




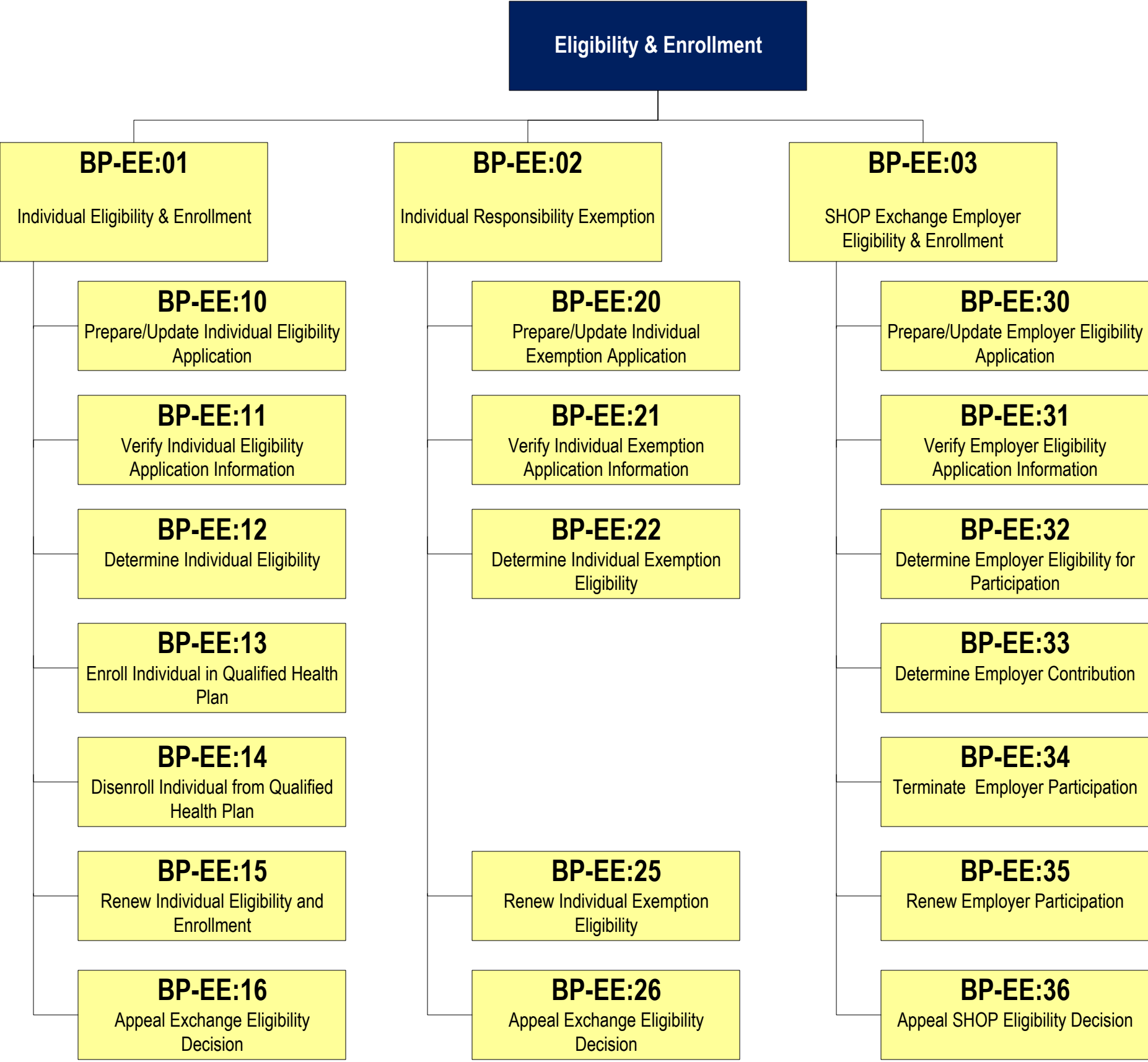


|   |  |   |   |  |  |  |
|---|--|---|---|--|--|--|
| <b>Colorado Health Benefits Exchange - HCPF Business Process Maps</b> |  | <b>Synopsis</b><br>This diagram shows the business processes establishing the eligibility of Individuals and Small-business Health Option Programs (SHOP) Employers and Employees to participate in the Exchange and to Enroll in Qualified Health Plans. | <div><div>Eligibility and Enrollment</div><div>Financial Management</div><div>Communication</div><div>External Activity</div><div>Plan Management</div><div>Oversight</div><div>Customer Service</div><div>Avg Elapsed Time =  Flow Decision </div></div> <div><div> Consumer Initiated Process</div><div> System Initiated Process</div><div> End of Process</div></div> |  |  |  |
| <b>Business Area:</b> Eligibility & Enrollment                        |  | <b>Issues</b>   |   |  |  |  |
| <b>Process:</b> N/A   |  |   |   |  |  |  |



# Colorado Health Benefits Exchange Business Process Maps

Business Area: Eligibility & Enrollment

Process: BP-EE:01 Individual Eligibility & Enrollment

## Synopsis

This process enrolls a Kansan in a Qualified Health Plan, Medicaid, or other State-sponsored plan.

