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## JOB AID: REPORT A CHANGE FOR 2014

November 7, 2014

This Job Aid illustrates the **Report a Change** functionality for the two benefit years, 2014 and 2015, on the *Individual Landing* page. The Job Aid is intended for Certified Enrollment Counselors, County Eligibility Workers, Certified Insurance Agents and Service Center Representatives.

### Report a Change for 2014

During the Renewal and Open Enrollment periods, Consumers can independently report changes for 2015 but only Certified Insurance Agents (Agents), and County Eligibility Workers (CEWs) and Service Center Representatives (SCRs) with the Administrative role (Admins) can submit a Report a Change for 2014. If the *Individual Landing* page displays the Renew buttons, the **Report a Change 2014** link will display in the **Actions** section on the *Individual Landing* page, as illustrated.

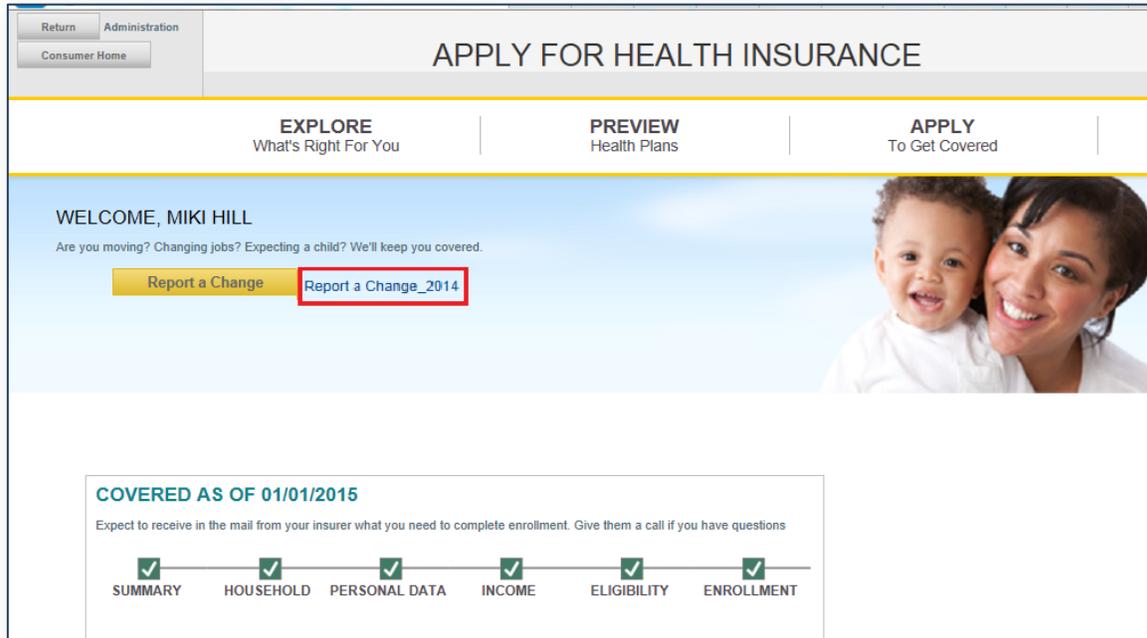
The screenshot displays the 'APPLY FOR HEALTH INSURANCE' interface. At the top, there are navigation tabs: 'EXPLORE What's Right For You', 'PREVIEW Health Plans', 'APPLY To Get Covered', and 'GET HELP Find Answers'. Below this is a personalized welcome message: 'WELCOME, VENUS SMITH. It's time to renew your coverage.' The main content area is divided into three columns. The left column is titled 'Covered California Renewal' and contains 'Step 1: Check your Information' and 'Step 2: Enroll in a Plan', each with a 'Renew' button. The middle column is titled 'Medi-Cal Renewal' and also has a 'Renew' button. The right column is titled 'ANNOUNCEMENTS' and 'ACTIONS'. In the 'ACTIONS' section, the link 'Report a Change 2014' is highlighted with a red rectangular box. Below it are 'RESOURCES' (Manage Delegates, Download PDF Application, Get Adobe PDF Reader) and 'MORE OPTIONS' (Authorized Representative).

