Broker Admin User Manual

Version 2.0

October 2015

my Arkansas Insurance
Official Marketplace for Health Insurance

Copyright Information

Table of Contents

List of Figures

List of Tables

1: Acronyms

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

Acronym	Definition
CMS	Centers for Medicare and Medicaid Services
COBRA	Consolidated Omnibus Budget Reconciliation Act
IRS	Internal Revenue Service
QHP	Qualified Health Plan
SHOP	Small Business Health Option Program
SSN	Social Security Number

Table 1. Acronyms

2: Introduction

A broker admin is responsible for selling individual and small group health insurance policies to individual and employer clients. A broker admin must register with an agency and have a license number to track sales and commissions. A broker admin needs to be approved by an agency to conduct business on the Agent Portal.

The Agent Portal enables broker admins to sell individual and small group health insurance policies to individual and employer clients.

2.1: Purpose

The Agent Portal User Manual explains how broker admins can use the Agent Portal to manage their prospects and client list, apply for health insurance coverage on behalf of clients, search plans, and share proposals with clients.

The key topics covered in this guide include:

- Managing the broker admin account on the Agent Portal
- Managing employer clients
- Managing individual clients

2.2: Audience

The target audience for this guide are broker admins who use the Agent Portal to manage their account, proposals for clients, and to help clients apply for health insurance coverage.

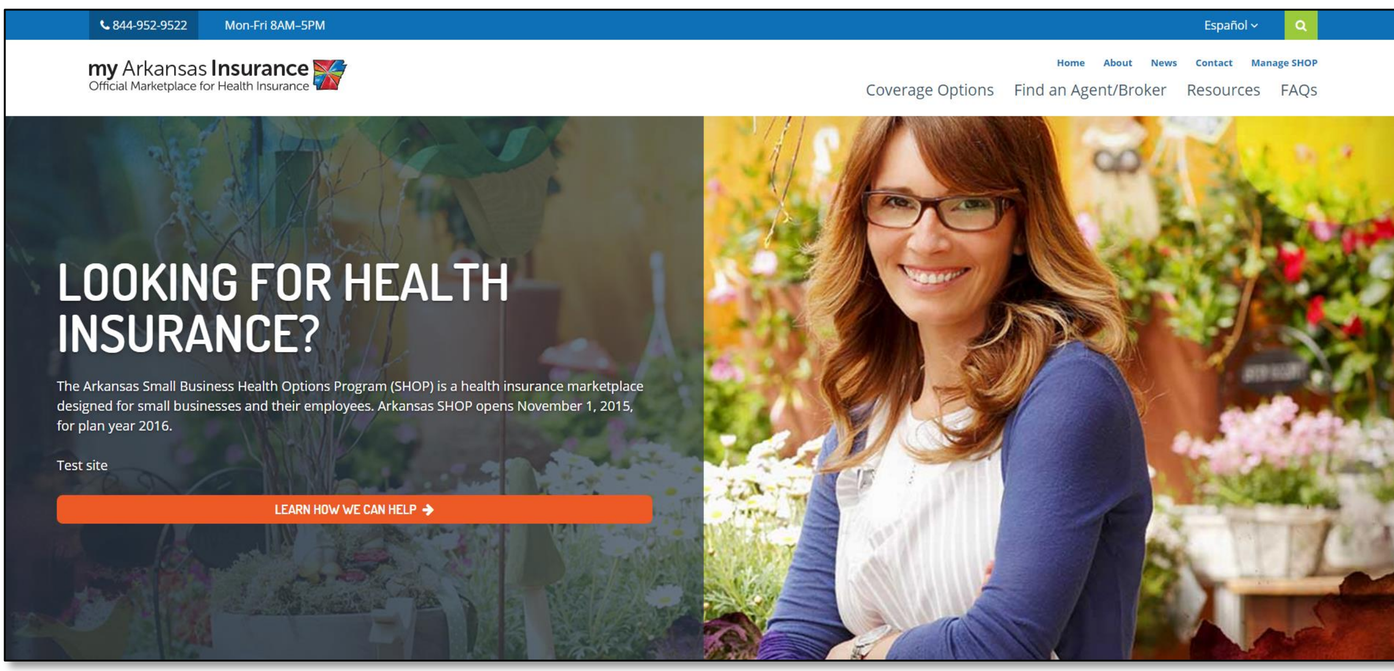


Figure 1. My Arkansas Insurance Home Page

3: Getting Started

3.1: Signing In

Sign in to the Agent Portal using the username and password you created for your account.

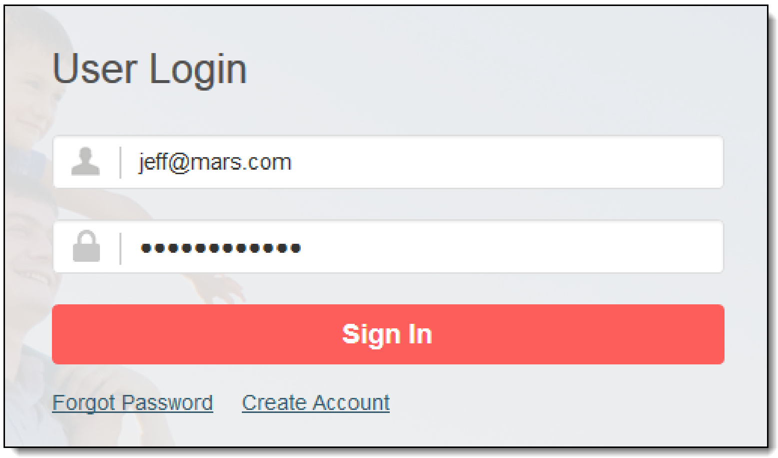


Figure 2. User Login Page

To sign in to the Agent Portal:

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

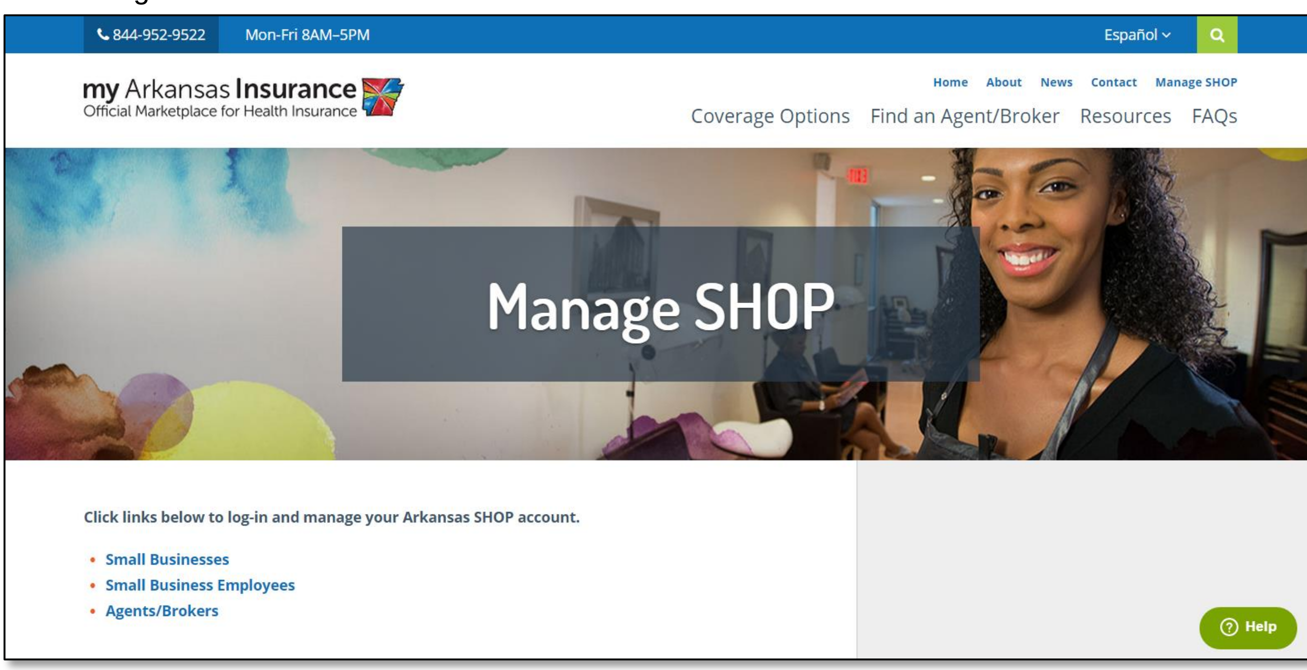


Figure 3. Figure 2. My Arkansas Insurance page

4. Type your username and password, and then click **Sign In**.
5. In the **Select Role** list on the **Sign In As** page, select **Broker Admin**.

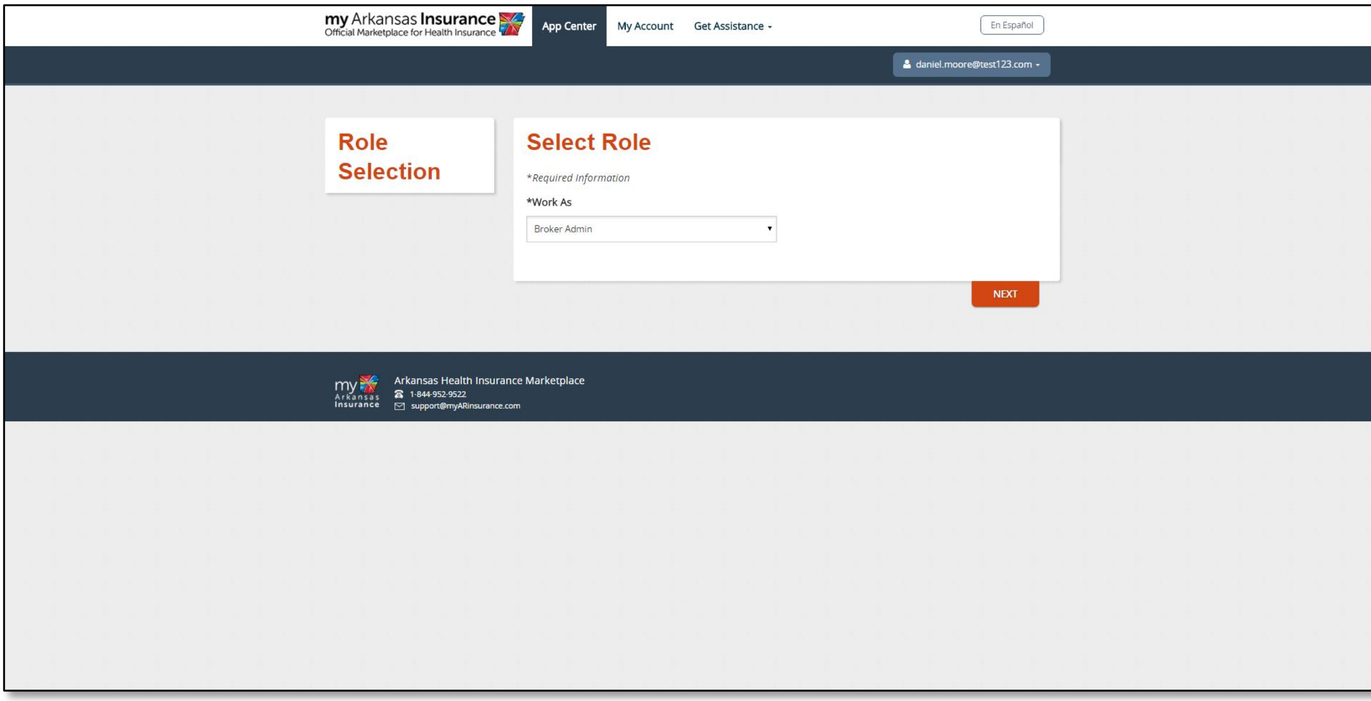


Figure 4. Role Selection

6. Click **Next** to log in to the portal as a Broker Admin.

3.2: Resetting Your Password

If you forget your password or need to create a new one to log in to the Agent Portal, the Forgot Password feature enables you to create a new password for your account. Submit your username and email address where you can receive the instructions to create a new password.

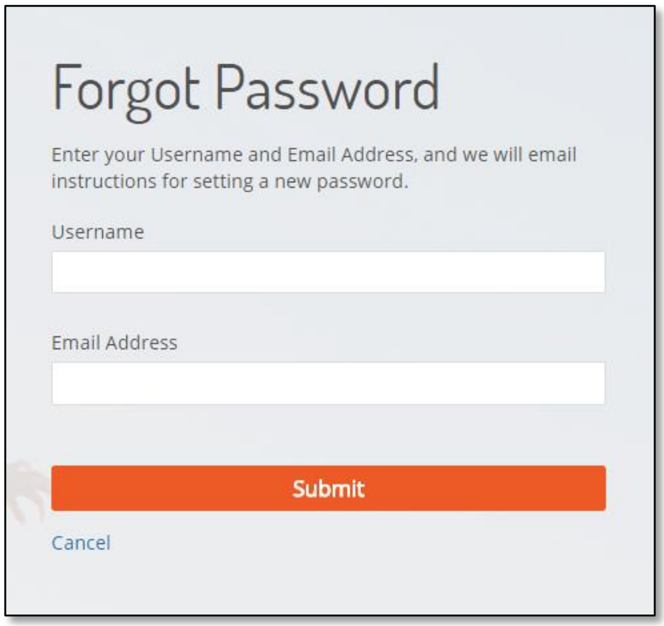


Figure 5. Forgot Password Page

To create a new password:

1. On the **User Login** page, click **Forgot Password**.
2. In the **Username** field, enter the username and email address associated with the account.
3. Click **Submit**.

The system will email you a link that you use to create a new password.

3.3: Completing Your Broker Admin Profile

The Agent Portal stores details entered at the time of registration in the Broker Admin Details section.

Provide Broker Admin details, a business address, communication details, and accept the terms and conditions to complete your profile on the Agent Portal.

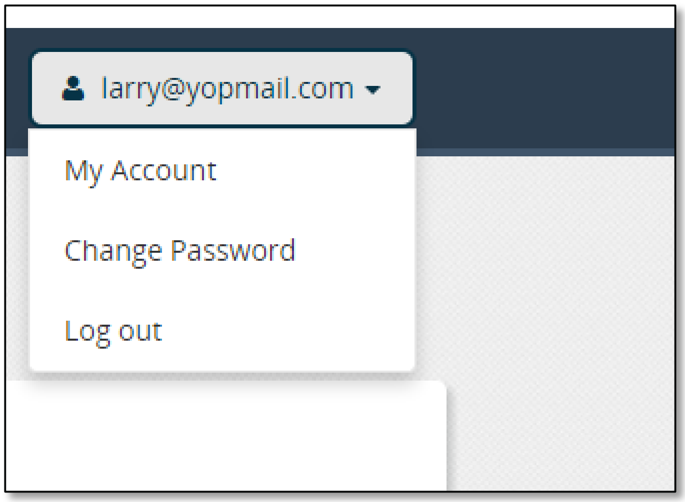


Figure 6. Welcome Menu

To add or update your profile information, in the **Top Navigation** bar, click your username and then click **My Account** from the dropdown menu.

3.3.1: Adding Broker Admin Details

Add or edit Broker Admin details on the Broker Admin Details page. State exchanges use this information to identify and give you authorization to conduct business as the Broker Admin.

An asterisk (*) indicates a required field. You must provide information in that field to complete the page.

