPLATEUPLOAD EMPLOYEE LIST

Employee List

Employee ID	Date of Birth	Tobacco User	Zip Code	County	Dependents
No Employees Found					

PREVIOUSCONTINUE

Figure 24: Employee Details

5.1.3: Selecting Plan Benefits

The Plan Benefits page enables you to select the types of health plans for the enrollment offer. The plan benefits you select on this page will filter the plans that are rolled out to the employees on the enrollment offer.

There are two options when selecting plan benefits:

- Option One: Employees can select plans in one metal tier from all carriers.
- Option Two: Employees can select one plan from one carrier.

Decide How You Offer Coverage

Select Plan Benefits to be rolled out to the employees. (Every employee will be able to select one plan from this list)

- You'll select a plan category (like Bronze or Silver) from any insurance company. Your employees can select the insurance company and plan the best suits their needs in from plan category you choose.
- You'll select the insurance company and the plan. Your employees must enroll in this plan in order to get SHOP coverage.

If you have any questions, call the SHOP Employer Call Center at 1-844-952-9522, or select "Get assistance" to chat online. TTY users should call 711 FREE to reach a call center representative.

☐ Option One
Employees can select plans in one metal tier from all carriers.

☐ Option Two
Employees can select one plan from one carrier.

Figure 25: Decide How You Offer Coverage

5.1.4: Defining Contribution

The Define Contribution page enables you to define the percentage or maximum dollar amount that the employer wants to contribute towards the employees' health plans, as a premium for employees and their dependents. To qualify for tax credits, the employer must pay at least 50% of your full-time employees' premium costs.

Define Contribution

**Required Information*

Please enter contribution details

1. You can contribute a fixed percentage that will be calculated based on the individual plan premium for each employee and dependent.
2. You can base your percentage contribution on a reference plan premium if your employees are selecting coverage from a plan category you chose.

The percentage in both contribution methods will translate to a dollar amount you can use for budgeting purposes. This amount will also be applied to your monthly cost as you compare plans. You can come back here and change your contribution any time as you compare plans.

Contribution Method

☒ Fixed Percentage ☐ Fixed Dollar Amount

Will you offer coverage for dependents?

☐ Yes ☒ No

Health coverage

To qualify for the tax credit, you must pay at least 50% of your full-time employees' premium costs.

*Contribution % for employee:

*Contribution % for dependent:

Dental coverage

*Contribution % for employee:

*Contribution % for dependent:

[PREVIOUS](#) [SAVE AND CONTINUE](#)

Figure 26: Define Contribution page

To define employer contribution towards the employee's health insurance premium:

1. Select **Fixed Percentage** or **Fixed Dollar Amount** to specify your contribution type.
2. Select **Yes** or **No** to specify if you want to contribute for the dependents of the employees.
3. Enter your contribution for medical and dental insurance in the specific fields for both employees and their dependents, if applicable.
4. Click **Save and Continue**.

5.1.5: Select Plans

The Select Plans page enables you to select the plans for the enrollment offer to be rolled out to the employees. The premium rates mentioned for the plan on the Select Plans page are monthly employer contributions.

Each standalone plan may have associated entities. Entities are add-on insurance plans that cover health-related services that are not typically covered by the selected health plan.

Select A Plan For Health Coverage

Use the SHOP Tax Credit Estimator to find out if your business may qualify for the Small Business Health Care Tax Credit, and if it does, how much it may be worth to you. Take me to the [Tax Credit Estimator](#).

PRINT

3 Medical Insurance Plans

COMPARE PLANS (UP TO 3)

Sort Plans By
Sort By

Arkansas BlueCross BlueShield

SHOP Bronze 3000-1

PPO | Bronze

Compare

VIEW DETAILS

ADD TO PROPOSAL

Cost details			
Total monthly premium	Annual Deductibles	Total employer contribution	Total employee contribution
\$740.73	<div>Individual</div> <div>Not Applicable</div> <div>Family</div> <div>Not Applicable per person</div> <div>Not Applicable per group</div>	\$370.38 per month	\$370.35 per month

Figure 27: Select A Plan For Health Coverage page

On the **Select A Plan For Health Coverage** page, you can:

- Add to proposal
- Sort plans
- Filter plans
- Compare plans
- View plan details

5.1.5.1: Adding to Proposal

To add plans to proposal:

1. On the **Select A Plan For Health Coverage** page, click **Add to Proposal**.

A rectangular button with rounded corners, colored orange, with the text "ADD TO PROPOSAL" in white, uppercase letters.

2. Click **Continue**.

5.1.5.2: Sorting Plans

On the **Select A Plan For Health Coverage** page, you can sort the available plans to view plans matching your preference.

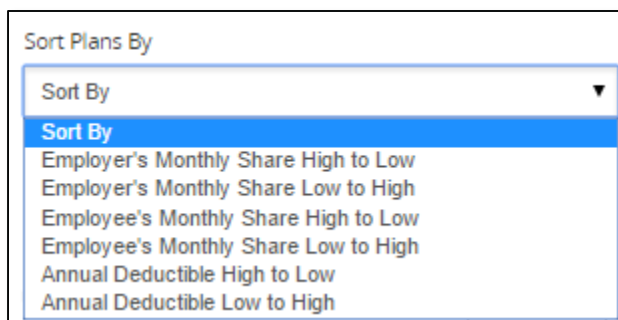


Figure 28: Sort Plans By Section

5.1.5.3: Filtering Plans

On the **Select A Plan For Health Coverage** page, use the filter option to view plans matching your filter criteria

To filter plans:

1. On the **Select A Plan For Health Coverage** page, click **Accessible Filters** on the left panel to expand or collapse the Contribution filtering list.

You can narrow down the accessible filters using the following filter options:

- Estimated Employer Contribution (minimum and maximum)
- Estimated Employee Contribution (minimum and maximum)
- Yearly Deductible (per employee) (minimum and maximum)
- Yearly Deductible (per family) (minimum and maximum)

PLAN CATEGORY

☒ Bronze
 ☒ Silver
 ☒ Gold

FILTER OPTIONS

ACCESSIBLE FILTERS

Estimated Employer Contribution

Between \$370.38 - \$533.88

\$370.38

\$533.88

Estimated Employee Contribution

Between \$370.35 - \$533.85

\$370.35

\$533.85

Yearly deductible (per individual)

Between \$0.00 - \$2,000.00

\$0.00

\$2,000.00

Yearly deductible (per group)

Between \$0.00 - \$4,000.00

\$0.00

\$4,000.00

Figure 29: Filter Section

5.1.5.4: Comparing Plans

The Compare Plan page enables you to compare two or three different plans by displaying the plan details in a side-by-side comparison.

To compare plans:

1. On the **Select Plans Health Coverage** page, select the **Compare** check box for the plans that you want to compare.
2. Click **Compare Plans**.
 - The Compare Plans page displays the selected plans in a side-by-side comparison

Compare Plans

BACK TO PLAN LIST ADD PLAN DOWNLOAD IN EXCEL PRINT

SHOP Bronze 3000-1	SHOP Silver 2000-1
\$370.38 Employer Monthly Share	\$434.58 Employer Monthly Share
\$370.35 Employee Monthly Share	\$434.55 Employee Monthly Share
\$740.73 Total monthly premium	\$869.13 Total monthly premium
VIEW DETAILS	VIEW DETAILS
ADD TO PROPOSAL	ADD TO PROPOSAL

Figure 30: Compare Plans page

5.1.5.5: Viewing Plan Details

The Plan Details page enables you to review available plans in detail before making a selection. The Plan Details page displays the following information:

- Monthly Premium
- Issuer
- Plan Name
- Annual Deductible
- Metal Level
- Quality Rating
- Co-pays

- Coinsurance
- Deductibles

On the **Select Plans Health Coverage** page, click **View Details** for the preferred plan.