Note: If the Consumer has changes to report for 2014 and the **Renew** buttons and the **Report a Change for 2014** link displays on the *Individual Landing* page, complete the Renewal for 2015 before starting the Report a Change for 2014.

## JOB AID: REPORT A CHANGE FOR 2014

The **Report a Change for 2014** link displays in the **Welcome** panel of the *Individual Landing* page when:

- Eligibility for the current benefit year (2014) has been completed, and,
- Renewal for 2015 has been completed.



When there are two coexisting coverage years, 2014 and 2015, keep the following in mind when reporting changes:

- The **Report a Change for 2014** link displays only for SCRs, CEWs, and Agents, and only these users will be able to complete a Report a Change for 2014.
- Data presented on the *Report a Change Summary* page is the most recently submitted information.
- Once a change report for a given benefit year is started, complete the change report process through to enrollment for that year prior to beginning a change report for the other benefit year. For example: An Admin who begins a report a change for 2015 should submit the changes for eligibility determination and complete plan selection, prior to submitting changes for 2014.
- If the Individual Landing page displays the **Apply** or **Resume** buttons, you will not be able to report changes.

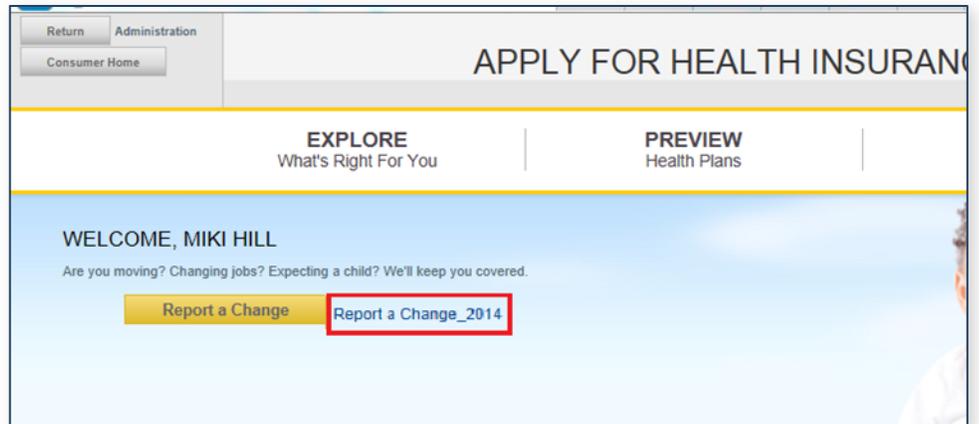
### Report a Change for 2014

The **Report a Change for 2014** link displays until March 31, 2015, only for SCRs, CEWs, and Agents, and only these users will be able to complete a Report a Change for 2014. Consumers will not see the **Report a Change for 2014** link nor will they be able to independently complete a Report a Change for 2014.