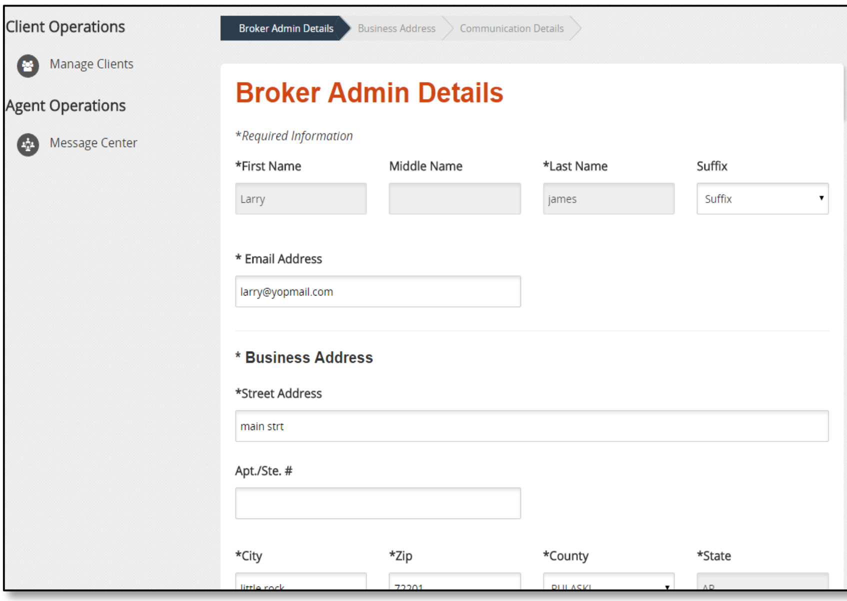


Figure 7. Broker Admin Details Page

To add Broker Admin details:

1. Type your first, middle, and last name.
2. In the **Suffix** list, select an option.
3. In the **Email Address** field, type your email address.
4. In the **Business Address** section, type your business address.
5. In the **Phone Number** field, type your primary phone number.
6. In the **Preferred Language** list, select the **English** and/or **Spanish** check boxes.
7. Click **Save and Continue**.

3.3.2: Adding Your Business Address

Use the Business Address page to add or modify your profile's business details, including the address and available work hours/days.

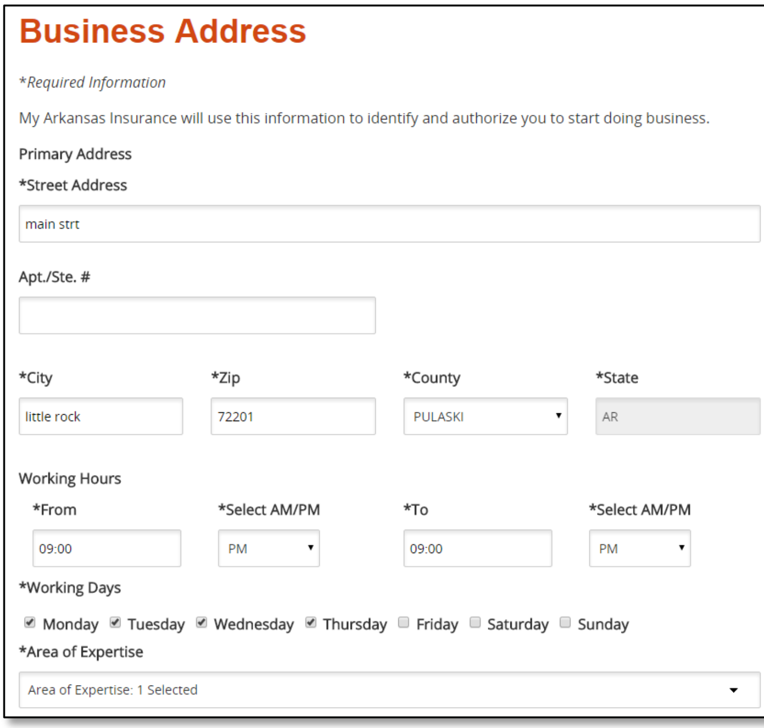


Figure 8. Business Address Page

To add or edit business address details:

1. In the **Primary Address** section, type your street address.
2. In the **Working Hours** section, specify your available work hours in the **From** and **To** fields.
3. Select **AM** or **PM** in the adjacent **Select AM/PM** fields.
4. Select the **Working Days** check box for each day you work.
5. In the **Area of Expertise** list, select a check box for each area of expertise.
6. Click **Save and Continue**.

3.3.3: Adding Your Communication Address

Use the Communication Details page to add or modify communication details.

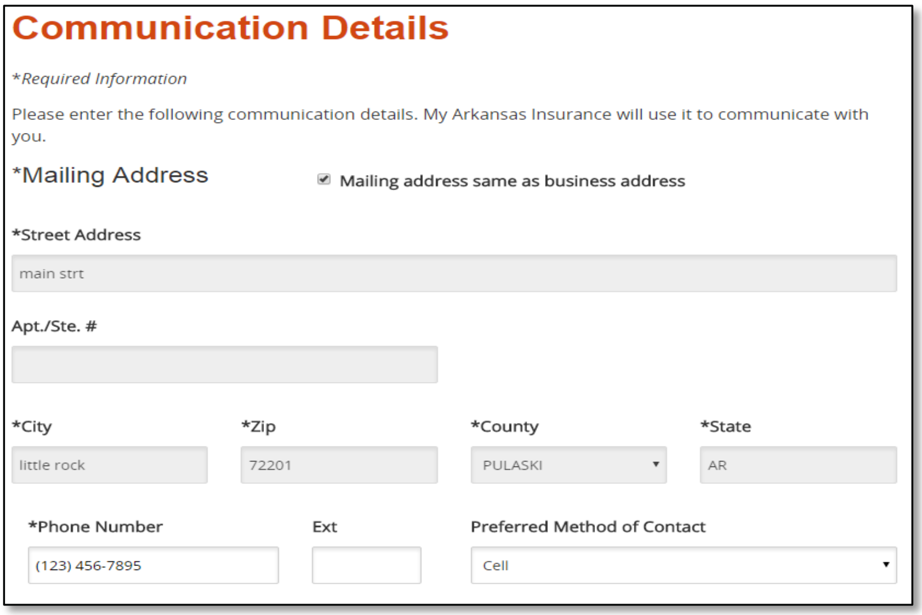


Figure 9. Communication Details Page

To add or edit communication details:

1. In the **Mailing Address** section, type the address where you would like to be contacted or select the **Mailing Address Same as Business Address** check box to use your business address as your communication address.
2. In the **Phone Number** section, type your primary phone number and select a phone type.
3. In the **Secondary Phone Number** field, type your secondary contact number.
4. In the **Preferred Language** list, select the **English** and/or **Spanish** check boxes.
5. Click **Save and Continue**.

3.3.4: Agreeing to Terms and Conditions

Complete your profile by reading and agreeing to terms on the **Terms & Conditions** page.

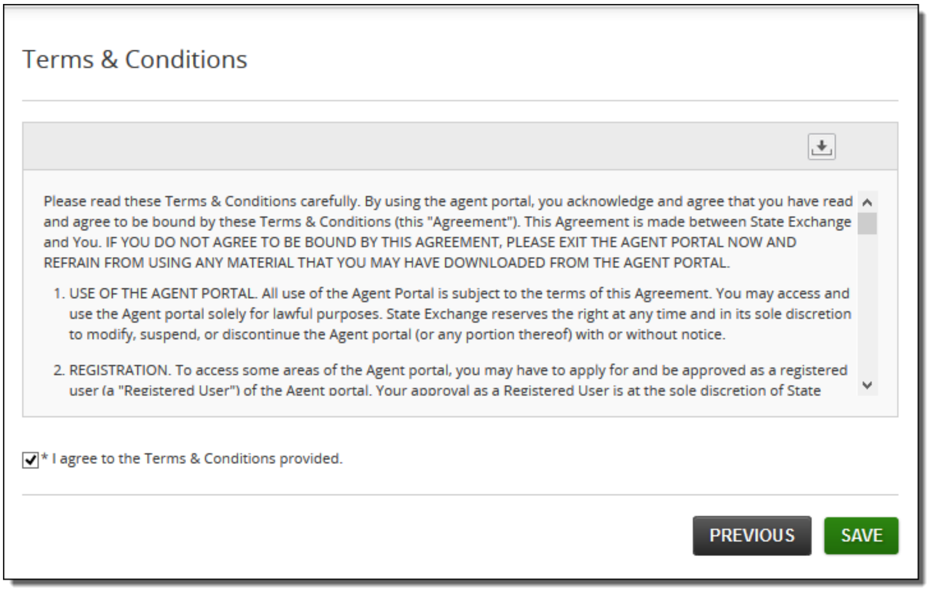


Figure 10. Terms and Conditions Page

To complete your profile:

1. On the **Terms & Conditions** page, read the terms and conditions and then select the **I agree to the Terms & Conditions Provided** check box.
2. Click **Save**.

3.4: Navigating the Agent Portal

This portal consists of the App Center. Use the App Center to track pending deals, manage follow up, and plan client activities. When you log into the Agent Portal, the App Center is displayed. Use the App Center to manage clients and documents.

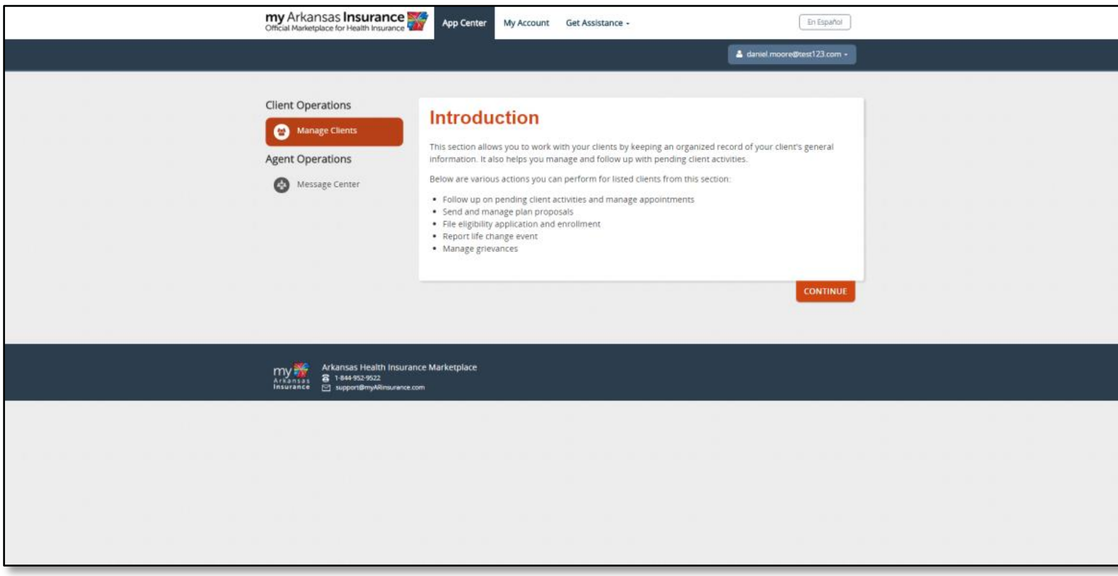


Figure 11. The App Center

4: Managing User Settings

After you create your account, the Agent Portal stores your user account details in the My Account section. My Account details are located in the Welcome menu in the top Navigation bar.

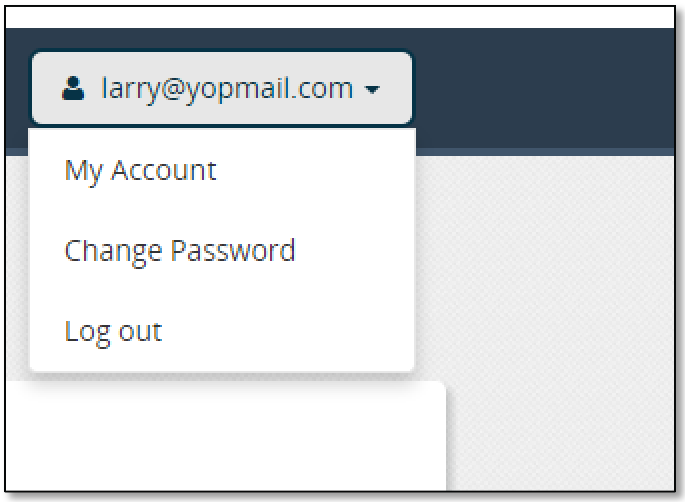


Figure 12. Welcome Menu, Settings

To access user account settings:

1. On the top Navigation bar, click the **Welcome (user name)** menu.
2. Click **Settings**.

4.1: Modifying Account Details

On the Broker Admin Details page, you can change the email address registered to the account.

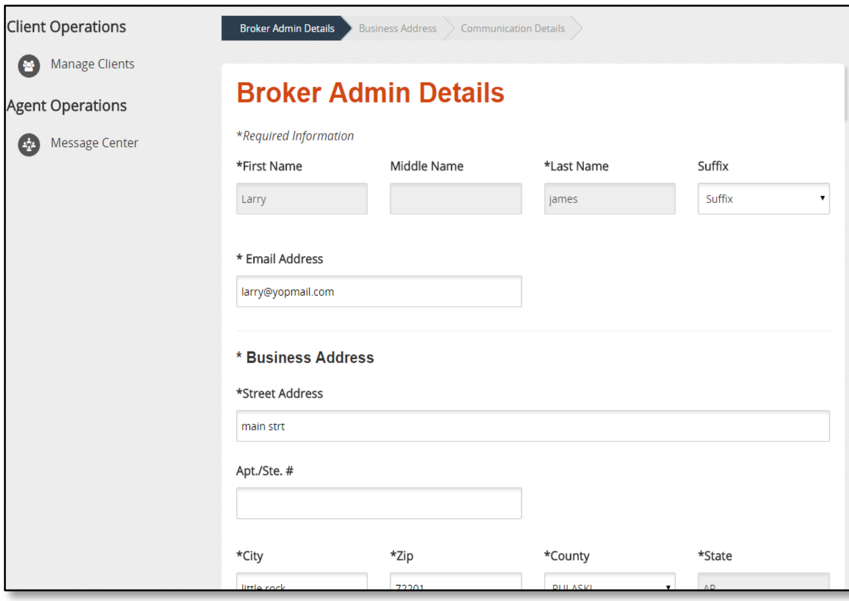


Figure 13. Modify Account Settings

4.2: Modifying Security Information

After you create your account, you can modify your security information. You can modify your security information from the Welcome menu in the top Navigation bar.

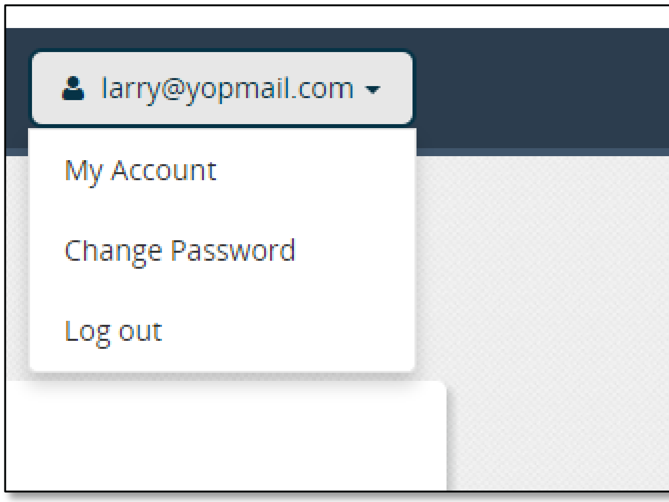


Figure 14. Welcome Menu, Settings

To access security information:

3. On the top Navigation bar, click the **Welcome (user name)** menu.
4. Click **Change Password**.
5. Click **Change Security Questions**.