Plan Details

BACK TO COMPARE PLANS

DOWNLOAD IN EXCEL

PRINT

Arkansas Blue Cross and Blue Shield

SHOP Bronze 3000-1

PPO | Bronze

ADD TO PROPOSAL

Cost details

Total monthly premium	Annual Deductibles	Total employer contribution	Total employee contribution
\$740.73	Individual Not Applicable	\$370.38	\$370.35
	Family Not Applicable per person		
	Not Applicable per group		

Figure 31: Plan Details page

5.1.6: Adding Documents

You can add documents to include in the proposal sent to clients.

On the **Document Selection** page:

1. Click the **Cover page** checkbox and select a template from the dropdown menu to include with the proposal.

See the Adding Cover page Templates section for more information on loading templates.

2. Select **Employee List (with cost details)**, to include with proposal.
3. Select **Employee Details**, to include a list of employees with proposal.
4. Click **Continue**.

Document Selection

Please select the documents to be added to proposal.

☒ Cover Page

Select a template

Initial Proposal

☒ Employee List (with cost details)

☒ Benefit Details

PREVIOUS

CONTINUE

Figure 32: Document Selection page

5.1.7: Reviewing Proposal Details

The Review Proposal page, enables you to review the enrollment offer thoroughly after you have completed the plan selection for your client’s employee group.

The enrollment details previously entered while setting up enrollment, and the selected plans added to your enrollment, are displayed on the Review Proposal page.

Review Proposal

You have completed the plan selection for the proposal. Please review the details below.

Below is the summary of the estimated premium costs and your plan selections

COPY

PRINT

DOWNLOAD

Enrollment Period

Effective Date	End coverage on
01/01/2016	

Proposal Id	EMP-JJ-5375
Effective Date	2016-01-01
Description	
Client Name	Asus
Primary Contact	

Figure 33: Review Proposal page

5.1.8: Sharing Proposals

The Share Proposal page, enables you to share the created proposal to the client. You can also save the proposal to revisit and complete the proposal. Once the proposal is complete, it cannot be edited.

You can enter a unique message and subject line specific to the client.

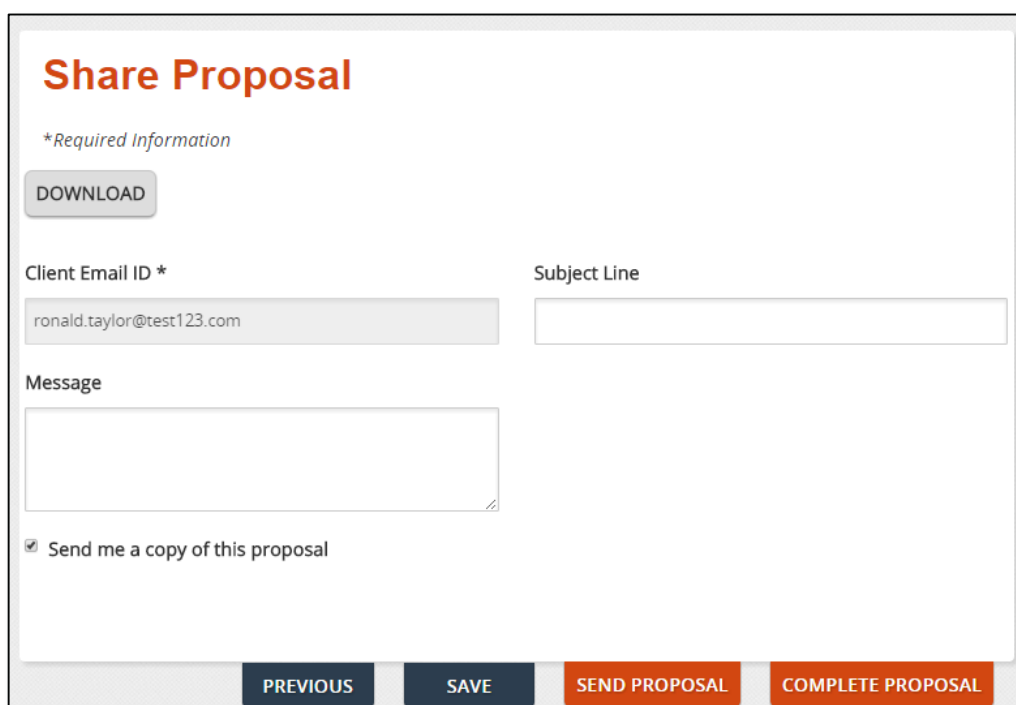


Figure 34: Share Proposal page

Once proposal is shared, a Proposal Sent message will display directing you to go to the Client Operations page for more options for the client.

ronald.taylor@test123.com'." data-bbox="159 665 829 784"/>

Figure 35: Proposal Sent page

5.2: Managing Authorization

The Authorization section enables you to manage authorization for your clients. It keeps an organized record of your client’s authorization and enables you to view, approve, or reject authorizations.

In order to conduct business on behalf of a client, the broker must receive authorization.

There are two ways to receive authorization:

- Broker requests authorization from the client
- Client request authorization from the broker

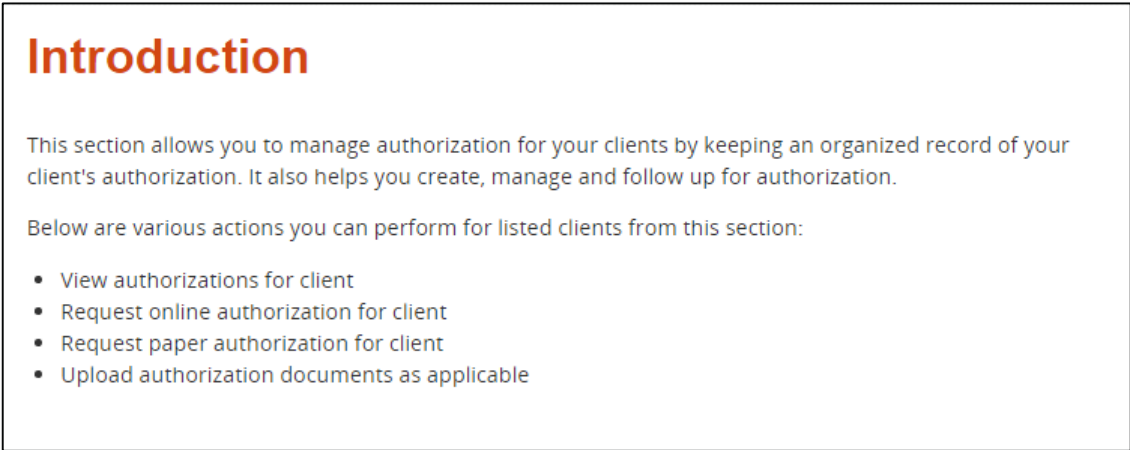


Figure 32: Authorization – Introduction page

5.2.1: Broker Requesting Authorization

For a Broker to request authorization from the client:

1. Click **Authorization** from the left navigation menu.
2. Click **Request Authorization**.

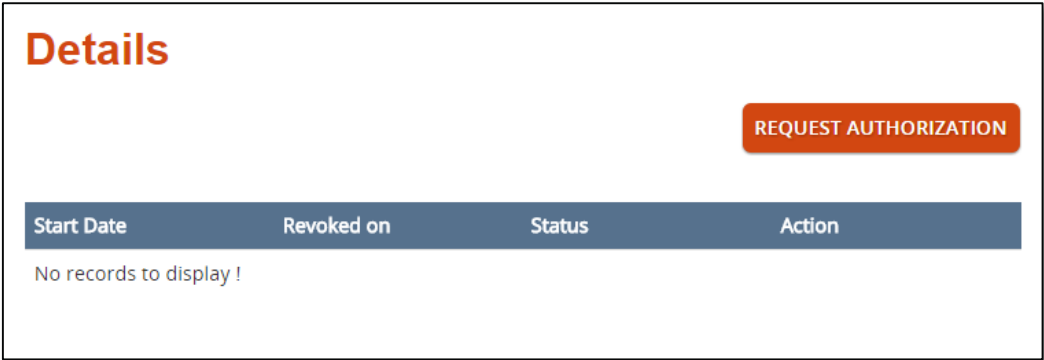
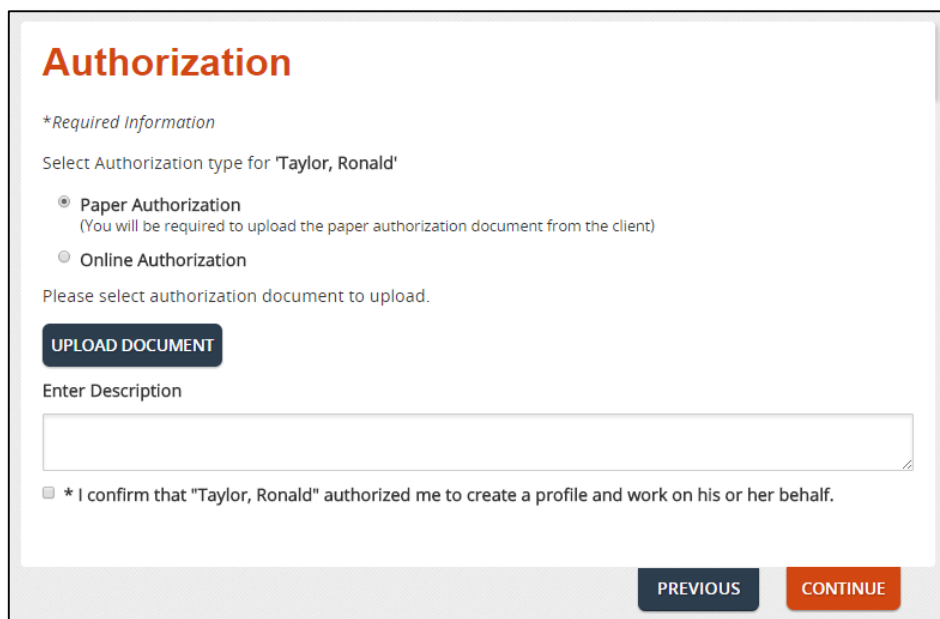


Figure 33: Authorization Details page

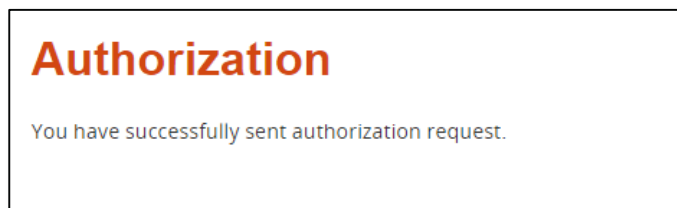
3. From the Authorization page, select either **Paper Authorization** or **Online Authorization**.
4. If you chose Paper Authorization, click **Upload Document** to upload a paper authorization.
5. Enter description (optional).
6. Click “I confirm that “Client” authorized me to create a profile and work on his or her behalf”.
7. Click **Continue**.



The screenshot shows the 'Authorization' page. At the top, the title 'Authorization' is in orange. Below it, a section titled '*Required Information' asks to 'Select Authorization type for "Taylor, Ronald"'. There are two radio button options: 'Paper Authorization' (selected) with a subtext '(You will be required to upload the paper authorization document from the client)' and 'Online Authorization'. Below this, it says 'Please select authorization document to upload.' and there is a dark blue button labeled 'UPLOAD DOCUMENT'. Underneath is a text input field labeled 'Enter Description'. At the bottom, there is a checkbox with the text '* I confirm that "Taylor, Ronald" authorized me to create a profile and work on his or her behalf.' and two buttons at the bottom right: 'PREVIOUS' and 'CONTINUE'.

Figure 34: Authorization page

You'll receive a confirmation message stating your request was sent to the client.



The screenshot shows the 'Authorization Confirmation' page. At the top, the title 'Authorization' is in orange. Below it, the text 'You have successfully sent authorization request.' is displayed in a light blue font.

Figure 35: Authorization Confirmation page

5.2.2: Employer Approving Authorization Request

After the broker sends the request to the client, the client must approve the request through the Employer Portal.

For a Client to approve the request:

- 1. The client must login to the Employer Portal using a valid username and password.
- 2. Click **Brokers and proposals** from the left navigation menu.
- 3. Under the Pending agent/broker requests section, the client must click **Authorize** to approve the request.

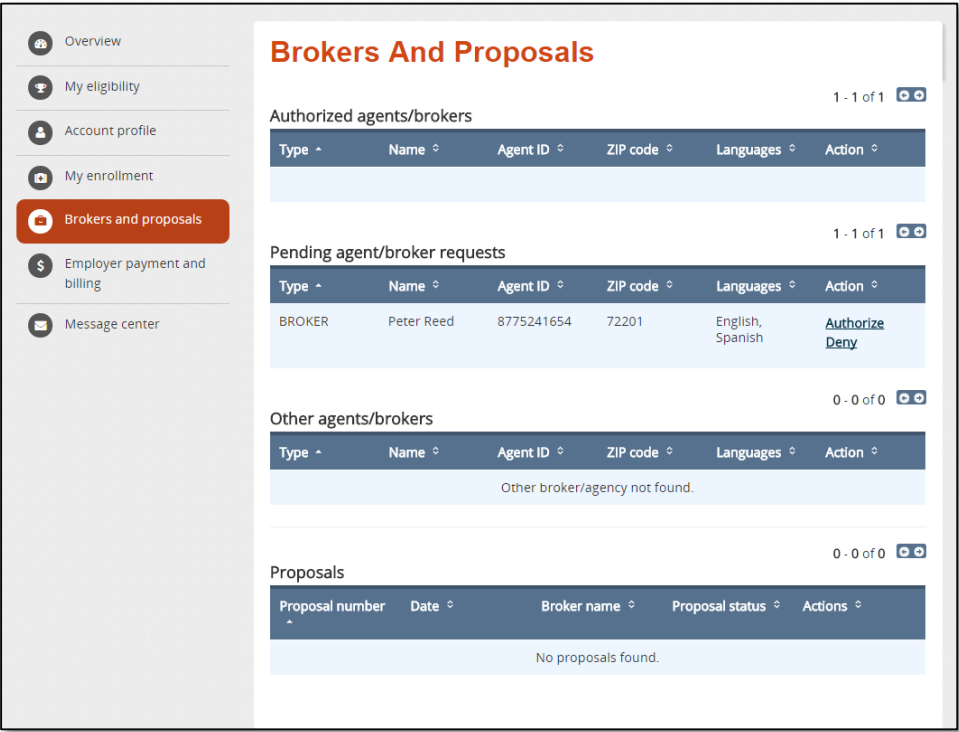


Figure 36: Brokers And Proposals page

Once a client authorizes a broker, the authorization status on the Agent Portal will change to Active. Once authorization is active, the broker can conduct business on behalf of the client.

5.2.3: Employer Requesting Authorization

A client can request authorization from a broker.

To request authorization:

- 1. The client must login to the Employer Portal using a valid username and password.
- 2. Click **Get Help** from the top navigation menu.
- 3. Click **Find Agent/Agency**.

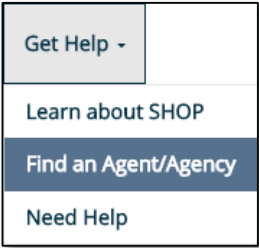


Figure 37: Get Help Menu

- 4. Enter the search criteria.
 - a. Role
 - b. Agent/Agency Name
 - c. ZIP code
 - d. Distance
 - e. Language
 - f. NPN
- 5. Click **Search**.
- 6. Click the **Agent Name**.