## Issues

Eligibility and Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

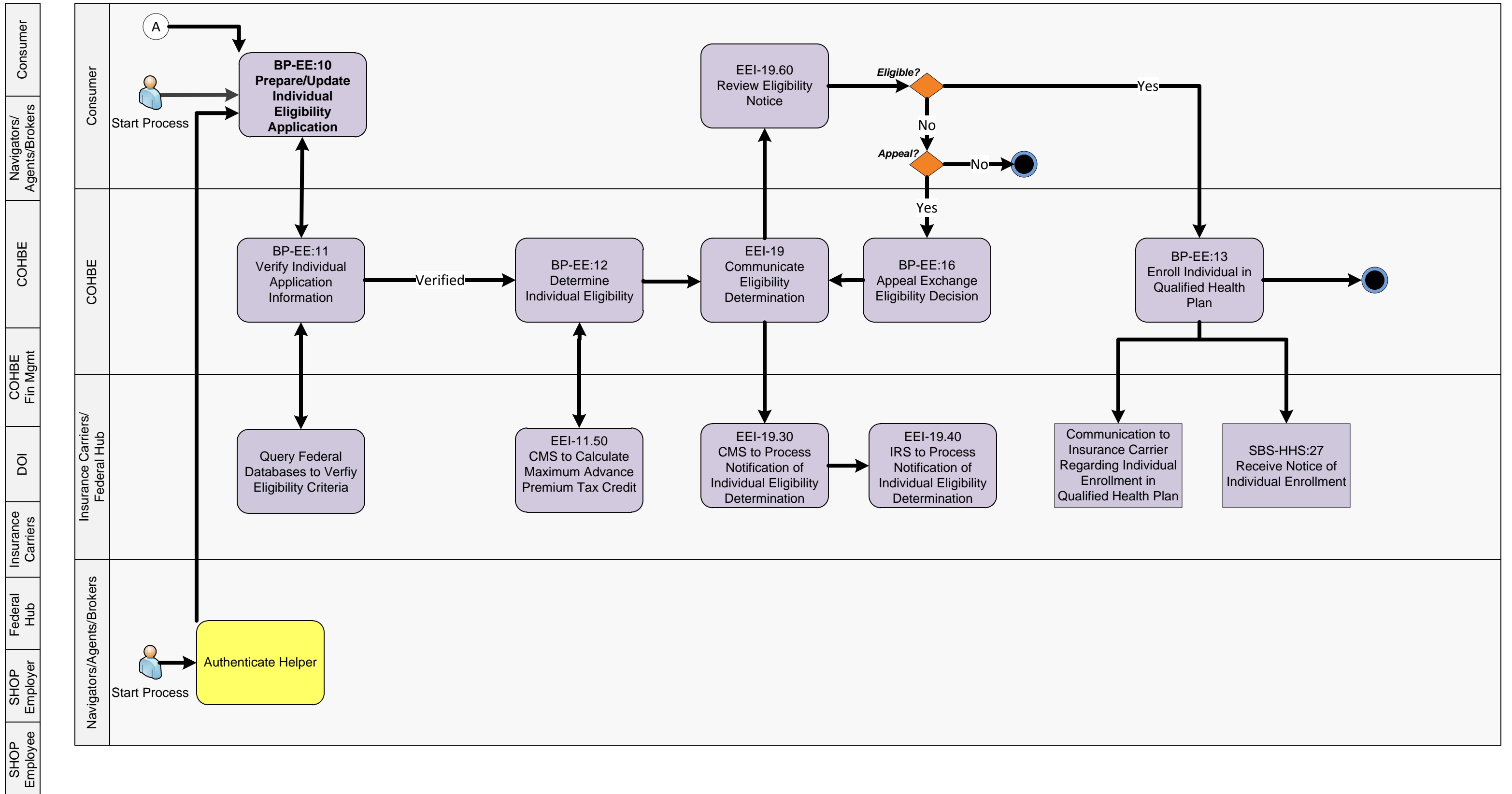
Avg Elapsed Time =

Flow Decision

Consumer Initiated Process

System Initiated Process

End of Process



Colorado Health Benefits Exchange Business Process Maps

Business Area: Eligibility & Enrollment

Process: BP-EE:01 Individual Eligibility & Enrollment

Synopsis

This process disenrolls a Kansas from a Qualified Health Plan purchased on the Individual market.