Use the Security page to change the security questions and answers that you selected when creating your account. You are prompted to answer the security questions if you reset your password.

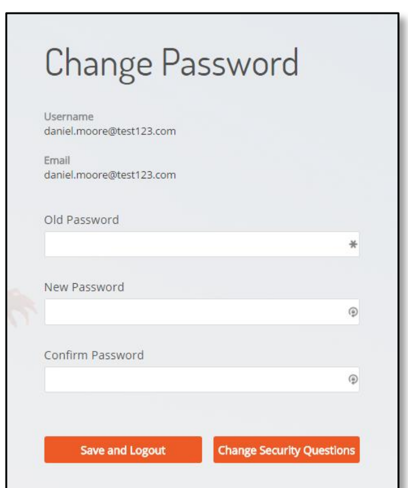


Figure 15. Change Password

To modify your security questions:

1. In the **Security Question 1** list, select a security question.
2. In the **Answer to Security Question 1** field, enter an answer.
3. From the **Security Question 2** list, select a security question.
4. In the **Answer to Security Question 2** field, enter an answer.
5. From the **Security Question 3** list, select a security question.
6. In the **Answer to Security Question 3** field, enter an answer.
7. Click **Save and Logout**.

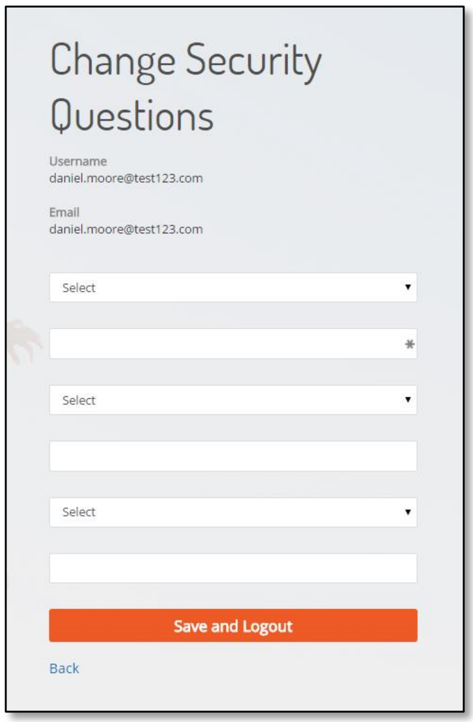


Figure 16. Change Security Questions

4.3: Changing Your Password and Security Questions

In Settings, located in the Welcome menu, the Change Password feature enables you to modify the password you use to log into the Agent Portal.

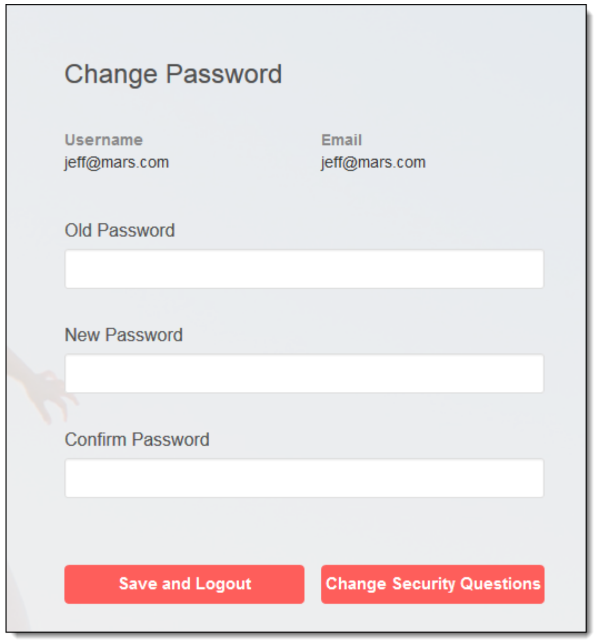


Figure 17. Change Password

To change the password:

1. On the Top Navigation bar, click the **Welcome (username)** menu.
2. Click **Change Password**.
3. In the **Old Password** field, type your current password.
4. In the **New Password** and **Confirm Password** fields, type the new password you want to use to log in to the Agent Portal.
5. Click **Save and Logout**.

5: Managing Clients

The Clients page enables you to manage your clients and perform the following tasks:

- Add clients.
- Use smart filters to follow up on pending client activities.
- Send and manage plan proposals.
- File eligibility and enrollment applications on behalf of the client.

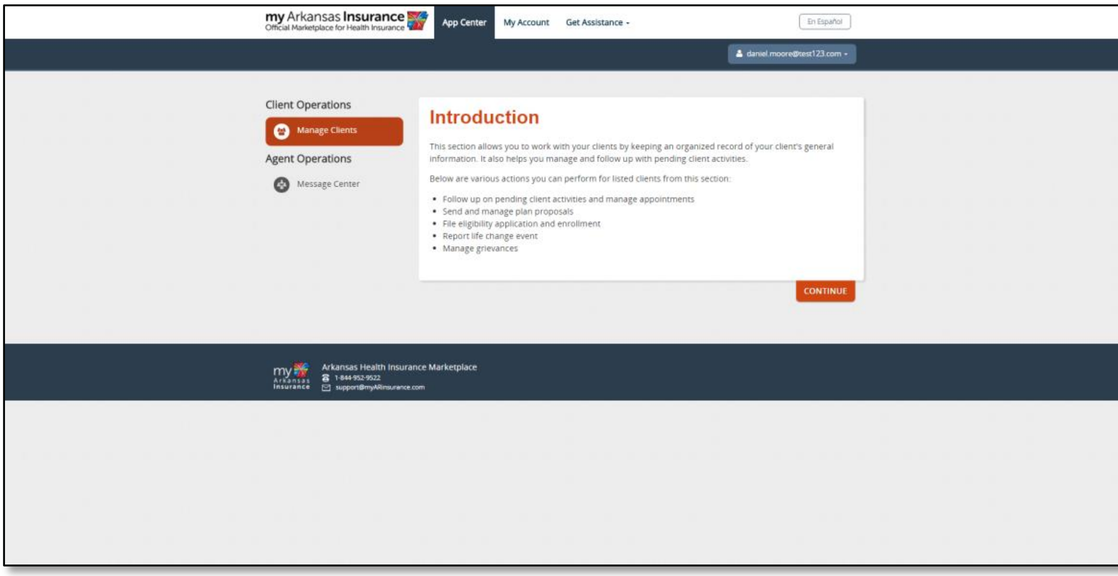


Figure 18. Manage Clients in App Center

To access the Clients page:

1. Click **Manage Clients** from the left navigation menu.
2. From the Introduction page, click **Continue**.

5.1: Using the Clients Page

The Clients page enables you to maintain an organized record of your client's general information and manage pending client activities.

To view the client list, you can:

- Apply filters to only display clients that satisfy the search criteria you specify.
- Download the client list to a spreadsheet to view outside of the Agent Portal.

Use the Search field to locate client based on the legal business name, or the employer identification number.

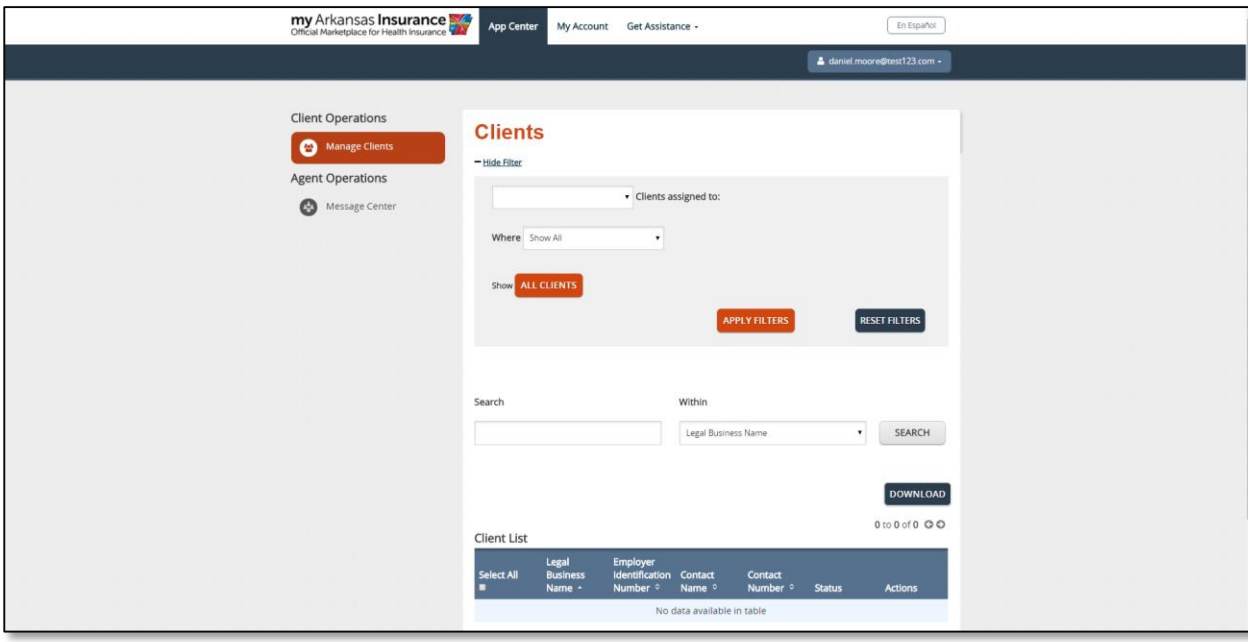


Figure 19. Clients Page

The Actions column contains features that enable you to manage the client in the Client list. In the Actions column, to manage a client account, click **Select Client** ; to view client details, click **View Client Details** ; to modify client details, click **Edit Client Details** .

5.1.1: Filtering the Client List

The Client List section will display a list of clients matching the filter criteria specified in the Select Filters settings. Select the **Select Filters** link to enable the settings. To display an unfiltered list of clients, clear the Select Filters options and then click **All Clients**.

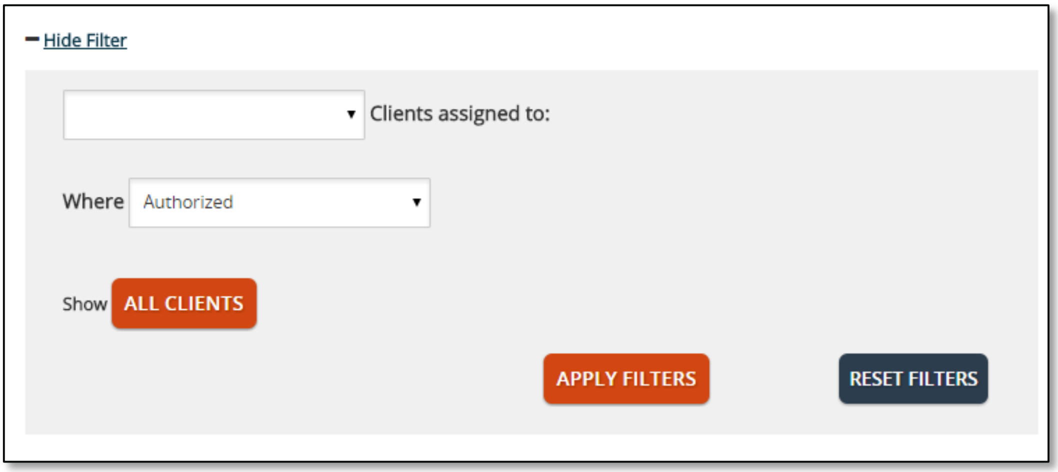


Figure 20. Select Filters Settings

To filter the list of clients:

1. On the **Clients** page, click the **Select Filter** link.
2. In the **Clients assigned to** drop-down menu, select the Broker Admin.
3. In the **Where** list, select a client status.
4. Click **Apply Filter**.

5.1.2: Downloading Client List

Download the complete client list to view outside of the portal. When you download the list, you have the option to open the spreadsheet or save it to your computer.

Figure 21. Download Client List Icon

To download a list of all employer clients:

1. On the **Clients** page, click **Download.**
2. Open or save the file to your computer.

5.1.3: Viewing Client Details

To view details of a client:

1. On the Clients page, in the Actions tab, click **View Client Details** .

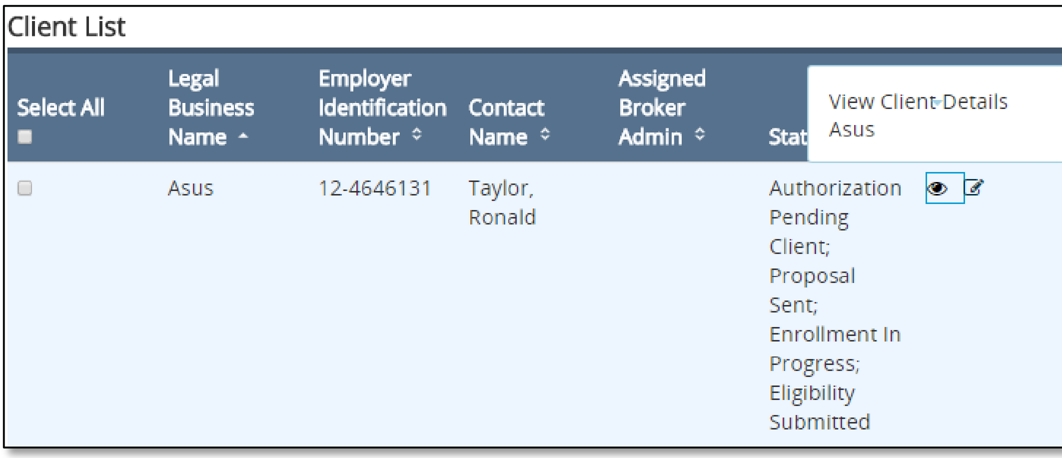


Figure 22. Actions Column in Client List

2. View the client details.

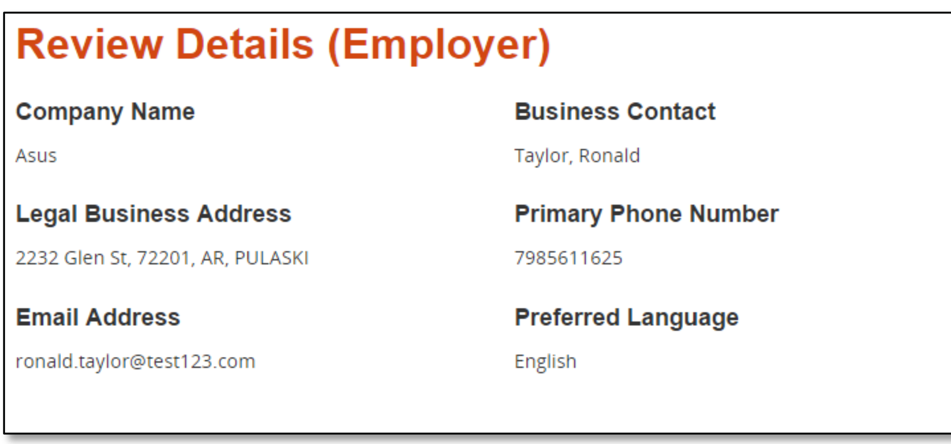


Figure 23. Review Client Details (Employer)

6: Managing Client Operations

The Apps Center page of the Agent Portal enables you to perform the following activities for your employer clients:

- View proposals
- Manage eligibility
- Set up, submit, and track enrollment
- Manage employees
- Manage your profile and messages

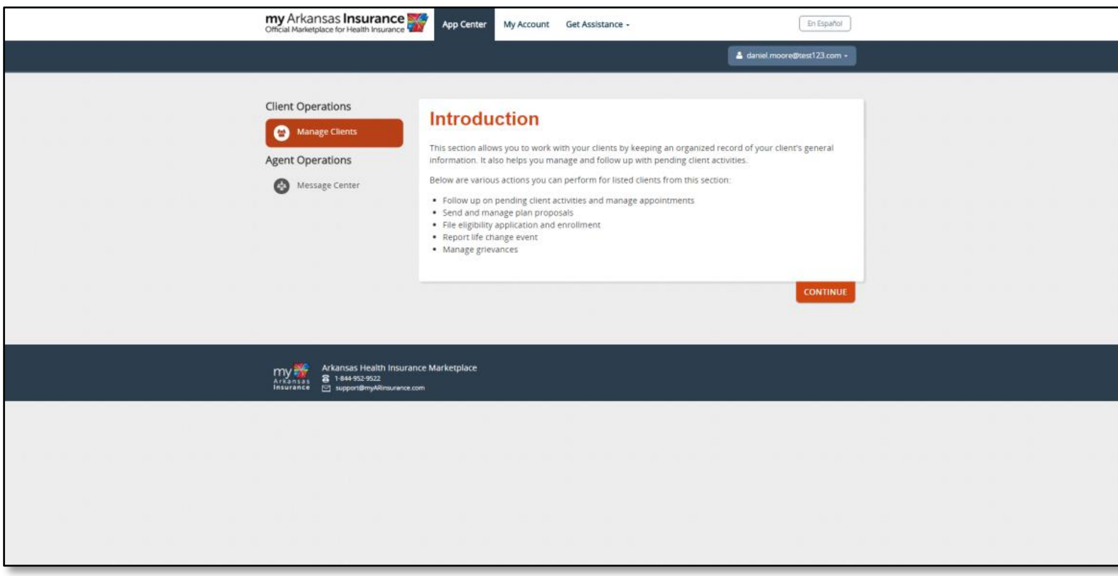


Figure 24. Client Operations Apps

To access the Apps specific to your employer clients:

1. Click **App Center** from the top navigation menu.
2. In the **Client Operations** section, click **Manage Clients**.
3. On the **Manage Clients - Introduction** page, click **Continue** to display the Clients page.
4. In the **Actions** column, click **View Client**.
5. On the **Client Operations** page, click an app to perform an operation for your employer client.

6.1: Managing Proposals

The Proposals sections enables Broker Admin to perform the following tasks for employer clients:

- Create proposal
- View proposal summary
- Filter proposals

1. Click **Manage Proposal.**
2. Click **Continue** to proceed.

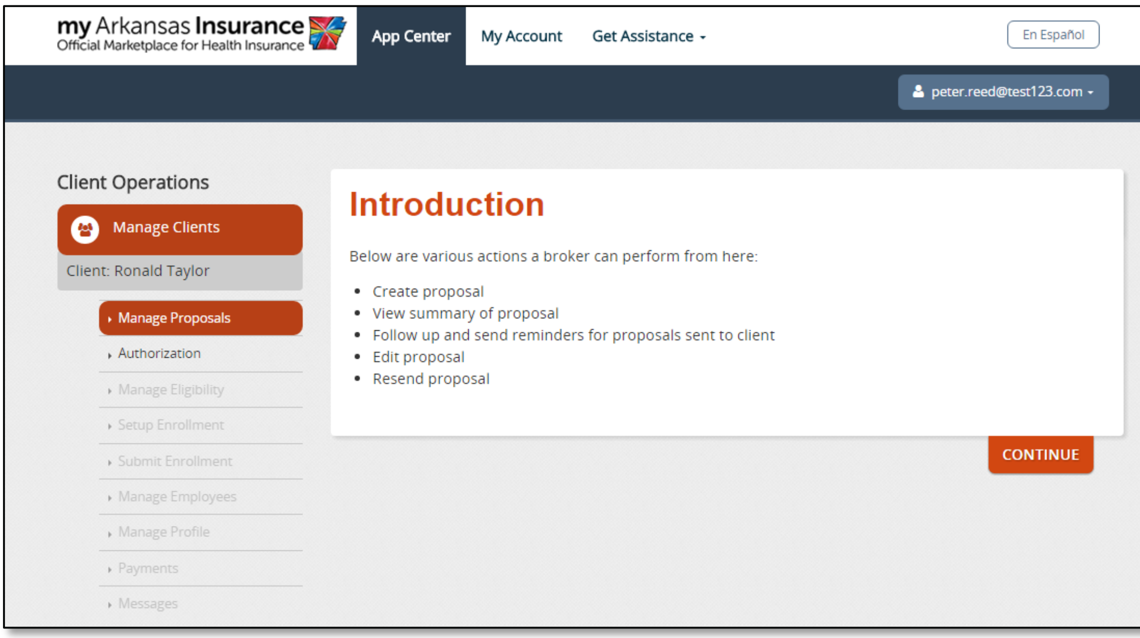


Figure 25. Manage Proposals

6.1.1: Creating Proposals

To create a proposal:

1. Click Add **Proposal**.

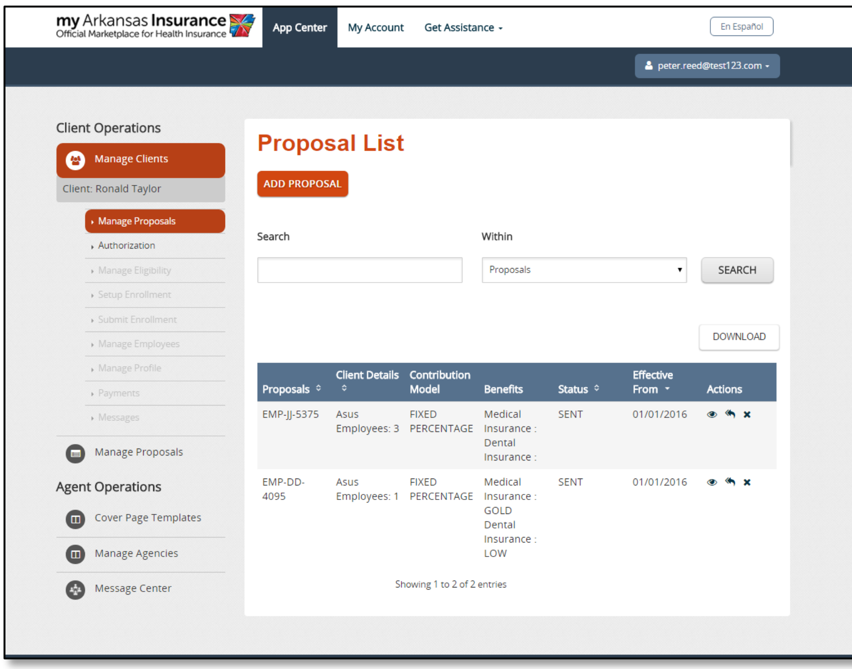


Figure 26. Proposal List

6.1.1.1: Proposal Details

The Proposal Details enables Broker Admin to enter general information about the proposal.

You can add the following details about the proposal:

- Proposal Name
- Proposal Description
- Effective Date

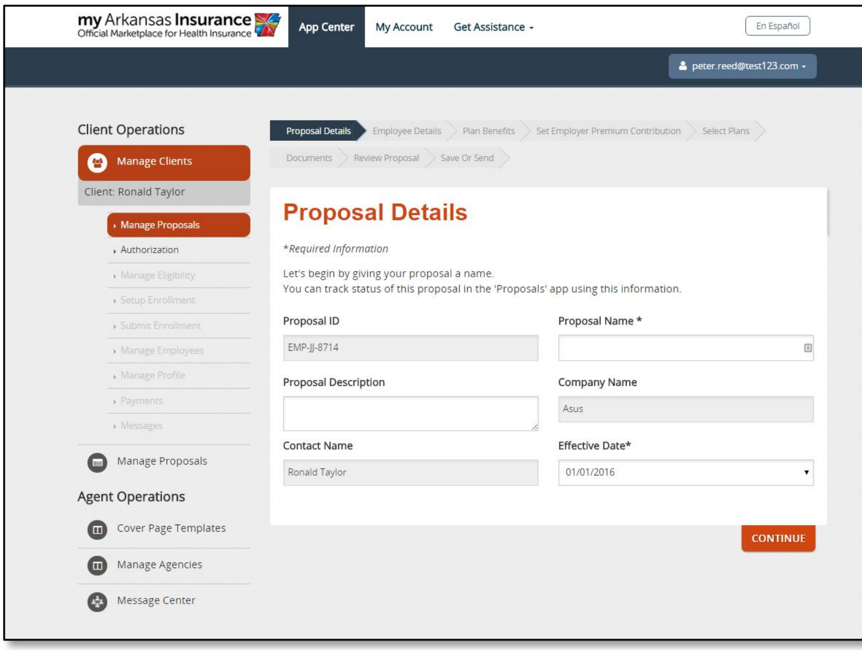


Figure 27. Proposal Details

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**.

6.1.2: 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**

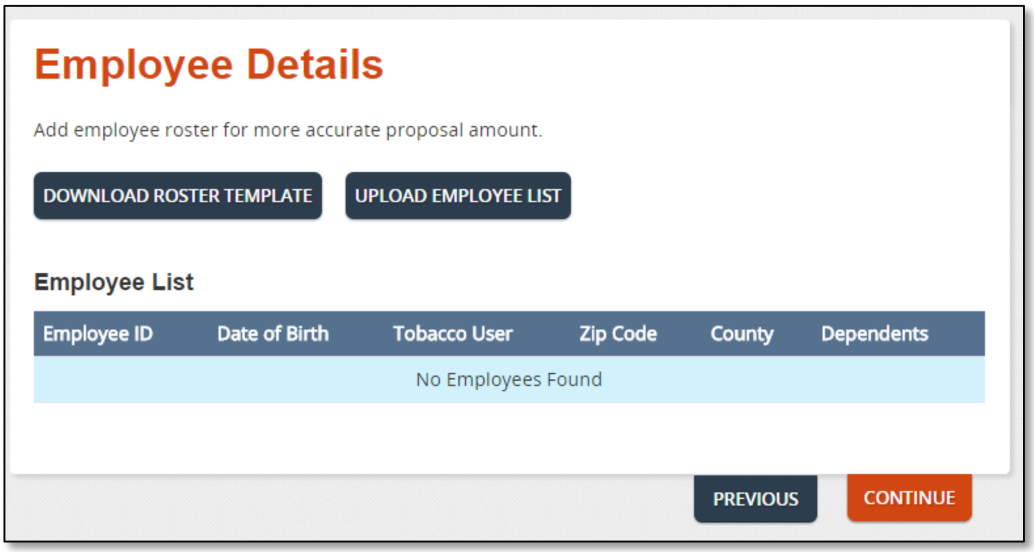


Figure 28. Employee Details

6.1.3: Selecting Plan Benefits

The Plan Benefits page enables Broker Admin to select the types of health plans for the enrollment offer. The plan benefits Broker Admin 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.

Figure 29. Decide How You Offer Coverage

6.1.4: Defining Contribution

The Define Contribution page enables Broker Admin 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 full-time employees' premium costs.

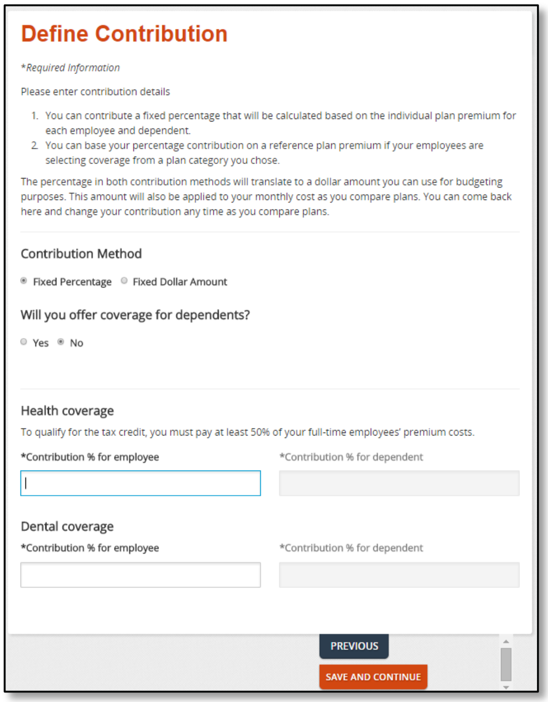


Figure 30. Define Contribution page

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**.

6.1.5: Select Plans

The Select Plans page enables Broker Admin 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.

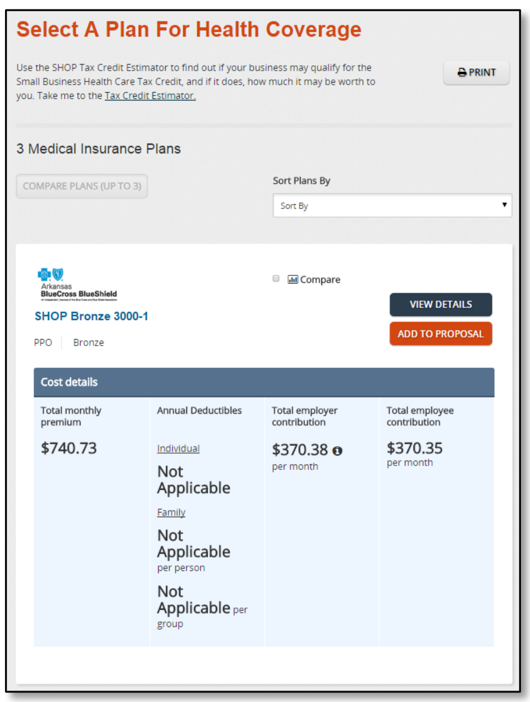


Figure 31. Select A Plan For Health Coverage page

On the Select A Plan For Health Coverage page, Broker Admin can:

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

6.1.5.1: Adding to Proposal

To add plans to proposal:

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

2. Click **Continue**.

6.1.5.2: Sorting Plans

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

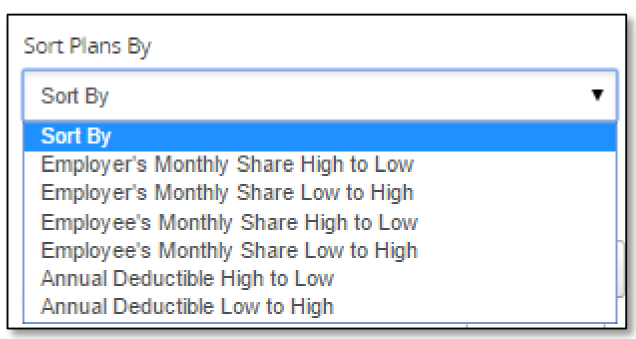


Figure 32. Sort Plans By Section

6.1.5.3: 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.