A screenshot of the 'Find an Agent/Agency' search form. The form has a title 'Find an Agent/Agency' and a paragraph explaining that users can choose to get SHOP enrollment help from an agent or agency registered to work with SHOP. Below this, it states that if the user decides to do so, they must authorize them to act on their behalf. The form contains several input fields: 'Role' (a dropdown menu with 'Agent' selected), 'Agent/Agency Name' (a text input field with 'peter' entered), 'ZIP code' (a text input field), 'Distance' (a dropdown menu with 'Select' selected), 'Language' (a dropdown menu with 'Select Language' selected), and 'National Producer Number (NPN)' (a text input field). A red 'SEARCH' button is located at the bottom right of the form. Below the search form, there is a section titled 'Agent List' with a table showing search results. The table has columns for 'Name', 'E-mail', 'Phone Number', 'Zip', and 'Language'. The first row of the table shows the results for 'Reed, Peter'.

Figure 38: Find an Agent/Agency

7. From the Agent Details page, click **Authorize Broker**.

Agent Details

BACK TO SEARCH PAGE

Once you authorize a SHOP agent or agency to access your account, he or she will be able to see your business and employee information. For your privacy and security, confirm that your preferred agent or agency is licensed and in good standing with your state department of insurance before finalizing your authorization. If you have questions about what this means or if you need the phone number for your state department of insurance, call the SHOP Call Center at 1-800-exchange Monday - Friday, 9 a.m. - 7 p.m. EST. TTY users should call 711 to reach a call center representative.

Reed, Peter

Aetna

343 Glen St
Little Rock, PULASKI, AR, 72201

Website :
-

Email Address: peter.reed@test123.com

Agency phone number : (852) 458-5458

State License Number (SLN): AB22312

Working Hours : 8:00 am - 8:00 pm

Preferred spoken language : English, Spanish

National Producer Number (NPN): 8775241654

AUTHORIZE BROKER

Figure 37: Agent Details page

5.2.4: Approving and Rejecting Authorization

After a client authorizes a broker, the broker must approve or reject the authorization.

To **approve** authorization:

- 1. On the Authorization Details page, click the **Approve** icon.
- 2. On the Accept Authorization popup, click **Confirm**.

To **reject** authorization:

- 1. On the Authorization Details page, click the **Reject** icon.
- 2. On the Reject Authorization popup, click **Confirm**.

Details




Start Date	Revoked on	Status	Action
2015-10-16 17:48:42.0		Inactive	  

Figure 39: Authorization Details page

5.3: Managing Eligibility

The Manage Eligibility section enables you to check if your client qualifies to purchase plans on the SHOP marketplace.

To be eligible to purchase plans on the SHOP marketplace, your client must:

- Have a valid EIN
- Have a primary business address in the state of Arkansas
- Provide a self-attestation for the following required:
 - You are a small business with less than 100 employees.
 - You will offer coverage to all full time employees.
 - Your business should have at least one employee who isn't owner or business partner.

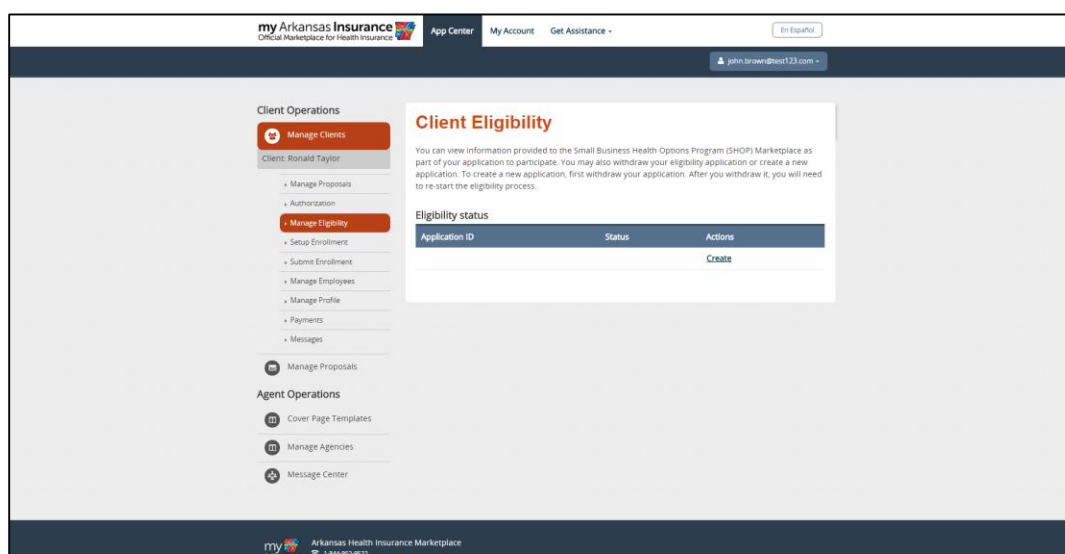
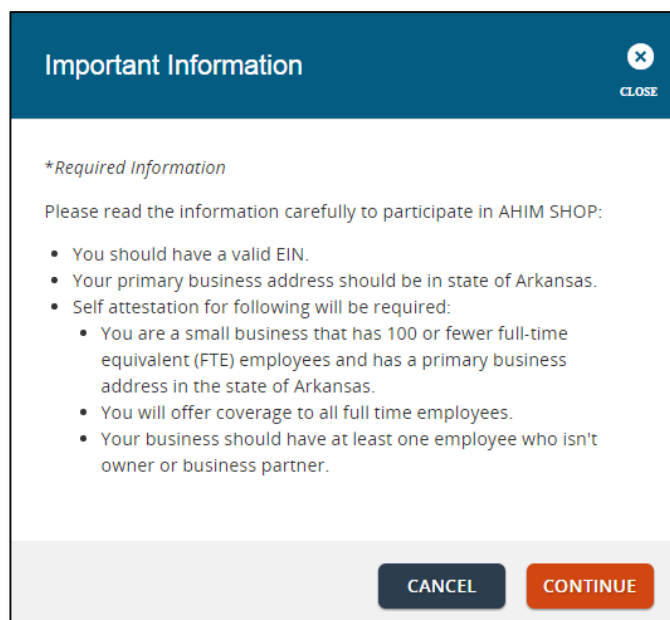


Figure 40: Client Eligibility page

5.3.1: Create Eligibility Application

To create an eligibility application:

1. On the Client Eligibility page, click **Create** under the Actions column.
2. Read the self-attestation message, and click **Continue**.



Important Information CLOSE

**Required Information*

Please read the information carefully to participate in AHIM SHOP:

- You should have a valid EIN.
- Your primary business address should be in state of Arkansas.
- Self attestation for following will be required:
 - You are a small business that has 100 or fewer full-time equivalent (FTE) employees and has a primary business address in the state of Arkansas.
 - You will offer coverage to all full time employees.
 - Your business should have at least one employee who isn't owner or business partner.

CANCEL **CONTINUE**

Figure 41: Self-Attestation Message

5.3.1.1: Enter Employer Details

To create your employer profile on the Agent Portal:

Business Information

**Required Information*

Start here to create a SHOP account and verify your eligibility to purchase a plan.

To be eligible, your small business must have a primary business address in the state where you're buying coverage, and have at least one employee who isn't the owner or business partner or the spouse of the owner or business partner. You must have 100 or fewer full-time equivalent (FTE) employees, and offer SHOP coverage to all full-time employees.

All information is required unless otherwise noted. You may save your data at any point and return later to finish.

Select "Get assistance" and "Learn about SHOP" if you have questions about how to calculate the number of full time equivalent employees or for answers to other questions.