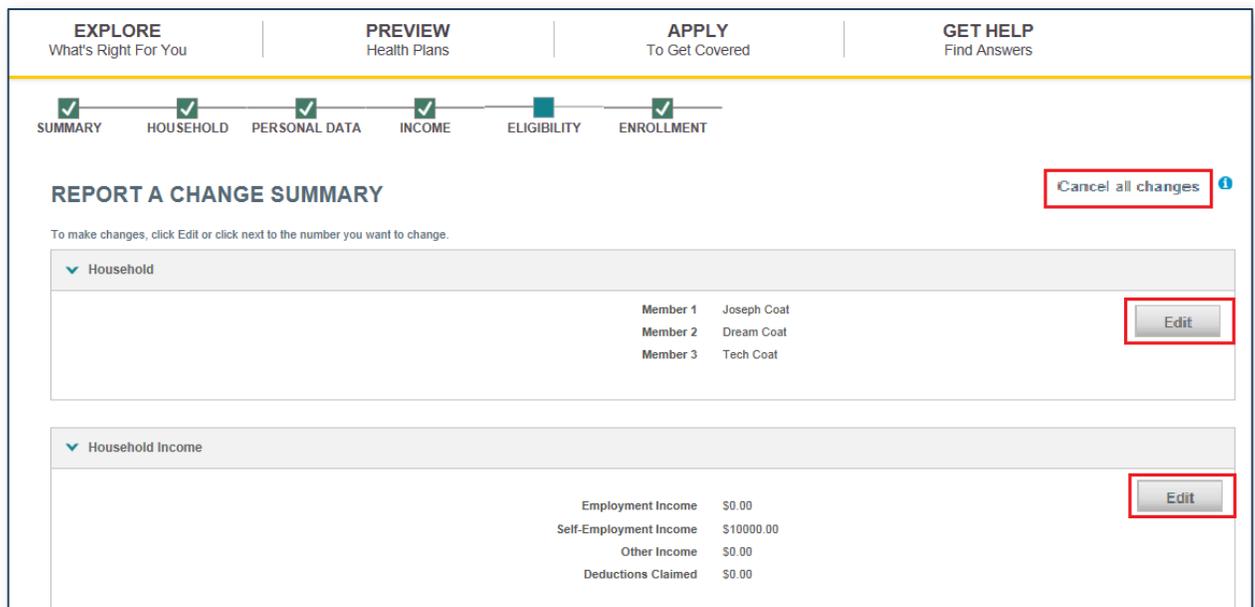
## JOB AID: REPORT A CHANGE FOR 2014

To report a change for 2014, click the **Report a Change 2014** link to go to the *Report a Change Summary* page.

The *Report a Change Summary* page displays with the most recently submitted household information. Review the information in the sections of the *Report a Change Summary* page.

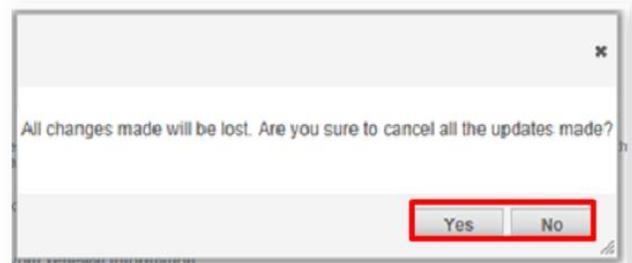


To make changes in a section on the *Report a Summary* page, click the **Edit** button in the section to open the section and enter the changes.



To cancel changes entered, click the **Cancel all changes** link. A warning popup appears.

- Click the **Yes** button to cancel the changes entered, close the popup and navigate back to the *Individual Landing* page.
- Click the **No** button to close the popup and remain on *Report a Change Summary* page without canceling the changes entered.



## JOB AID: REPORT A CHANGE FOR 2014

When all necessary changes have been entered on the *Report a Change Summary* page, click the **Continue** button at the bottom of the page to proceed.

**Tax Information - Teah Cost**

Primary Tax Filer	No	<a href="#">Edit</a>
Person filed taxes last year	No	
Tax Filing Status		
Planning to file taxes this year	No	

**Health Care - Teah Cost**

Long-Term Care	No	<a href="#">Edit</a>
Enrollment in other insurance	No	
Receiving Medicare benefits	No	

**Teah Cost - Optional Information**

Preferred Written Language		
Preferred Spoken Language		
Hispanic, Latino, or Spanish Origin		
Ethnicity	N/A	
Race	N/A	

[Save & Exit](#) [Continue](#) [Add Household Member](#)

### Voter Registration Page

Once the *Report a Change Summary* page is complete and the **Continue** button is clicked, the *Voter Registration* page displays, if the reported change includes a new residence address.

**VOTER REGISTRATION**

Covered California is a voter registration agency and is providing you the opportunity to register to vote. To register to vote, you must be a U.S. citizen and at least 18 years old by the next election.

If you are not registered to vote where you live now, would you like to apply to register to vote today?

Yes, open the California Online Voter Registration website in a new tab.

Yes, please mail me a voter registration card

No

NOTE: IF YOU DO NOT MAKE A CHOICE, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME AND A VOTER REGISTRATION CARD WILL BE MAILED TO YOU.

**Important Notices**

- Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.
- If you would like help in filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may fill out the voter registration form in private.
- If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party preference or other political preference, you may file a complaint with the Secretary of State by calling toll-free (800) 345-VOTE (8683) or you may write to: Secretary of State, 1500 - 11th Street, Sacramento, CA, 95814. For more information on elections and voting, please visit the Secretary of State's website at [www.sos.ca.gov](http://www.sos.ca.gov).