Broker Admin 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)

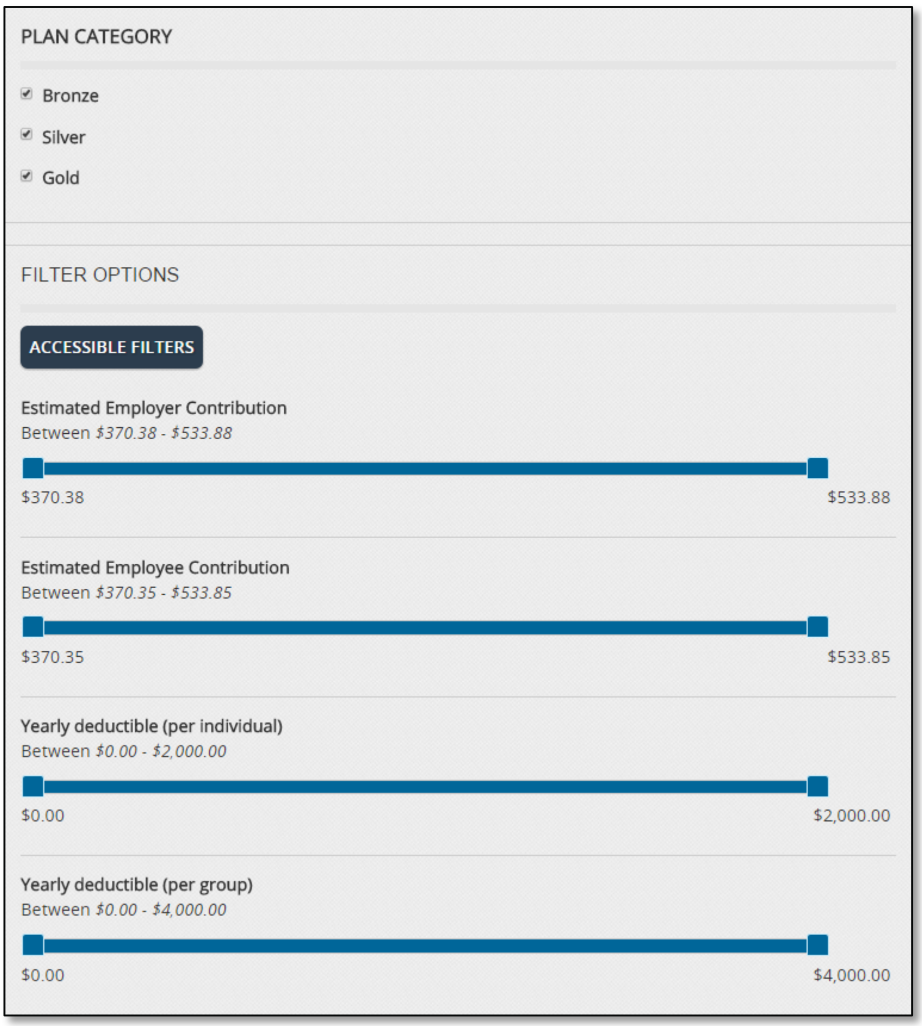


Figure 33. Filter Section

6.1.5.4: Comparing Plans

The Compare Plan page enables Broker Admin 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

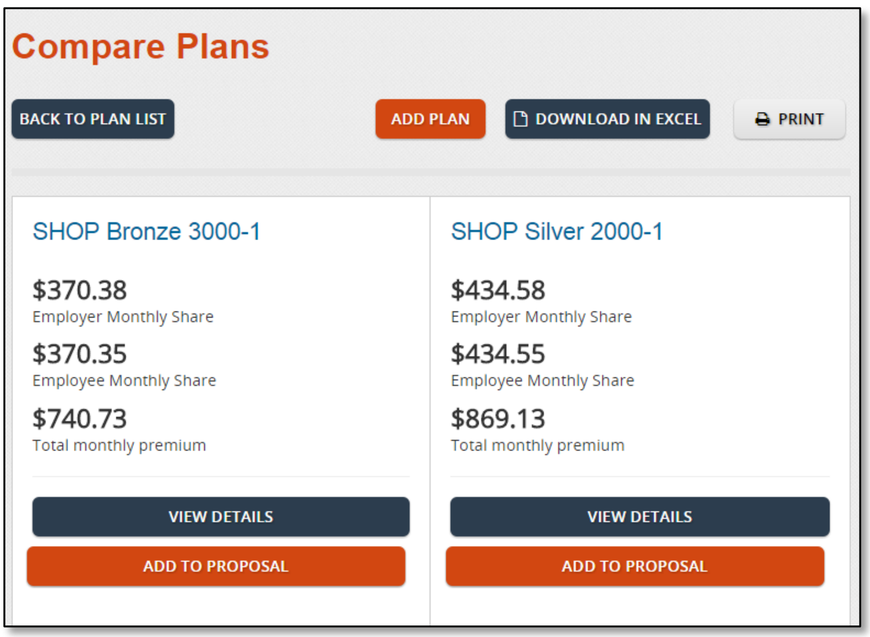


Figure 34. Compare Plans page

6.1.5.5: Viewing Plan Details

The Plan Details page enables Broker Admin 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.

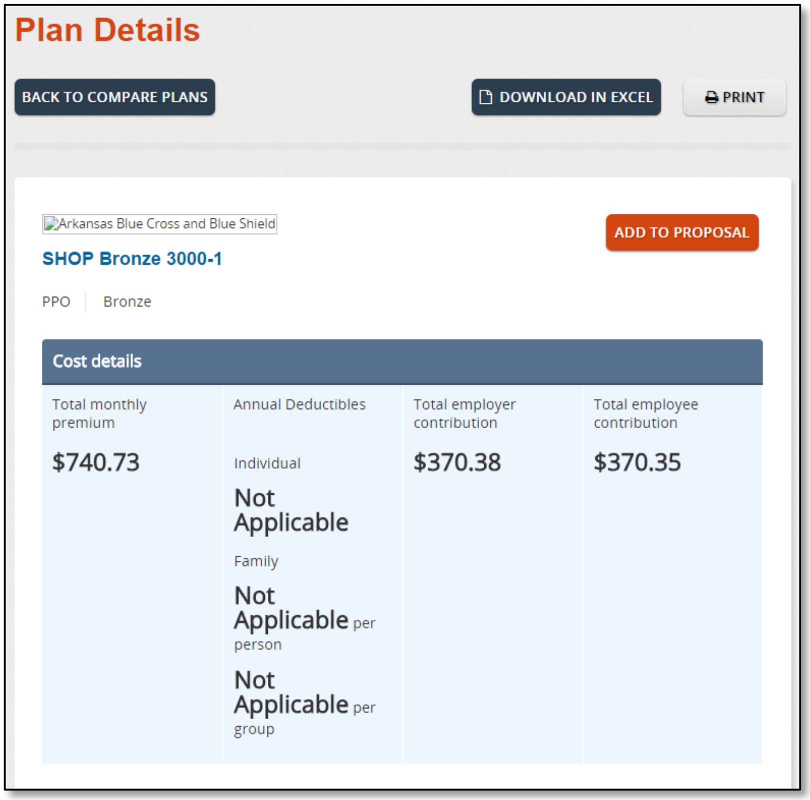


Figure 35. Plan Details page

6.1.6: Adding Documents

Broker Admin 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**.

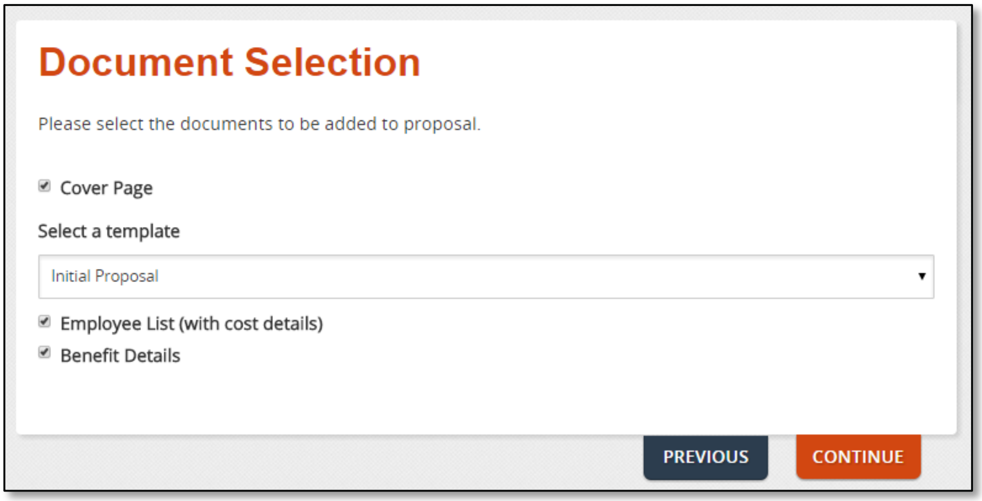


Figure 36. Document Selection page

6.1.7: Reviewing Proposal Details

The Review Proposal page, enables Broker Admin 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.

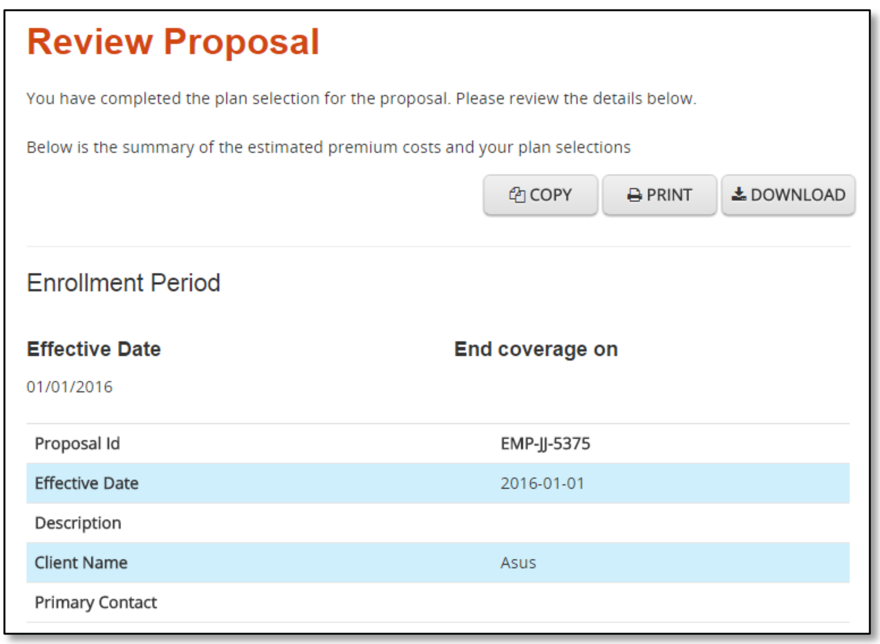


Figure 37. Review Proposal page

6.1.8: Sharing Proposals

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

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

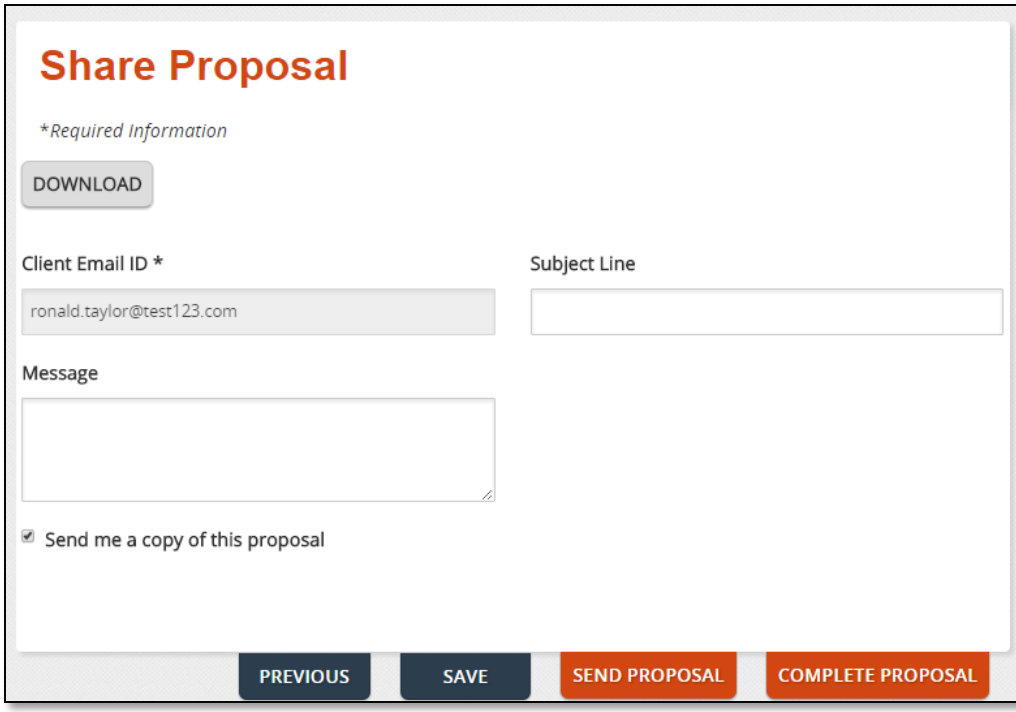


Figure 38. Share Proposal page

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.

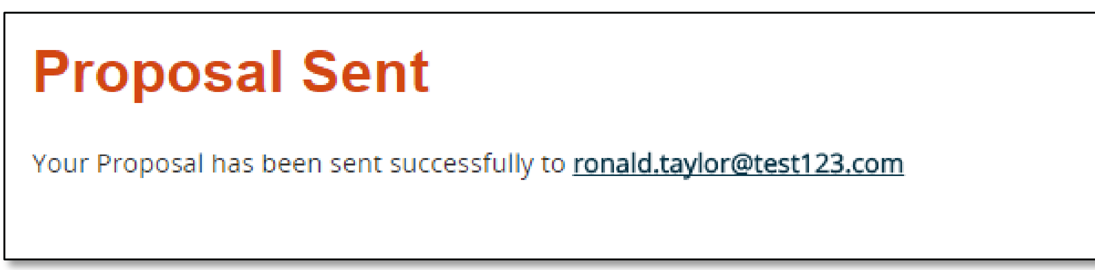


Figure 39. Proposal Sent page

6.2: Managing Eligibility

The Manage Eligibility section enables Broker Admin 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.

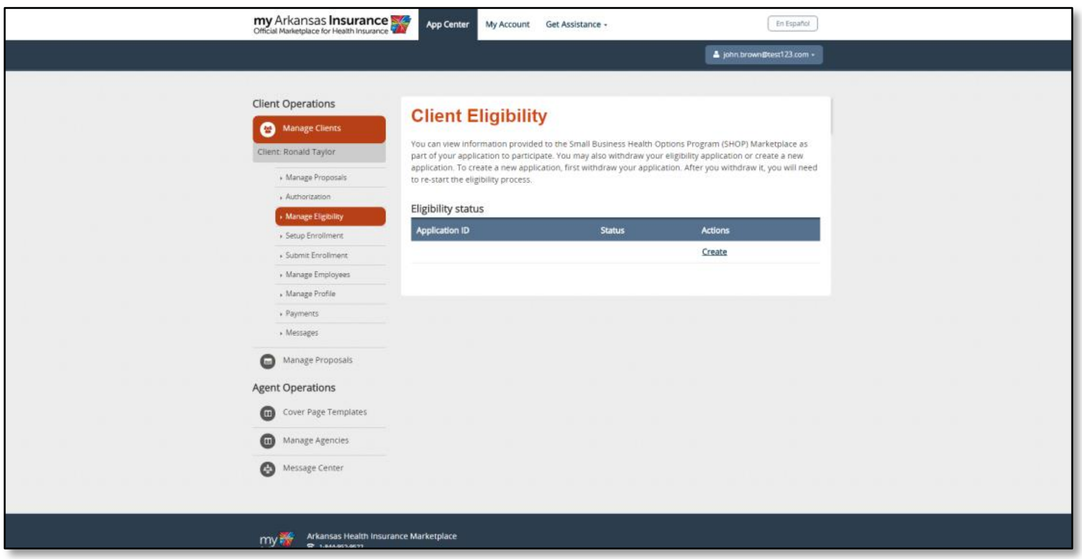


Figure 40. Client Eligibility page

6.2.1: 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**.