* Legal Business Name

Asus

*Name to be displayed on the SHOP

*EIN

*Business type

Select

Figure 42: Business Information page

1. Enter the Legal Business Name, Name to be displayed on the SHOP, Employer Identification Number (EIN), and Business type.
2. In the **Business Address** fields, enter the legal business address.
3. In the **Primary Business Address** fields, enter the legal business address.
4. Enter **Preferred Mode of Communication**: Email address or Mailing address
5. Enter **Preferred Language**: English or Spanish
6. Click **Save & Continue**
7. On the Employer Information – Primary page, enter primary contact details, mailing address, and, contact preferences.

Employer Information - Primary Contact

**Required Information*

Primary contact details

*First Name	Middle Name	*Last Name	Suffix
<input type="text" value="Ronald"/>	<input type="text"/>	<input type="text" value="Taylor"/>	<input type="text" value="Suffix"/>

*Title (Examples: Owner, HR)

*Email Address

*Confirm Email

Mailing address ☐ Select if it's the same as the business billing address

*Street Address

Apt./Ste. #

Figure 43: Employer Information-Primary page

8. Click **Save & Continue**.

5.3.1.2: Verify Eligibility

To be eligible to purchase plans on the SHOP marketplace, your client must:

- Have a valid EIN
- Have a primary business address in the state of Arkansas
- Provide a self-attestation for the following required:
 - You are a small business with less than 100 employees.
 - You will offer coverage to all full time employees.
 - Your business should have at least one employee who isn't owner or business partner.

Verify Eligibility

**Required Information*

To be eligible to participate in the SHOP, you must indicate that your business or organization meets all of these qualifications. [Learn more about how to count full-time equivalent employees.](#)

- ☒ * This business has 100 or fewer full-time equivalent (FTE) employees and has a primary business address in the state of Arkansas where I'm applying for this SHOP coverage.
- ☒ * All full-time employees of this business will be offered SHOP coverage.
- ☒ * This business has at least one employee who isn't the owner or business partner, or the spouse of the owner or business partner.

BACKSAVE AND CONTINUE

Figure 44: Verify Eligibility page

1. On the Verify Eligibility page, read the self-attestation.
2. Check the checkbox next to each attestation.
3. Click **Save and Continue**.

5.3.1.3: Managing Employees

Once you complete the eligibility attestation for your client, you can manage their employee list on the Employee Details section.

Employee Roster

Submit a roster that lists all employees who will receive an offer of coverage, including you. You can upload a complete employee roster or add employees manually.

- List all eligible employees, even if some may not accept the coverage offer.
- At a minimum, you must offer coverage to each employee working an average of 30 or more hours per week throughout the year.
- All employees working 30 or more hours per week should be listed, even if they do not plan to accept coverage.

These employees should be listed so you can track the percentage of employees who accept your offer of coverage. This will allow you to determine if you meet the minimum participation rate.

ADD EMPLOYEEBLANK ROSTERUPLOAD COMPLETED ROSTER

Search employee by

Within

Employee Code

SEARCH

Employee roster

1 to 1 of 1

Employee Code	Employee Name	Participation Code	Status	Actions
99999	Kevin Lee	hAZUkvfi4ARLFbN u-32cgA	ACTIVE	View Remove

BACKSAVE AND CONTINUE

Figure 45: Employee Roster page

You can add new employees to the roster, edit their details, and remove them from the employee list on the Employee List page.

5.3.1.4: Adding New Employees

To add employees to the roster, you can upload the information of multiple employees using an Excel spreadsheet Roster Template or click Add Employee to add each employee individually via a web form.

Adding Employees Using Roster Template

To add employees using the employee template:

1. Click **Blank Roster** to download the Excel template to your computer and **Save** the template.
2. Enter details for your employees in the template and **Save** the template.
3. Click **Choose File** and then follow the instructions to upload your Excel template spreadsheet.

	A	B	C	D	E	F	G	H	I
							Employee Date of Birth*	Employee Social Security Number*	Pre Me Co
1	Suffix	Employee First Name*	Employee Last Name*	Employee Middle Name	Employee Gender*	Employee Email Address			
2		Jane	Doe		Female	jane.doe@employee.com	02/02/1985	324-78-9090	EV
3		Josh	Smith		Male	josh.smith@employee.com	03/03/1983	123-89-6789	EV
4		Lynn	Roberts		Female	lynn.roberts@employee.com	04/04/1988	345-89-6789	EV
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									

Figure 46: Employee Roster Template

Adding Employees Manually

To add each employee individually:

1. On the **Employee Roster** page, click **Add Employee**.
2. On the **Enter Employee Details** page, enter the following employee details:
 - a. **Employee Name**
 - b. **Social Security Number**
 - c. **Date of Birth**
 - d. **Email Address**
 - e. **Employment Type**

Enter Employee Details

**Required Information*

Add an employee to your roster

*First Name Middle Name *Last Name Suffix

*SSN/TIN *Confirm SSN/TIN *Date of Birth

Email Address Confirm Email

*Employment Type

Full-time

PREVIOUS SAVE AND CONTINUE

Figure 47: Enter Employee Details page

3. On the Enter Employee Details page, enter the following:
 - a. Employee code
 - b. Date of Hire
 - c. Gender
 - d. Phone Number
 - e. Preferred Method of Contact
 - f. Mailing Address
 - g. Add Dependents
4. On the **Employee Dependent Details** page, enter the following dependent details:
 - a. **Name**
 - b. **Date of Birth**
 - c. **Social Security Number**
 - d. **Relationship to Employee**
 - e. **Sex**
 - f. **Tobacco User**
5. Click **Add Dependent** to add more dependents.
6. Click **Save and Continue**.

5.3.1.5: Review and Sign

Once you complete the employee roster, you can review and sign the Eligibility Application.

To sign the Eligibility Application:

1. Check the self-attestation checkbox.
2. Enter full name in Authorized Assister's E-Signature field.
3. Click **Save & Continue**.

Review & Sign

**Required Information*

SHOP attestation

I'm signing this application under penalty of perjury, which means I've provided true answers to all of the questions to the best of my knowledge.

- I know that I may be subject to penalties under federal law if I intentionally provide false or untrue information.
- I know that my information on this form will only be used to determine eligibility for health coverage and will be kept private as required by law. If my business or organization is eligible, it will be used to facilitate enrollment.
- I know that I must tell the SHOP and any programs I'm enrolled in if anything changes (and is different than) what I wrote on this application. I have consent from everyone I'll list on the application to include personally identifiable information, like dates of birth, Social Security Numbers, addresses, and phone numbers.
- I know that under federal law, discrimination isn't permitted on the basis of race, color, national origin, sex, age, sexual orientation, gender identity, or disability. I can file a complaint of discrimination by visiting www.hhs.gov/ocr/office/file.

☐ ***I have read and agreed to terms and service**

***Authorized Assister's E-Signature:**
John Brown

Date: 10/16/2015

PREVIOUS

SAVE AND CONTINUE

Figure 48: Review & Sign page

5.4: Create Enrollment

The Client Eligibility page enables you to create an enrollment application to send to employees as an enrollment offer.