Issues

Eligibility and Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

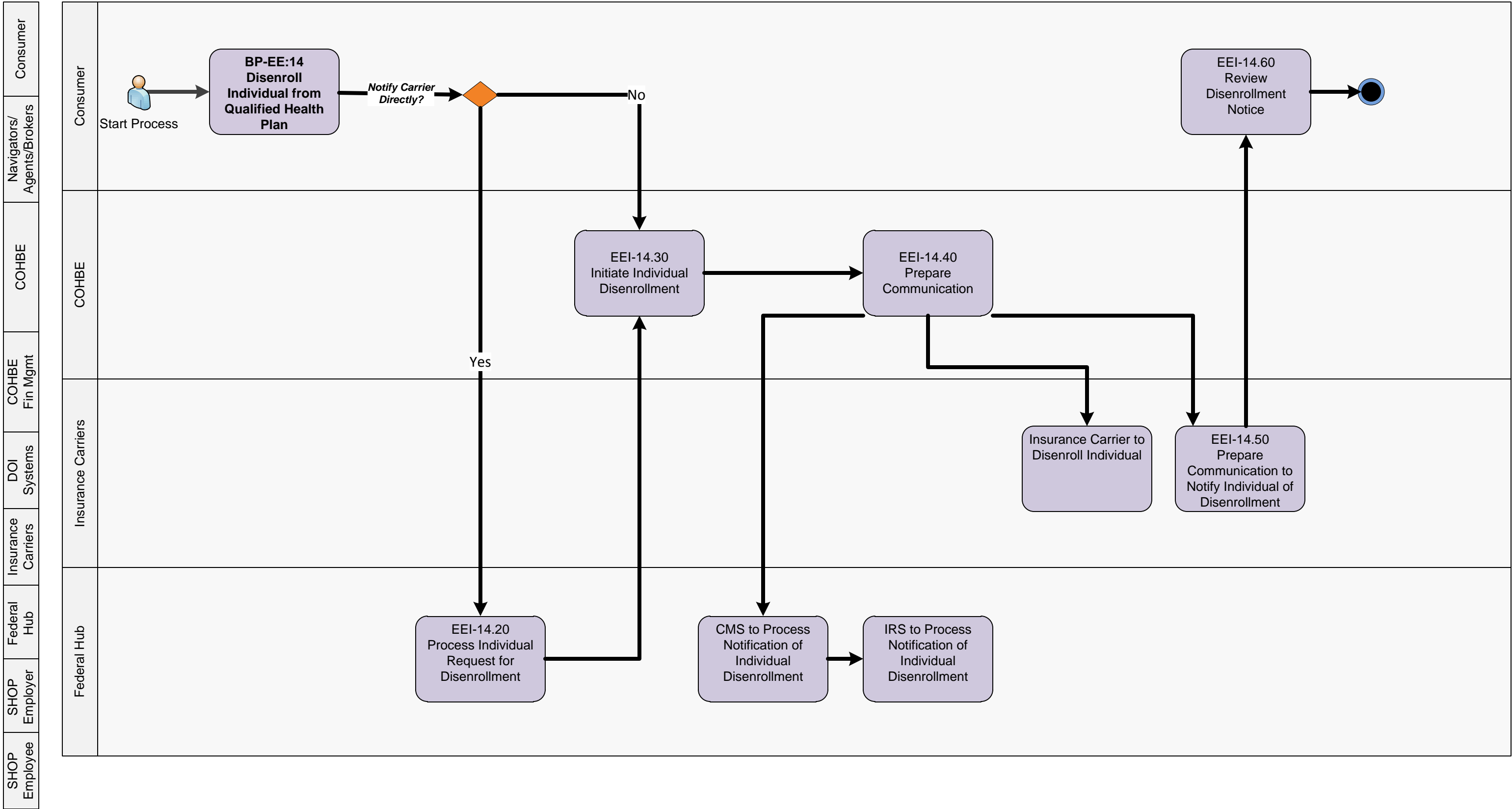
Avg Elapsed Time =


Flow Decision

Consumer Initiated Process

System Initiated Process

End of Process





Colorado

HEALTH BENEFIT EXCHANGE

Your Marketplace for Affordable, Quality Health Insurance

Colorado Health Benefits Exchange Business Process Maps

Business Area: Eligibility & Enrollment

Process: BP-EE:01 Individual Eligibility & Enrollment

Synopsis

This process renews the Kansan in a Qualified Health Plans based on renewal period criteria.