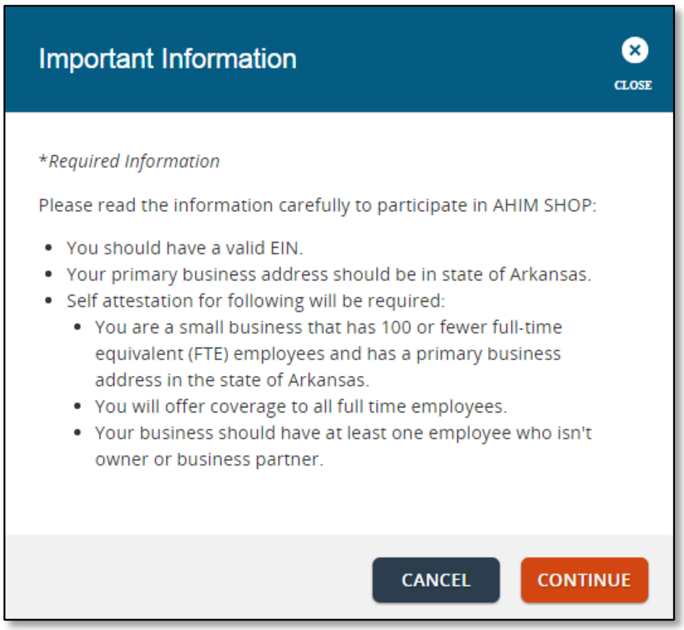


Figure 41. Self-Attestation Message

6.2.1.1: Enter Employer Details

To create the employer profile on the Agent Portal:

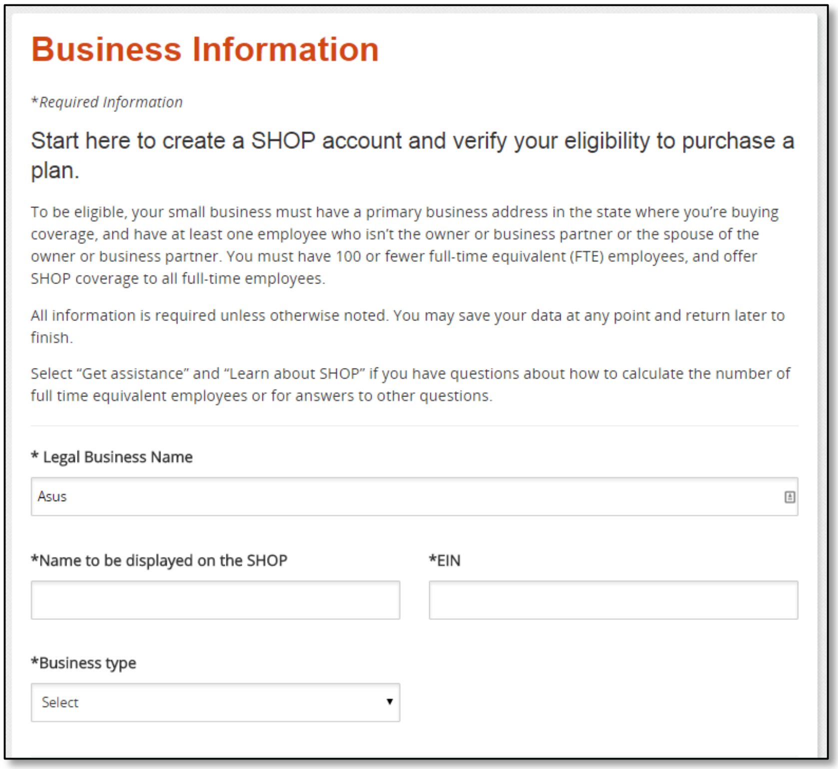


Figure 42. Business Information page

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.

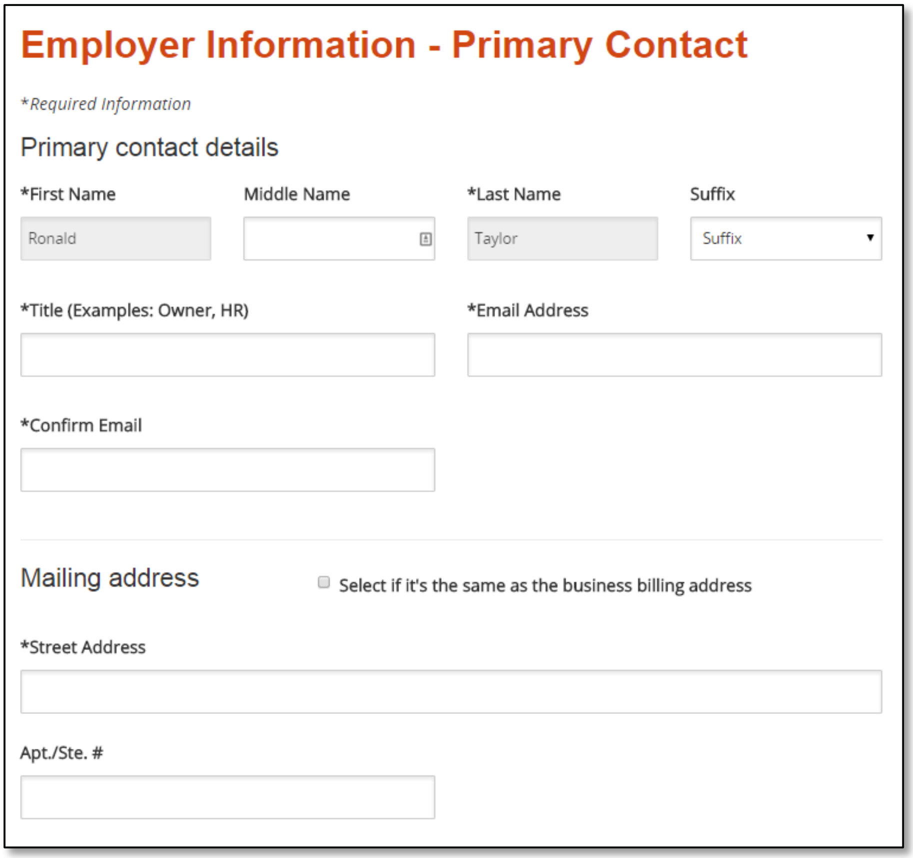


Figure 43. Employer Information-Primary page

8. Click **Save & Continue**.

6.2.1.2: 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.

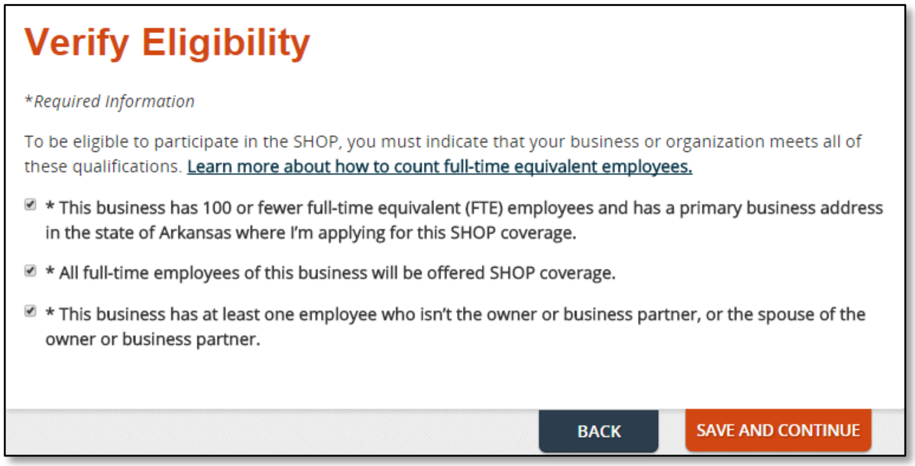


Figure 44. Verify Eligibility page

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

6.2.1.3: Managing Employees

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

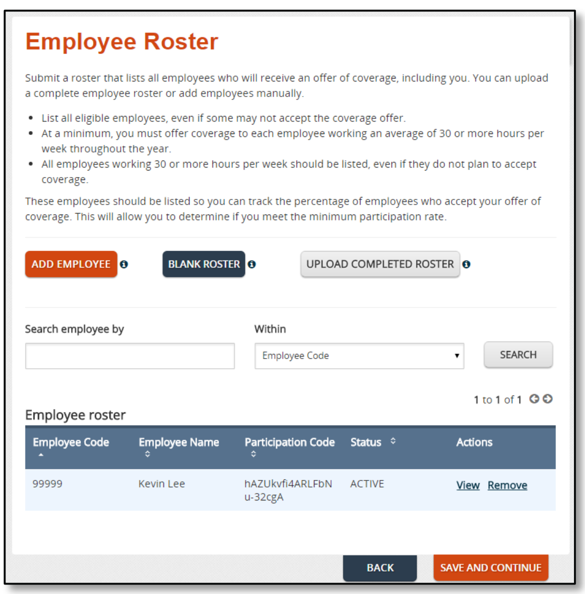


Figure 45. Employee Roster page

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

6.2.1.4: Adding New Employees

To add employees to the roster, Broker Admin 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	
1	Suffix	Employee First Name*	Employee Last Name*	Employee Middle Name	Employee Gender*	Employee Email Address	Employee Date of Birth*	Employee Social Security Number*	Pre Me Co
2		Jane	Doe		Female	jane.doe@employee.com	02/02/1985	324-78-9090	EM
3		Josh	Smith		Male	josh.smith@employee.cor	03/03/1983	123-89-6789	EM
4		Lynn	Roberts		Female	lynn.roberts@employee.c	04/04/1988	345-89-6789	EM
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									

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**

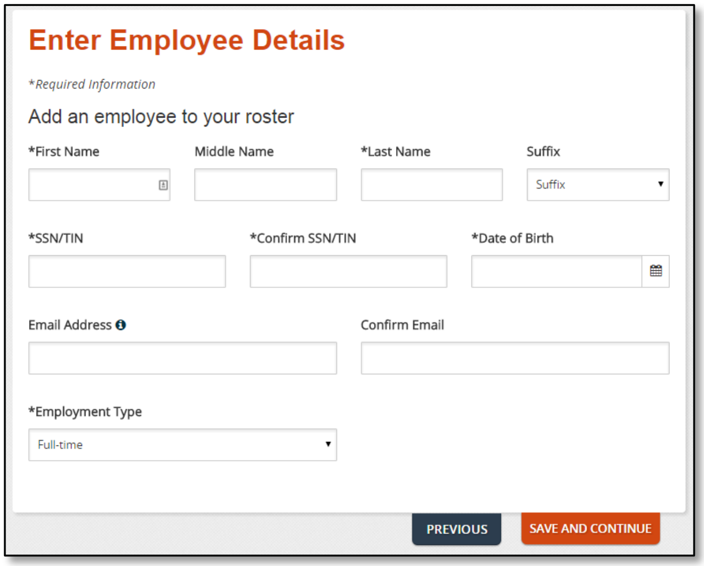


Figure 47. Enter Employee Details page

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**.

6.2.1.5: Review and Sign

Once Broker Admin complete the employee roster, Broker Admin 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**.

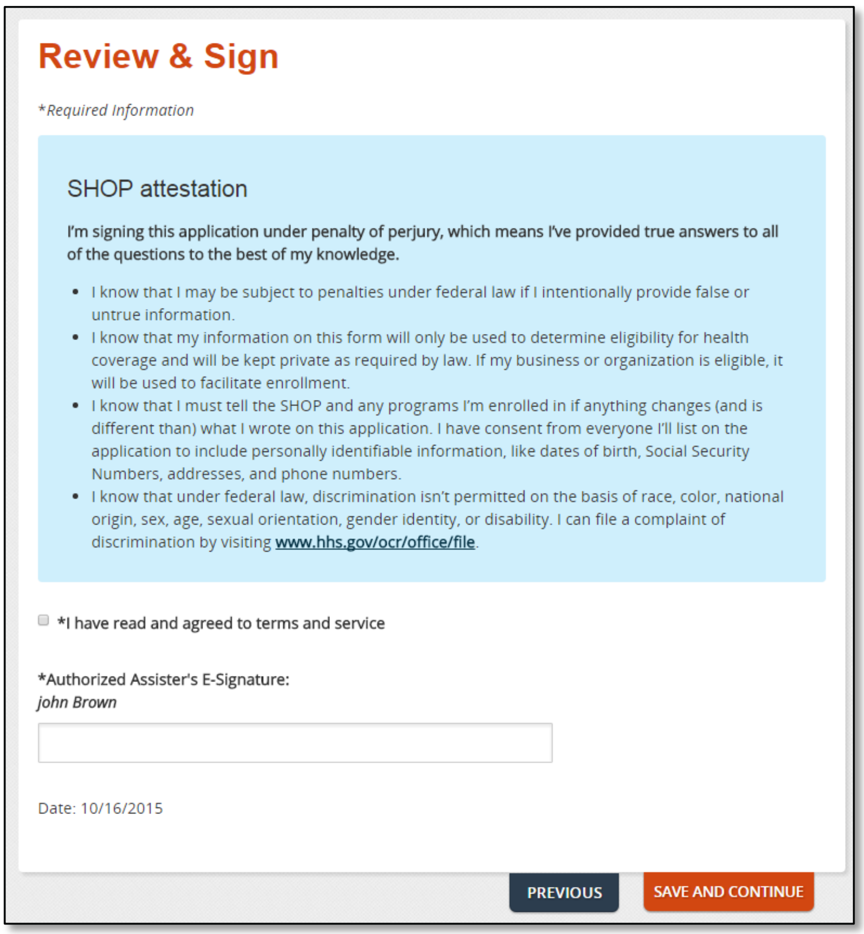


Figure 48. Review & Sign page

6.3: Create Enrollment

The Client Eligibility page enables Broker Admin 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.

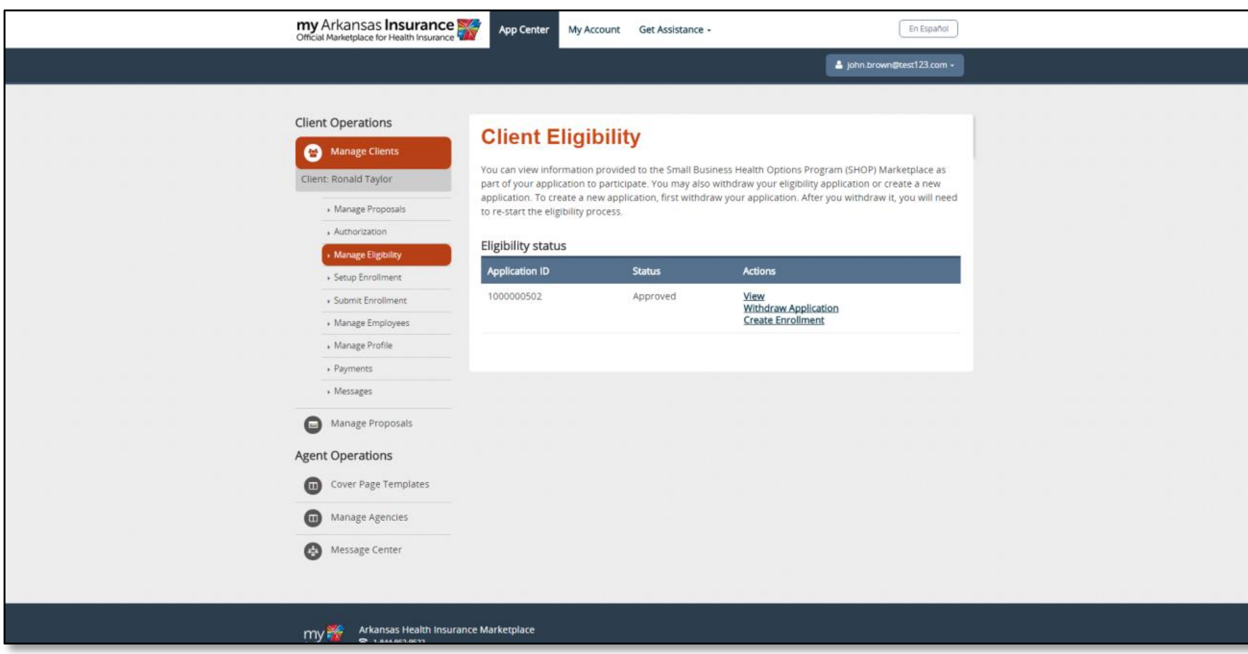


Figure 49. Client Eligibility page

6.3.1: 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**.