There are eight steps to creating an enrollment:

- Set Enrollment Period
- Decide How to Offer Coverage
- Set Employer Premium Contribution
- Select Plans
- View Summary & Submit

To create an enrollment:

1. Click **Create Enrollment** from the Client Eligibility page.

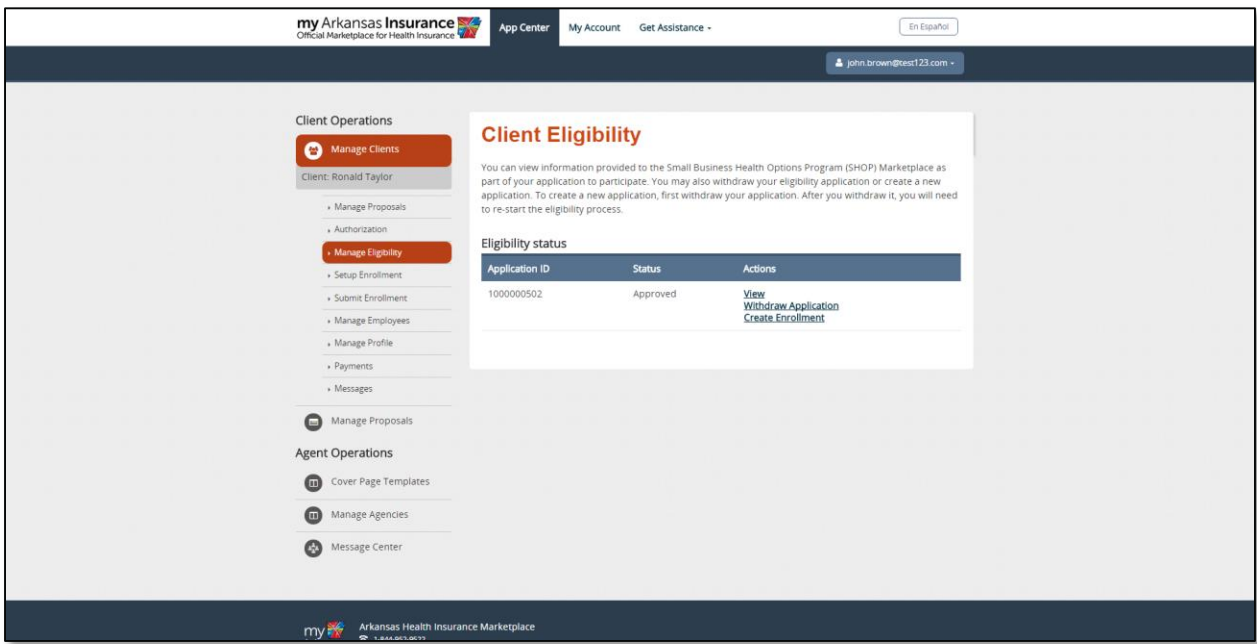


Figure 49: Client Eligibility page

5.4.1: Set Enrollment Period

To set enrollment period:

8. Select **Start coverage on** date.
9. Select **Open Enrollment Start Date and End Date**.
10. Select **Waiting Period**.
11. Click **Save and Continue**.

Figure 50: Set Enrollment Period page

5.4.2: Decide How to Offer Coverage

The Decide How to Offer Coverage page enables you to select the types of health plans for the enrollment offer. The plan benefits you select on this page will filter the plans that are rolled out to the employees on the enrollment offer.

There are two options when selecting plan benefits:

- Option One: Employees can select plans in one metal tier from all carriers.
- Option Two: Employees can select one plan from one carrier.

Decide How You Offer Coverage

Select Plan Benefits to be rolled out to the employees. (Every employee will be able to select one plan from this list)

- You'll select a plan category (like Bronze or Silver) from any insurance company. Your employees can select the insurance company and plan the best suits their needs in from plan category you choose.
- You'll select the insurance company and the plan. Your employees must enroll in this plan in order to get SHOP coverage.

If you have any questions, call the SHOP Employer Call Center at 1-844-952-9522, or select "Get assistance" to chat online. TTY users should call 711 FREE to reach a call center representative.

☐ Option One
Employees can select plans in one metal tier from all carriers.

☐ Option Two
Employees can select one plan from one carrier.

Figure 51: Decide How You Offer Coverage

5.4.3: Defining Contribution

The Define Contribution page enables you to define the percentage or maximum dollar amount that the employer wants to contribute towards the employees' health plans, as a premium for employees and their dependents. To qualify for tax credits, the employer must pay at least 50% of your full-time employees' premium costs.

Define Contribution

**Required Information*

Please enter contribution details

- You can contribute a fixed percentage that will be calculated based on the individual plan premium for each employee and dependent.
- You can base your percentage contribution on a reference plan premium if your employees are selecting coverage from a plan category you chose.

The percentage in both contribution methods will translate to a dollar amount you can use for budgeting purposes. This amount will also be applied to your monthly cost as you compare plans. You can come back here and change your contribution any time as you compare plans.

Contribution Method

☒ Fixed Percentage ☐ Fixed Dollar Amount

Will you offer coverage for dependents?

☐ Yes ☒ No

Health coverage

To qualify for the tax credit, you must pay at least 50% of your full-time employees' premium costs.

***Contribution % for employee** ***Contribution % for dependent**

Dental coverage

***Contribution % for employee** ***Contribution % for dependent**

PREVIOUS

SAVE AND CONTINUE

Figure 52: Define Contribution page

To define employer contribution towards the employee’s health insurance premium:

- 5. Select **Fixed Percentage** or **Fixed Dollar Amount** to specify your contribution type.
- 6. Select **Yes** or **No** to specify if you want to contribute for the dependents of the employees.
- 7. Enter your contribution for medical and dental insurance in the specific fields for both employees and their dependents, if applicable.
- 8. Click Save and Continue.

5.4.4: Select Plans

The Select Plans page enables you to select the plans for the enrollment offer to be rolled out to the employees. The premium rates mentioned for the plan on the Select Plans page are monthly employer contributions.

Each standalone plan may have associated entities. Entities are add-on insurance plans that cover health-related services that are not typically covered by the selected health plan.

To add plans to enrollment application:

- 1. On the **Plans** page, click **Add to Cart**.
- 2. Scroll to the bottom of the page and click **Save and Continue**.

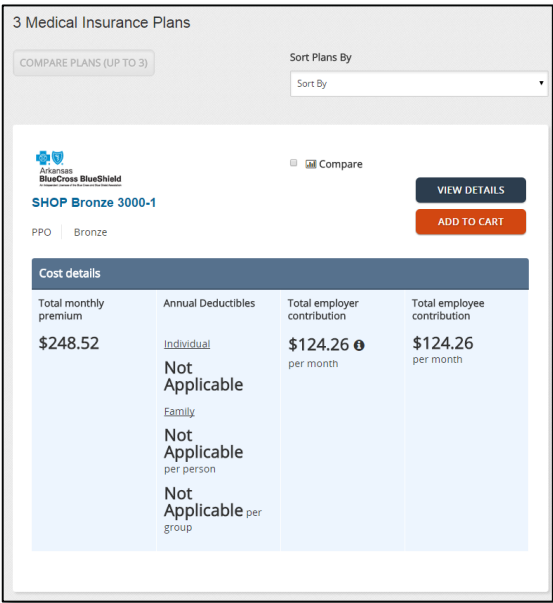


Figure 53: Plans page

5.4.5: View Summary and Submit

The final step to creating the enrollment application is to review the detail. A summary of estimated premium costs and your plan selections. Select “Edit” to make any changes. To change plans, go to “Select plans” on the left. Select “Submit” when you’re ready to offer coverage

Summary & Submit

You have completed the plan selection for the proposal. Please review the details below.

Below is a summary of estimated premium costs and your plan selections. Select “Edit” to make any changes. To change plans, go to “Select plans” on the left. Select “Submit” when you’re ready to offer coverage.

PRINT

Enrollment Period

EDIT

From Date	To Date
10/16/2015	10/31/2015
Effective Date	End coverage on
01/01/2016	12/31/2016

Employer’s Offer Of Coverage

EDIT

Employees can accept the health insurance company and plan you selected, or select any plan from the plan category and insurance company below (if applicable).

Health coverage	Dental coverage
<ul style="list-style-type: none">Arkansas Blue Cross and Blue Shield	<ul style="list-style-type: none">BEST Life
Metal	Metal

Figure 54: Summary & Submit page

Once edits are complete, click **Submit**.
A notification email will be sent to the employees submitting with the enrollment application.


5.5: Manage Enrollment

Once the enrollment application is submitted, enrollment details can be viewed from the Client Enrollments page.