Issues

Eligibility and Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Flow Decision

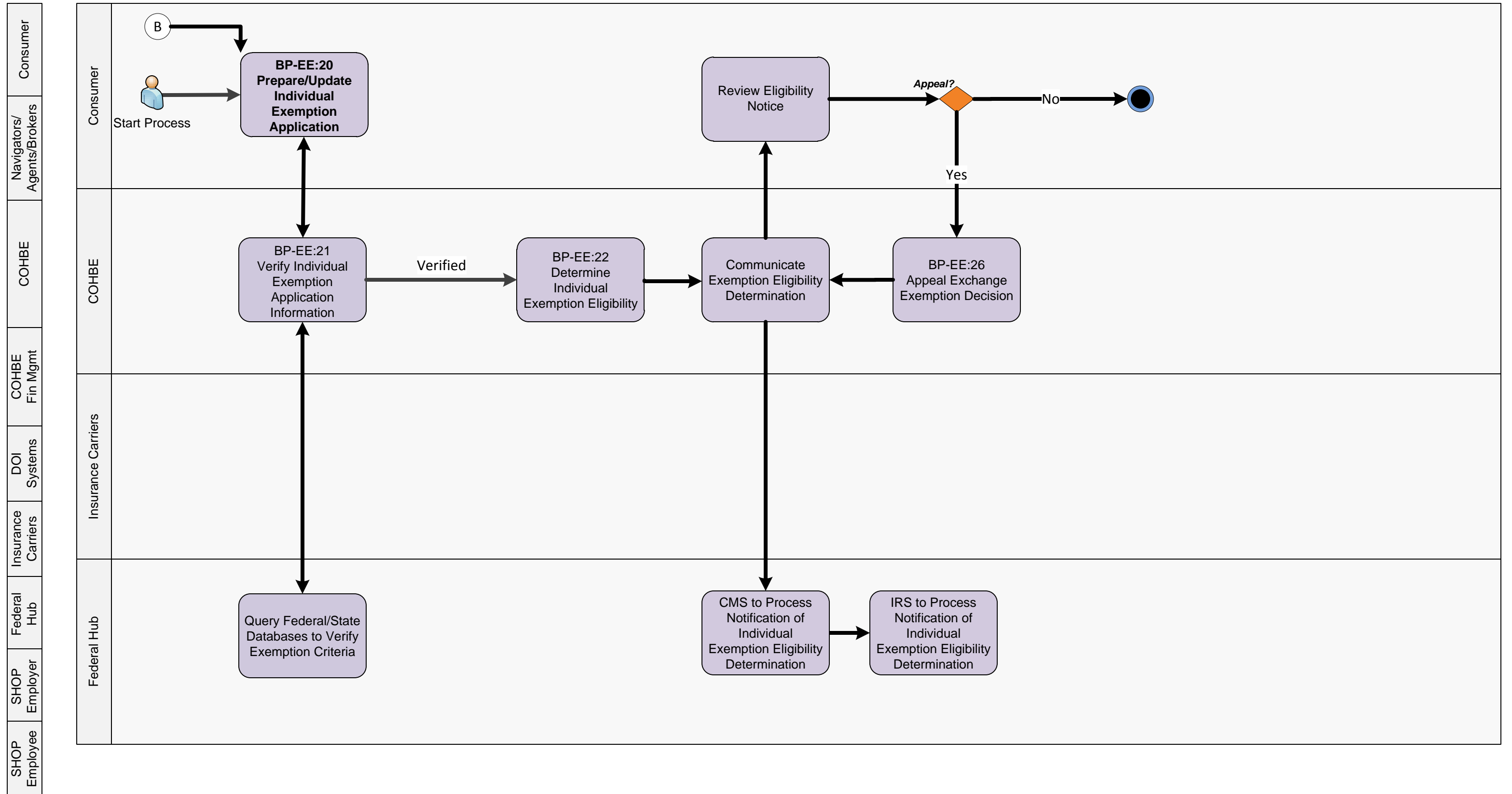
Avg Elapsed Time =

Consumer Initiated Process

System Initiated Process

End of Process

|                               |  |
|-------------------------------|--|
| Consumer                      |  |
| Navigators/<br>Agents/Brokers |  |
| COHBE                         |  |
| COHBE<br>Fin Mgmt             |  |
| DOI<br>Systems                |  |
| Insurance<br>Carriers         |  |
| Federal<br>Hub                |  |
| SHOP<br>Employer              |  |
| SHOP<br>Employee              |  |



Colorado Health Benefits Exchange Business Process Maps

Business Area: Eligibility & Enrollment

Process: BP-EE:02 Individual Responsibility Exemption

Synopsis

This process renews individual participation exemptions, if necessary. Not all exemptions must be renewed.