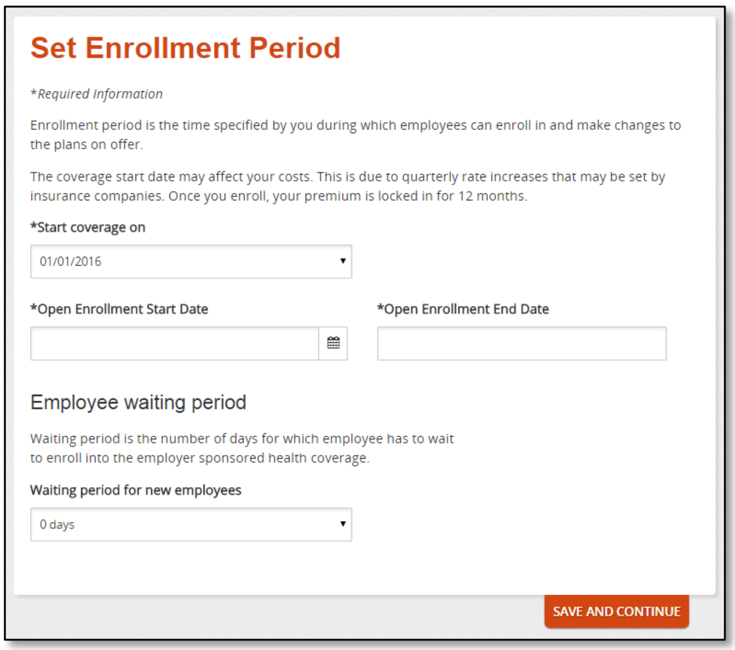


Figure 50. Set Enrollment Period page

6.3.2: Decide How to Offer Coverage

The Decide How to Offer Coverage page enables Broker Admin to select the types of health plans for the enrollment offer. The plan benefits Broker Admin 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.

Figure 51. Decide How You Offer Coverage

6.3.3: Defining Contribution

The Define Contribution page enables Broker Admin 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.

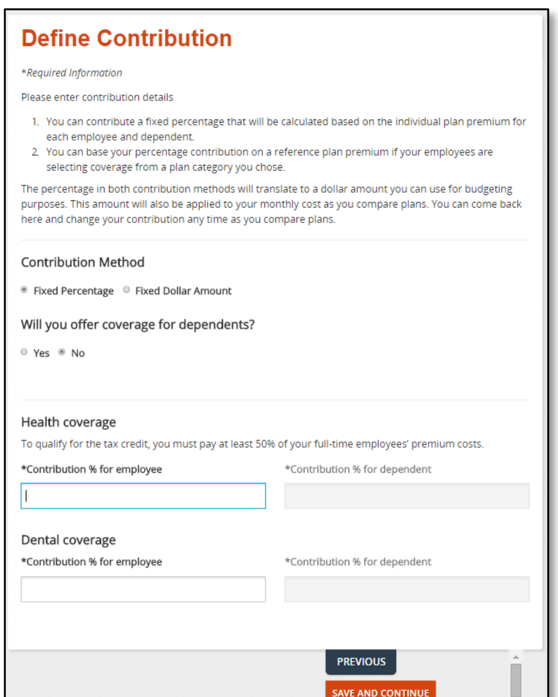


Figure 52. Define Contribution page

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.

6.3.4: Select Plans

The Select Plans page enables Broker Admin 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.**

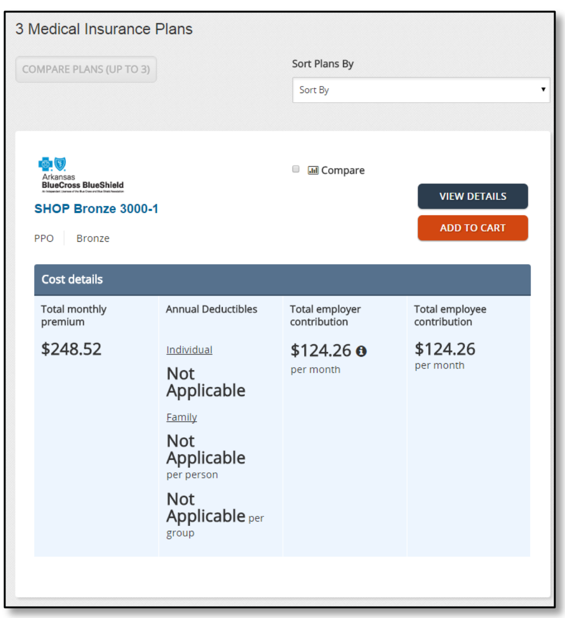


Figure 53. Plans page

6.3.5: 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

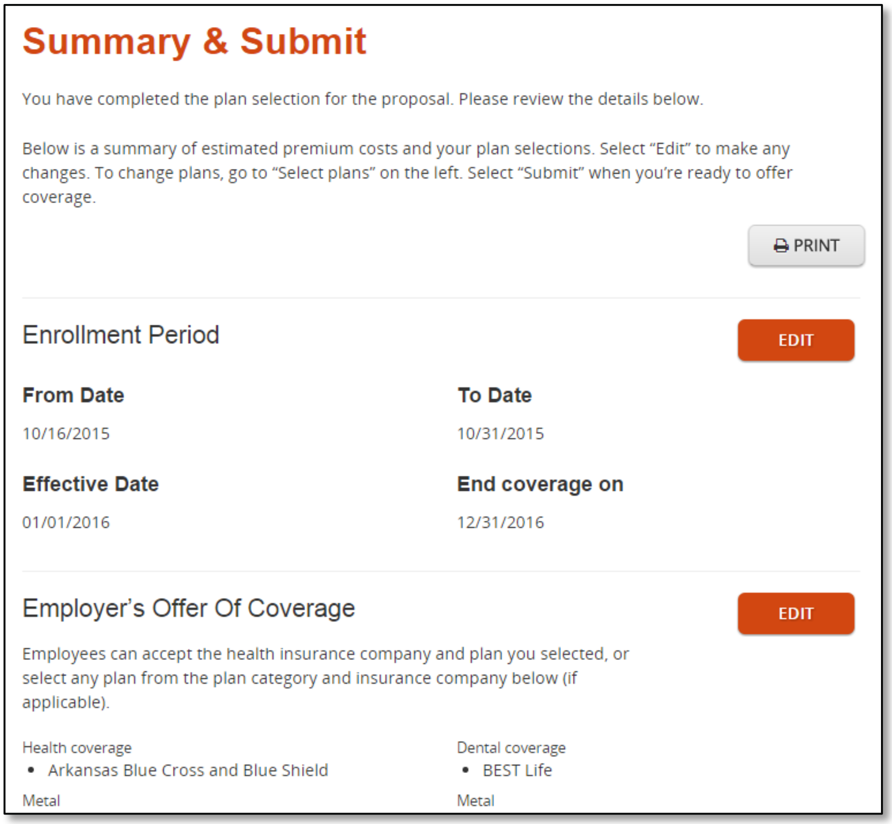


Figure 54. Summary & Submit page

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

6.4: Manage Enrollment

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

Broker Admin can perform the following activities on the Client Enrollments page:

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

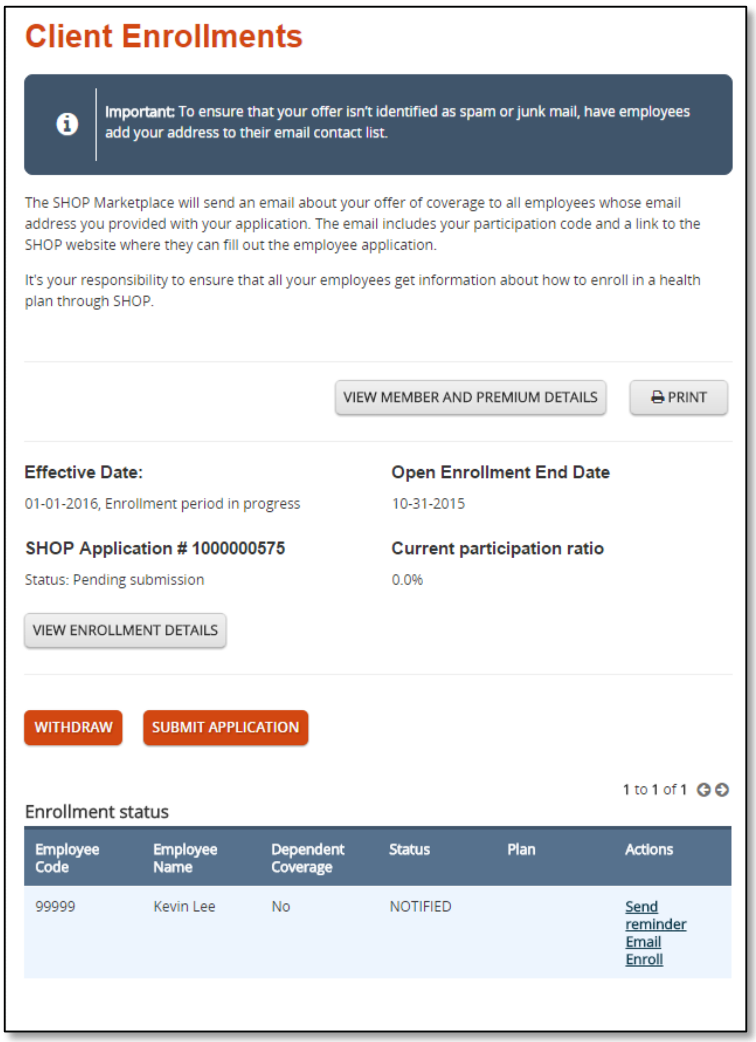


Figure 55. Client Enrollments page

6.4.1: View Member and Premium Details

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

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

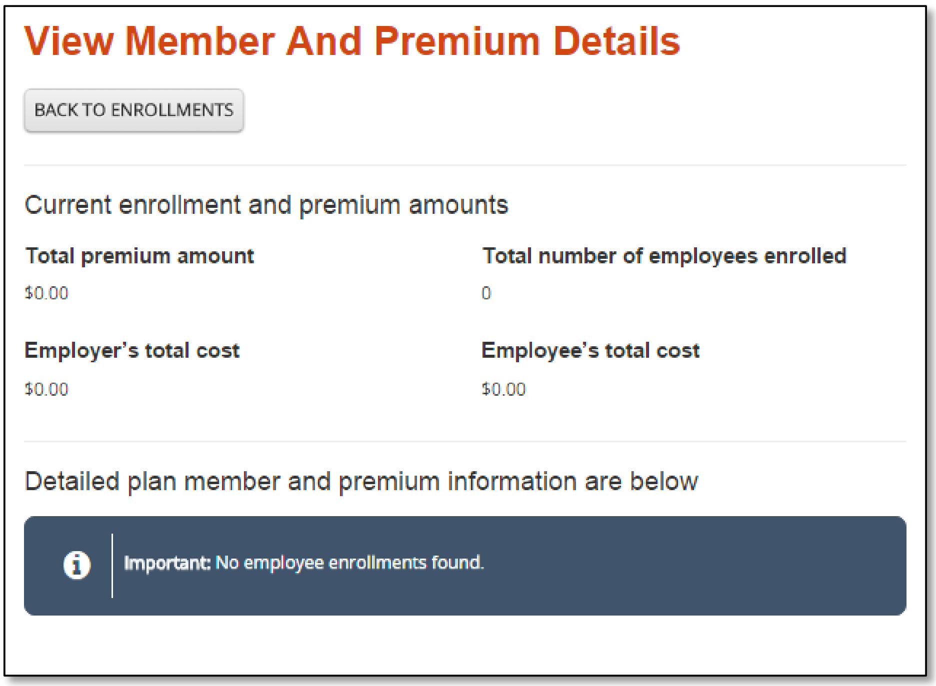


Figure 56. View Member and Premium Details page

6.4.2: View Enrollment Details

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

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

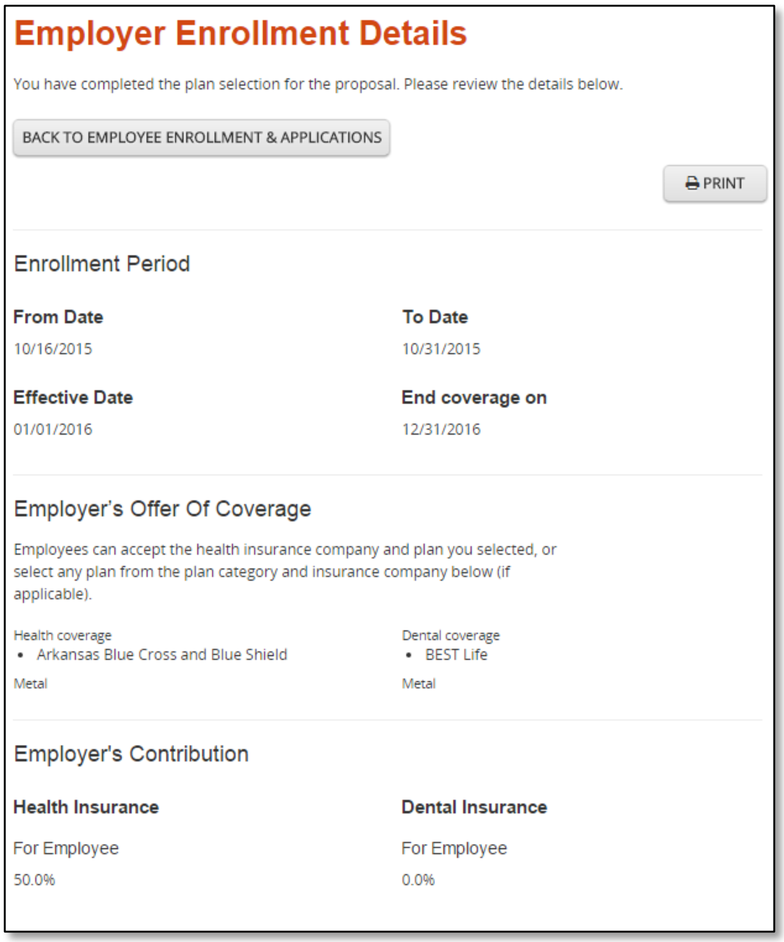


Figure 57. Employer Enrollment Details page

6.4.3: Withdraw Enrollment Application

Broker Admin can withdraw the enrollment application from the Client Enrollments page.