You can perform the following activities on the Client Enrollments page:

- View Member and Premium Details
- View Enrollment Details
- Withdraw Enrollment Application
- Submit Enrollment Application

Client Enrollments



Important: To ensure that your offer isn't identified as spam or junk mail, have employees add your address to their email contact list.

The SHOP Marketplace will send an email about your offer of coverage to all employees whose email address you provided with your application. The email includes your participation code and a link to the SHOP website where they can fill out the employee application.

It's your responsibility to ensure that all your employees get information about how to enroll in a health plan through SHOP.

[VIEW MEMBER AND PREMIUM DETAILS](#)
[PRINT](#)

Effective Date:
01-01-2016, Enrollment period in progress

Open Enrollment End Date
10-31-2015

SHOP Application # 1000000575
Status: Pending submission

Current participation ratio
0.0%

[VIEW ENROLLMENT DETAILS](#)

[WITHDRAW](#)
[SUBMIT APPLICATION](#)

1 to 1 of 1

Enrollment status

Employee Code	Employee Name	Dependent Coverage	Status	Plan	Actions
99999	Kevin Lee	No	NOTIFIED		Send reminder Email Enroll

Figure 55: Client Enrollments page

5.5.1: View Member and Premium Details

You can view the current enrollment and premium amounts on the View Member and Premium Details page. You can view:

- Total premium amount
- Total number of employees enrolled
- Employer's total cost
- Employee's total cost
- Detailed plan member and premium information

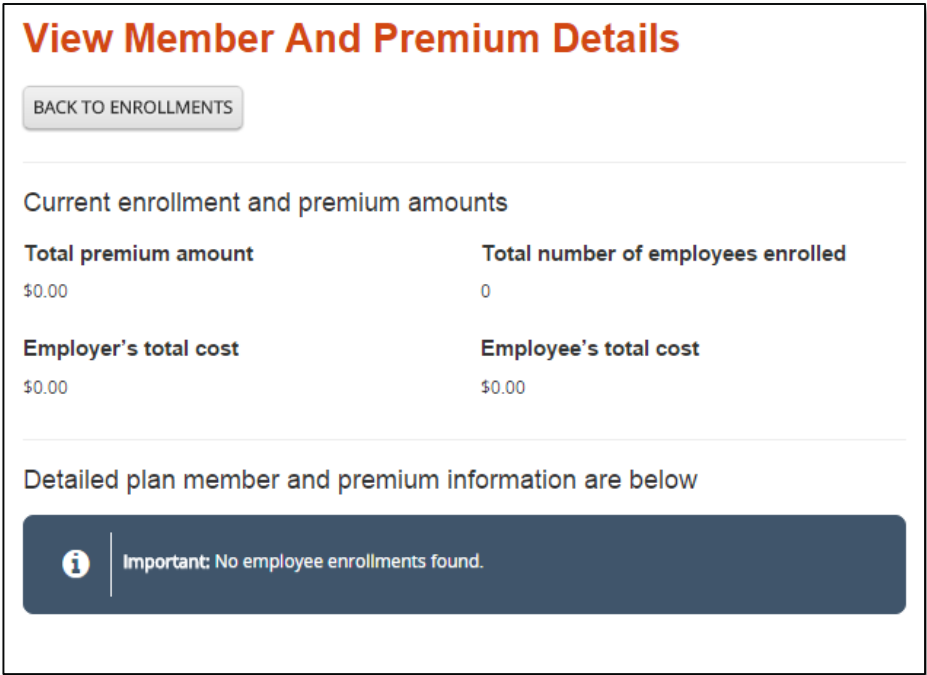


Figure 56: View Member and Premium Details page

5.5.2: View Enrollment Details

You can view details of the enrollment applications from the Employer Enrollment Details page:
You can view:

- Enrollment Period
- Employer’s Offer of Coverage
- Employer’s Contribution
- Plans Selected

Employer Enrollment Details

You have completed the plan selection for the proposal. Please review the details below.

[BACK TO EMPLOYEE ENROLLMENT & APPLICATIONS](#)

PRINT

Enrollment Period

From Date	To Date
10/16/2015	10/31/2015
Effective Date	End coverage on
01/01/2016	12/31/2016

Employer’s Offer Of Coverage

Employees can accept the health insurance company and plan you selected, or select any plan from the plan category and insurance company below (if applicable).

Health coverage <ul style="list-style-type: none">Arkansas Blue Cross and Blue Shield Metal	Dental coverage <ul style="list-style-type: none">BEST Life Metal
---	---

Employer’s Contribution

Health Insurance	Dental Insurance
For Employee	For Employee
50.0%	0.0%

Figure 57: Employer Enrollment Details page

5.5.3: Withdraw Enrollment Application

You can withdraw the enrollment application from the Client Enrollments page.

To withdraw the application:

- 1. Click **Withdraw**.
- 2. Click **OK**.

Client Enrollments

Important: To ensure that your offer isn't identified as spam or junk mail, have employees add your address to their email contact list.

The SHOP Marketplace will send an email about your offer of coverage to all employees whose email address you provided with your application. The email includes your participation code and a link to the SHOP website where they can fill out the employee application.

It's your responsibility to ensure that all your employees get information about how to enroll in a health plan through SHOP.

VIEW MEMBER AND PREMIUM DETAILS

PRINT

Effective Date:

01-01-2016, Enrollment period in progress

Open Enrollment End Date

10-31-2015

SHOP Application # 1000000575

Status: Pending submission

Current participation ratio

0.0%

VIEW ENROLLMENT DETAILS

WITHDRAW

SUBMIT APPLICATION

Figure 58: Withdraw Application

Warning

Are you sure you want to withdraw this application?

CANCEL

OK

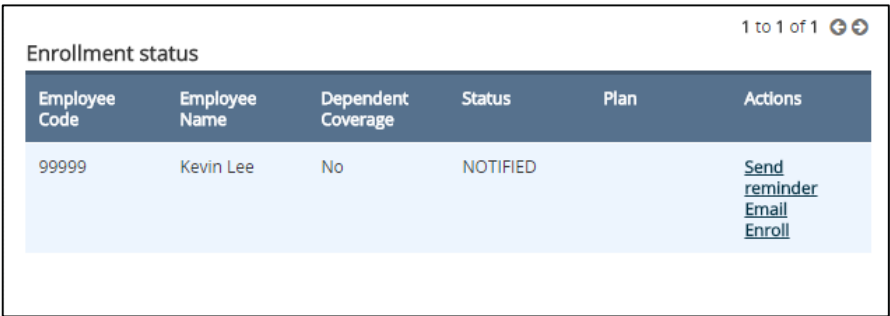
Figure 59: Withdraw Warning Message

5.5.4: Send Reminder Email

You can send a reminder email to employees to remind them to select or waive coverage offered by their employer.

To send a reminder email:

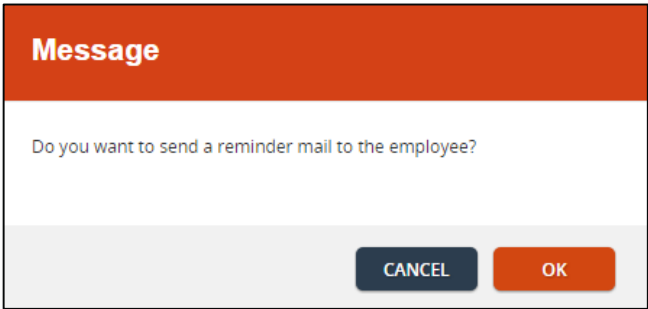
- 1. From the Clients Enrollment page, click **Send Reminder Email** next to the employee's name.
- 2. Click **OK** to confirm.



The screenshot shows a table titled "Enrollment status" with a pagination indicator "1 to 1 of 1". The table has six columns: Employee Code, Employee Name, Dependent Coverage, Status, Plan, and Actions. A single row is visible for employee Kevin Lee with status NOTIFIED. In the Actions column, there is a link labeled "Send reminder Email Enroll".