[Back](#) [Save & Exit](#) [Continue](#)

If the *Voter Registration* page appears, complete the page as appropriate for the Consumer, and click the **Continue** button on the bottom of the page to go to the *Application Signature for Reported Changes* page.

### Application Signature for Reported Changes Page

Complete the required information on the *Application Signature for Reported Changes* page.

**APPLICATION SIGNATURE FOR REPORTED CHANGES**

Please review your changes and Electronically Sign your application below.

**Special Enrollment**

You must have a qualifying life event to qualify for Covered California Special Enrollment. Regardless of the life event selected, we will see if you are eligible for Medi-Cal or Access for Infants and Mothers.

Do any of the following qualifying life events or situations apply to you? \* [?](#)

[Click here](#) for more information about qualifying life events.

This application qualifies for Special Enrollment as a result of a qualifying life event. \*

Coverage Date Category \*

Enter today's date or the date of your qualifying life event if you have one \* [?](#)

Special Enrollment Expiry Date \*

**Your Changes**

Type of Change	Member	Reason	Event Date
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## Complete the Report a Change

When the *Signature for Reported Changes* page is complete, including the appropriate attestation checkboxes, the **Submit** button is enabled. Click the **Submit** button at the bottom of the *Application Signature for Reported Changes* page to submit the changes. Continue to complete plan selection and enrollment, as appropriate for the Consumer.

The screenshot shows a web form titled "Your Changes". It contains a table with columns for "Type of Change", "Member", "Reason", and "Event Date". Below the table is a checkbox with the text: "I know that I must report any changes to information on this application. For example, I must report a new address, a new member of the household, or a change in income." Below that is a "Review and Sign" section with another checkbox: "I'm signing this application under penalty of perjury. This means I've provided true answers to all the questions on this form to the best of my knowledge. I know that if I'm not truthful, there may be a penalty." At the bottom left are "Back" and "Save & Exit" buttons. At the bottom right is a "Submit" button, which is highlighted with a red rectangle.

## Report a Change for 2015

After submitting a new application or completing renewal for 2015, the *Individual Landing* page displays the **Report a Change** button to enable the Consumer to report changes in household information for the 2015 benefit year.

Click the **Report a Change** button in the **Welcome** panel of the *Individual Landing* page to start a change report for 2015.

The screenshot shows the "APPLY FOR HEALTH INSURANCE" landing page. At the top, there are navigation tabs: "Return" and "Administration". Below the title, there are four main sections: "EXPLORE What's Right For You", "PREVIEW Health Plans", "APPLY To Get Covered", and "GET HELP Find Answers". The main content area features a "WELCOME, UUMSVWQ RNIVDOY" message with the subtext "Are you moving? Changing jobs? Expecting a child? We'll keep you covered." Below this is a "Report a Change" button, which is highlighted with a red rectangle, and a link "Report a Change\_2014". To the right is a photograph of a smiling woman and child. Below the main content, there is a "COVERED AS OF 01/01/2015" section with a progress bar showing steps: SUMMARY, HOUSEHOLD, PERSONAL DATA, INCOME, ELIGIBILITY, and ENROLLMENT, each with a checkmark. On the right side, there are "ANNOUNCEMENTS" and "ACTIONS" sections with links for "View all Announcements", "Update Consent for Verification", and "Withdraw Application".

Follow the Report a Change process to submit the change report for 2015:

- Review the information on the *Report A Change Summary* screen and click the **Edit** button to make changes.
- Complete the *Application Signature Reported Changes* page. Note: For Report a Change 2015, the Special Enrollment section displays from February 16, 2015, until the start of the next Open Enrollment period for 2016.
- Click the **Submit** button at the bottom of the *Application Signature for Reported Changes* page to submit the changes.
- Continue to plan selection and enrollment, as appropriate for the Consumer.

### Changes to Eligibility

Changes may impact eligibility or coverage. After making changes to the Consumer's information, it is important to carefully review the eligibility information with the Consumer to understand any impacts of the reported changes.