



JOB AID: CHANGE PLAN

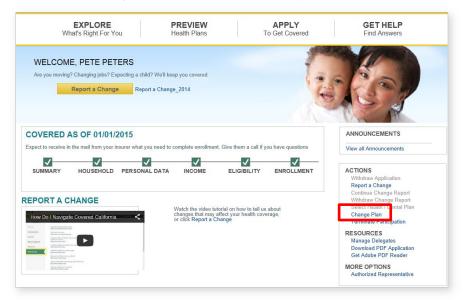
quality health care, including Medi-Cal

November 7, 2014

This Job Aid illustrates the **Change Plan** link, displaying on the *Individual Landing* page, and is intended for Certified Enrollment Counselors, County Eligibility Workers, Certified Insurance Agents and Service Center Representatives.

Change Plan Link

Consumers have the choice to change their health insurance plan selected during Renewal or Open Enrollment. For example, if a household was auto-enrolled into a similar plan from the previous year, the household may want to select a different plan.

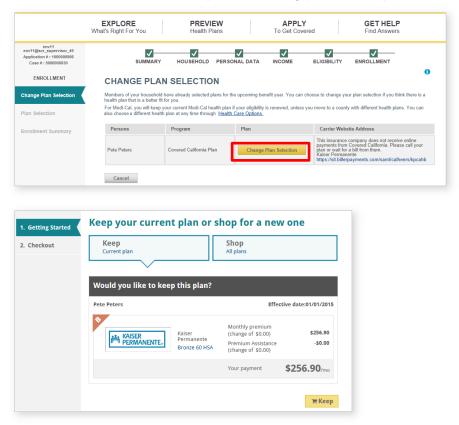


Renewal Period (ends 12/15/2014)

If a household is eligible for renewal, the **Change Plan** link displays in the **Actions** column on the *Individual Landing* page through the end of the renewal period. The consumer may use this link to change a health insurance plan they selected during renewal, or if the consumer was auto-enrolled in last year's plan, then they have the opportunity to change their selection.

Click the **Change Plan** link to navigate the user to the *Change Plan Selection* page to begin the plan selection process.

Click the **Change Plan Selection** button to navigate the user to get started on plan selection. The Consumer can review and **Keep** their existing plan or **Shop** for a new plan.



When the renewal period ends, the **Change Plan** link is inactive (greyed out), as the consumer's opportunity to change plan selection has ended for 2015. If the household has a qualifying life event which enables them to change plans, they can complete a Report a Change to initiate plan selection.

Open Enrollment Period (11/15/2014 – 02/15/2015)

The **Change Plan** link displays in the **Actions** column on the *Individual Landing* page after an applicant has completed an application and plan selection during Open Enrollment. The consumer may use this link to change the health insurance plan they selected during the Open Enrollment period.

Click the **Change Plan** link to navigate the user to the *Change Plan Selection* page, where they begin the plan selection process.

Click the **Change Plan Selection** button to navigate the user to get started on plan selection. The Consumer can review and **Keep** their existing plan or **Shop** for a new plan.

When the Open Enrollment period ends, the **Change Plan** link is inactive (greyed out), as the consumer's opportunity to change plan selection has ended for 2015. If the household has a qualifying life event which enables them to change plans, they can complete a Report a Change to initiate plan selection.