Employee Code	Employee Name	Dependent Coverage	Status	Plan	Actions
99999	Kevin Lee	No	NOTIFIED		Send reminder Email Enroll

Figure 60: Send Reminder Email link



The screenshot shows a confirmation dialog box with an orange header titled "Message". The main text asks "Do you want to send a reminder mail to the employee?". At the bottom, there are two buttons: "CANCEL" and "OK".

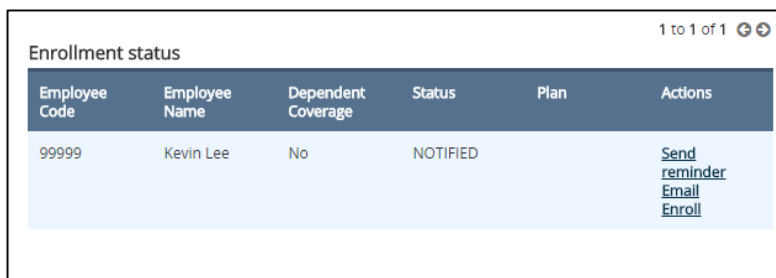
Figure 61: Confirmation to Send Reminder Email

6: Enroll Employees

Brokers can enroll employees in health coverage plans offered by their employers. They can also waive employees.

To enroll employees:

1. From the Client Enrollment page, click **Enroll** next to the employee you wish to enroll.

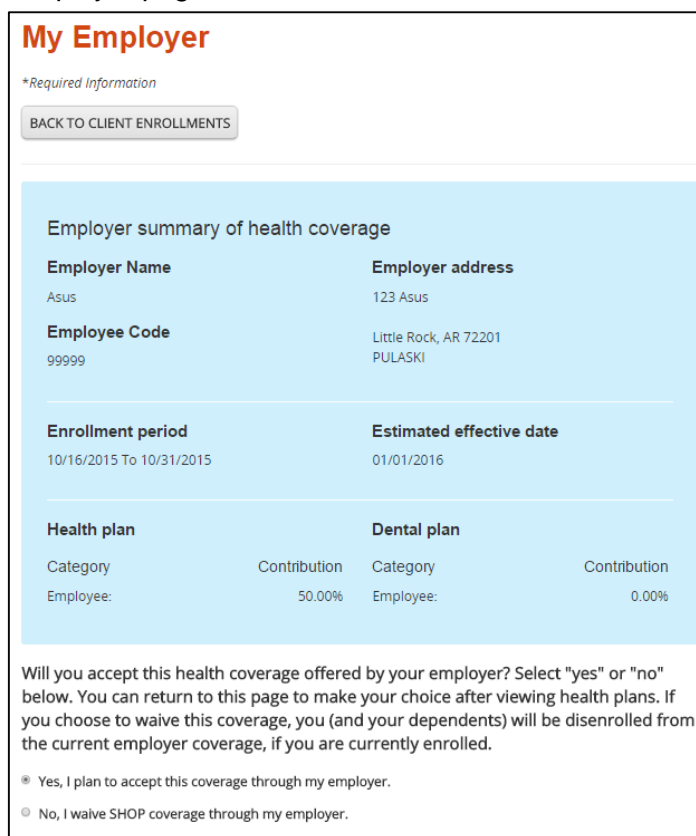


Employee Code	Employee Name	Dependent Coverage	Status	Plan	Actions
99999	Kevin Lee	No	NOTIFIED		Send reminder Email Enroll

Figure 62: Enroll link

To accept coverage on behalf of the employee:

1. From the My Employer page, click the **Yes** radio button.



My Employer

**Required Information*

[BACK TO CLIENT ENROLLMENTS](#)

Employer summary of health coverage

Employer Name Asus	Employer address 123 Asus
Employee Code 99999	Little Rock, AR 72201 PULASKI

Enrollment period 10/16/2015 To 10/31/2015	Estimated effective date 01/01/2016
--	---

Health plan	Dental plan
Category Employee:	Category Employee:
Contribution 50.00%	Contribution 0.00%

Will you accept this health coverage offered by your employer? Select "yes" or "no" below. You can return to this page to make your choice after viewing health plans. If you choose to waive this coverage, you (and your dependents) will be disenrolled from the current employer coverage, if you are currently enrolled.

☒ Yes, I plan to accept this coverage through my employer.
 ☐ No, I waive SHOP coverage through my employer.

Figure 63: Accept coverage link

2. Scroll down the page and complete the employee's profile information.

Self

Important: Verify all information before you submit. You won't be able to make changes once you sign and submit your application.

*First Name

Kevin

Middle Name

*Last Name

Lee

Suffix

Suffix

*SSN/TIN

XXXXX7412

*Birth Date

01/01/1980

*Sex

☒ Male
 ☐ Female

Household Income

Home address

*Street Address

120 N. 11 Street

Apt./Ste. #

*City

Little Rock

*Zip

72201

*County

PULASKI

*State

AR

Mailing Address

*Street Address

23 Felix St.

Apt./Ste. #

*City

Little Rock

*Zip

72201

*County

PULASKI

*State

AR

Figure 64: Employee Profile

3. Scroll down and sign the attestation form.

I know that I must tell the SHOP if information I listed on this application changes.

I'm signing this application under penalty of perjury, which means I've provided true answers to all the questions to the best of my knowledge. I know that I may be subject to penalties under federal law if I intentionally provide false or untrue information. In addition, I know that my coverage and the coverage for my dependents (if applicable) may be impacted if I provide false or untrue information.

Following federal law, discrimination isn't permitted on the basis of race, color, national origin, sex, age, sexual orientation, gender identity, or disability. I can file a complaint of discrimination by visiting www.hhs.gov/ocr/office/file.

*Assistor's E-Signature

John Brown

Date: 10/16/2015

Figure 65: Attestation Form

Arkansas Health Insurance Marketplace

4. Click **Select** next to the plan.
5. Scroll down the page and click **Save and Continue**.

Review Employer's Health Coverage

PRINT

Plan(s) offered with effective date 01/01/2016

COMPARE X PLANS

Sort By

Arkansas BlueCross BlueShield

Compare

SHOP Bronze 3000-1

PPO | BRONZE

VIEW DETAILS
SELECT

Cost details			
Total monthly premium	Annual Deductibles	Total employer contribution	Total employee contribution
\$248.52	Individual	\$124.26 per month	\$124.26 per month
	Not Applicable		
	Family		
	Not Applicable per person		
	Not Applicable per group		

BACK
SAVE AND CONTINUE

Figure 66: Review Employer's Health Coverage page

6. Review the plans with the employee.
7. Click Waive to waive coverage.
8. Click Confirm to accept coverage.

my Arkansas Insurance
Official Marketplace for Health Insurance

App Center My Account Get Assistance - En Español

john.brown@test123.com

Client Operations

- Manage Clients
 - Client: Ronald Taylor
 - Manage Proposals
 - Authorization
 - Manage Eligibility
 - Setup Enrollment
 - Submit Enrollment
 - Manage Employees
 - Manage Profile
 - Payments
 - Messages
- Manage Proposals

Agent Operations

Review And Confirm Your Plans

Arkansas BlueCross BlueShield
SHOP Bronze 3000-1
PPO Bronze

Cost details			
Total monthly premium	Annual Deductibles	Total employer contribution	Total employee contribution
\$248.52	Individual Not Applicable	\$124.26 per month	\$124.26 per month
	Family Not Applicable per person		
	Not Applicable per group		
			\$142.83 Total monthly premium

WAIVE BACK CONFIRM

my Arkansas Insurance Arkansas Health Insurance Marketplace
1-844-963-9622 support@myArkInsurance.com

Figure 67: Review and Confirm Your Plans page