To withdraw the application:

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

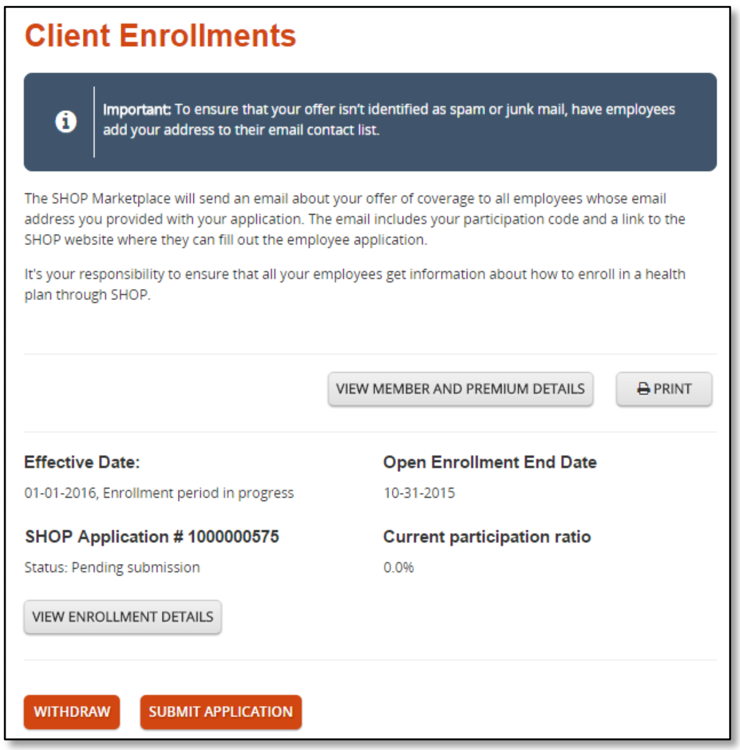


Figure 58. Withdraw Application

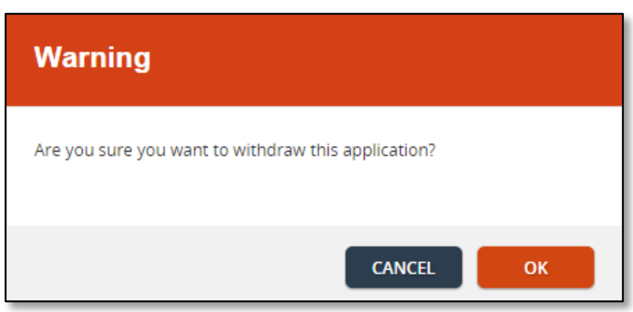


Figure 59. Withdraw Warning Message

6.4.4: Send Reminder Email

Broker Admin 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.

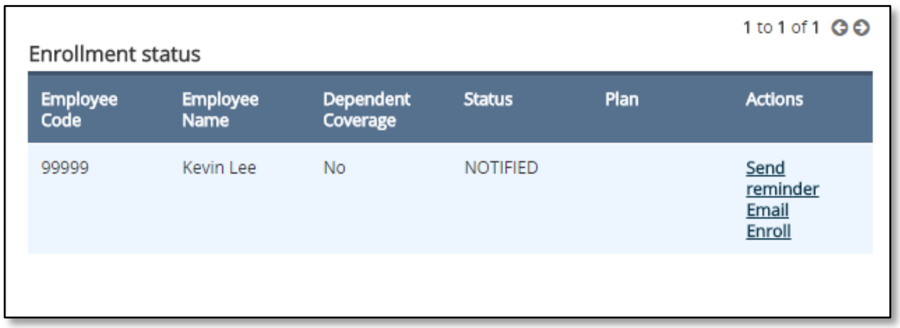


Figure 60. Send Reminder Email link

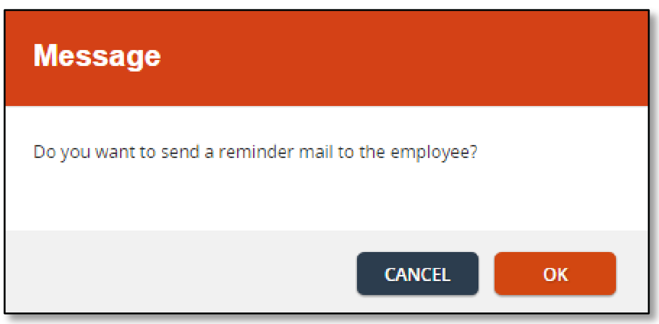


Figure 61. Confirmation to Send Reminder Email

7: 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.

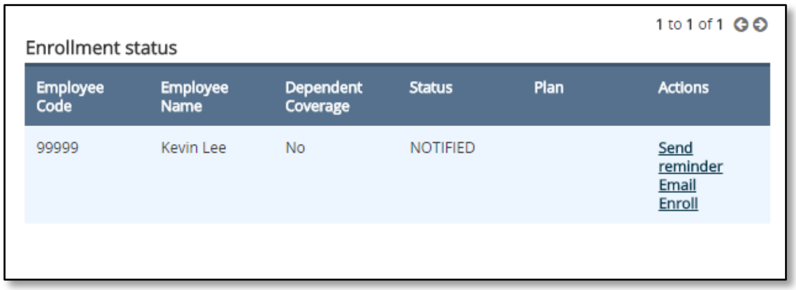


Figure 62. Enroll link

To accept coverage on behalf of the employee:

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

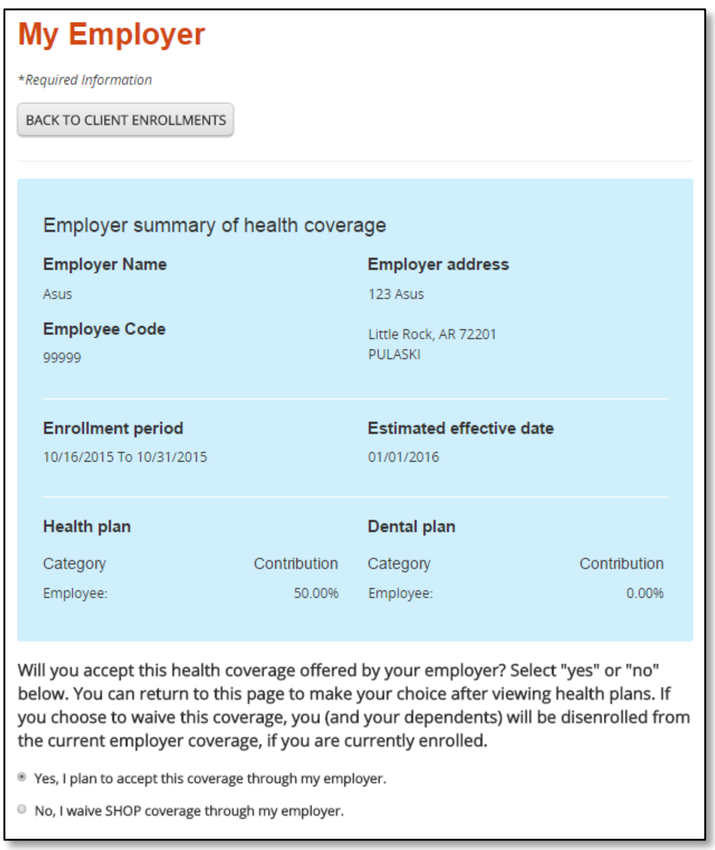
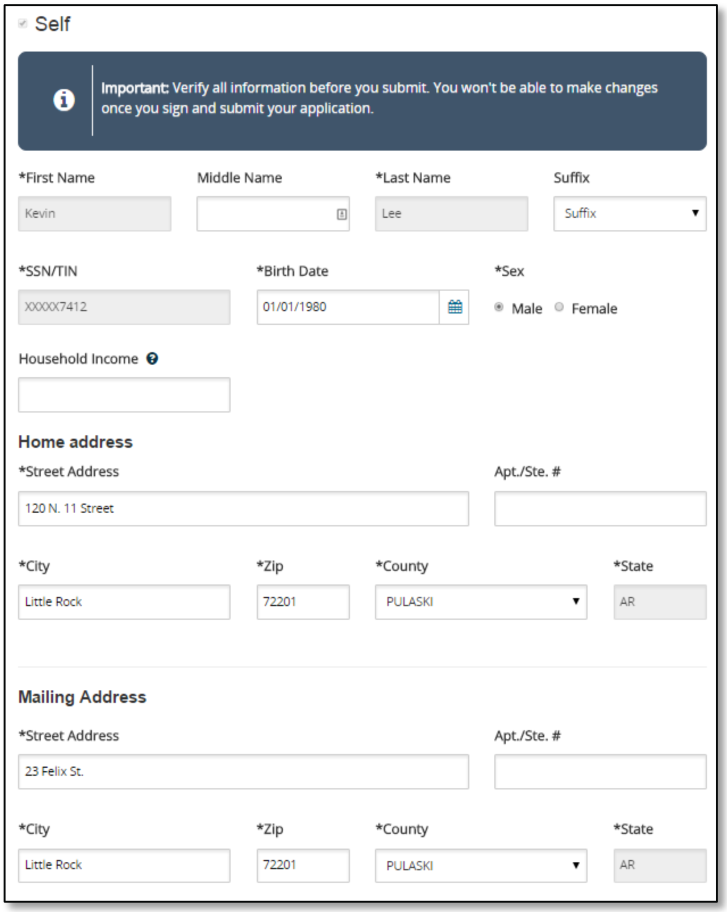


Figure 63. Accept coverage link

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

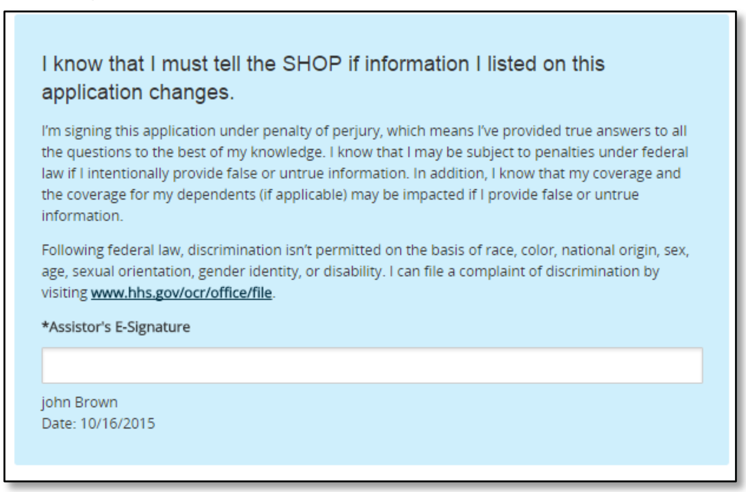
Household Income

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

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

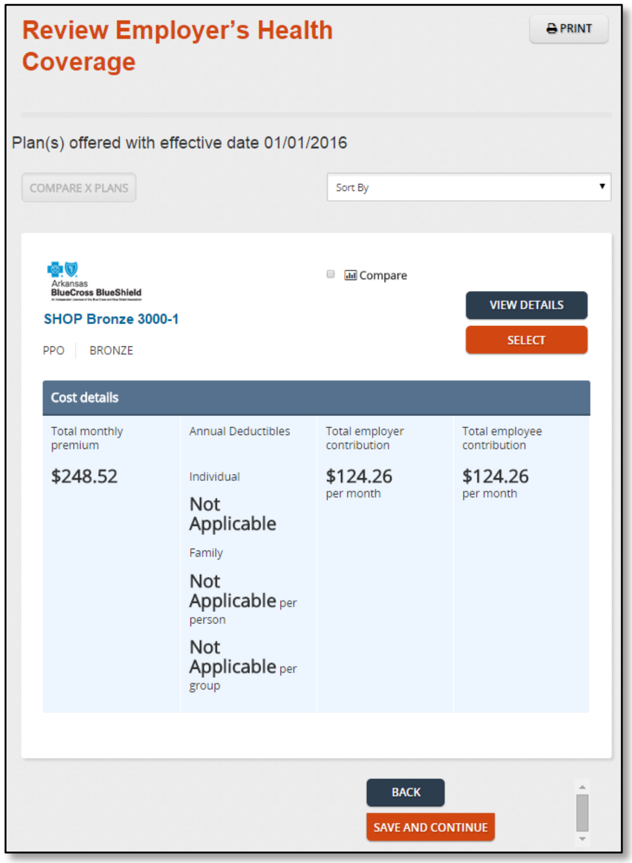


Figure 66. Review Employer's Health Coverage page

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

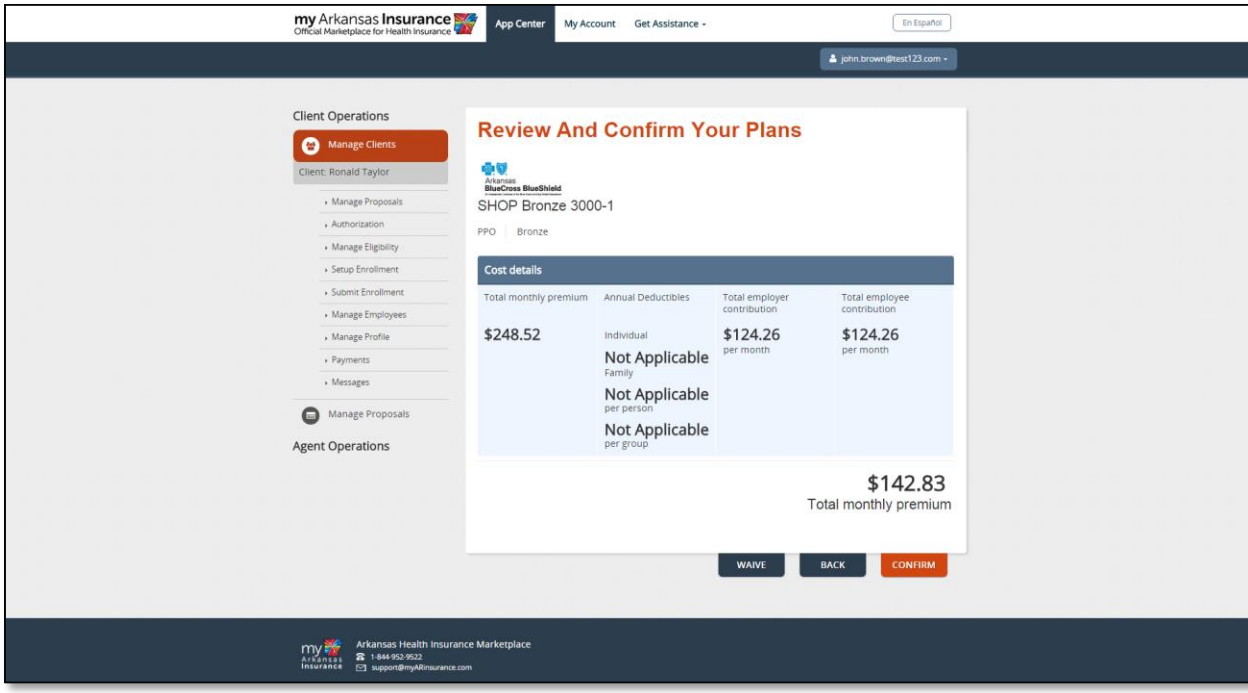


Figure 67. Review and Confirm Your Plans page

my
Arkansas
Insurance