Issues

Eligibility and Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service



Avg Elapsed Time =



Flow Decision



Consumer Initiated Process

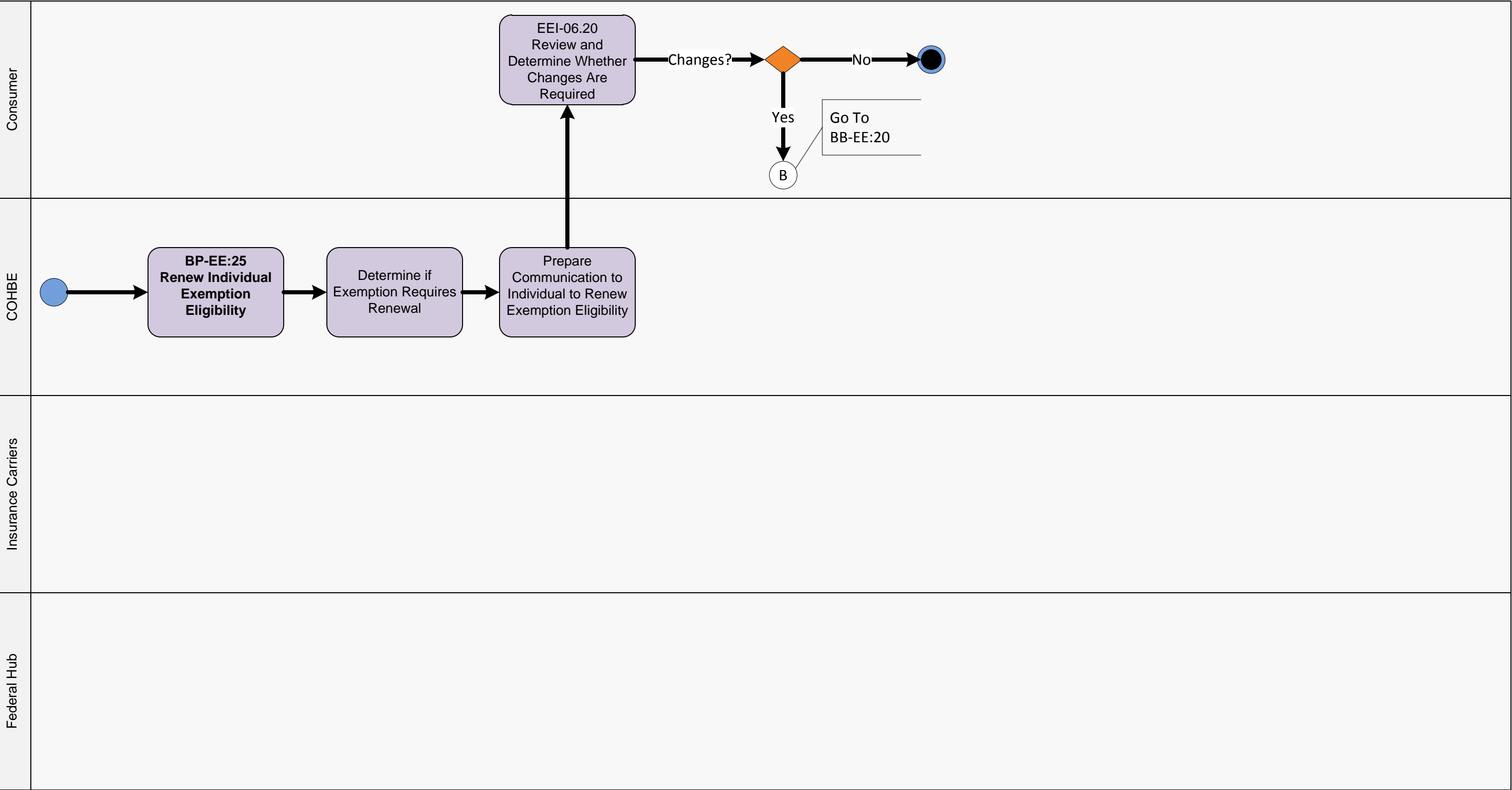


System Initiated Process



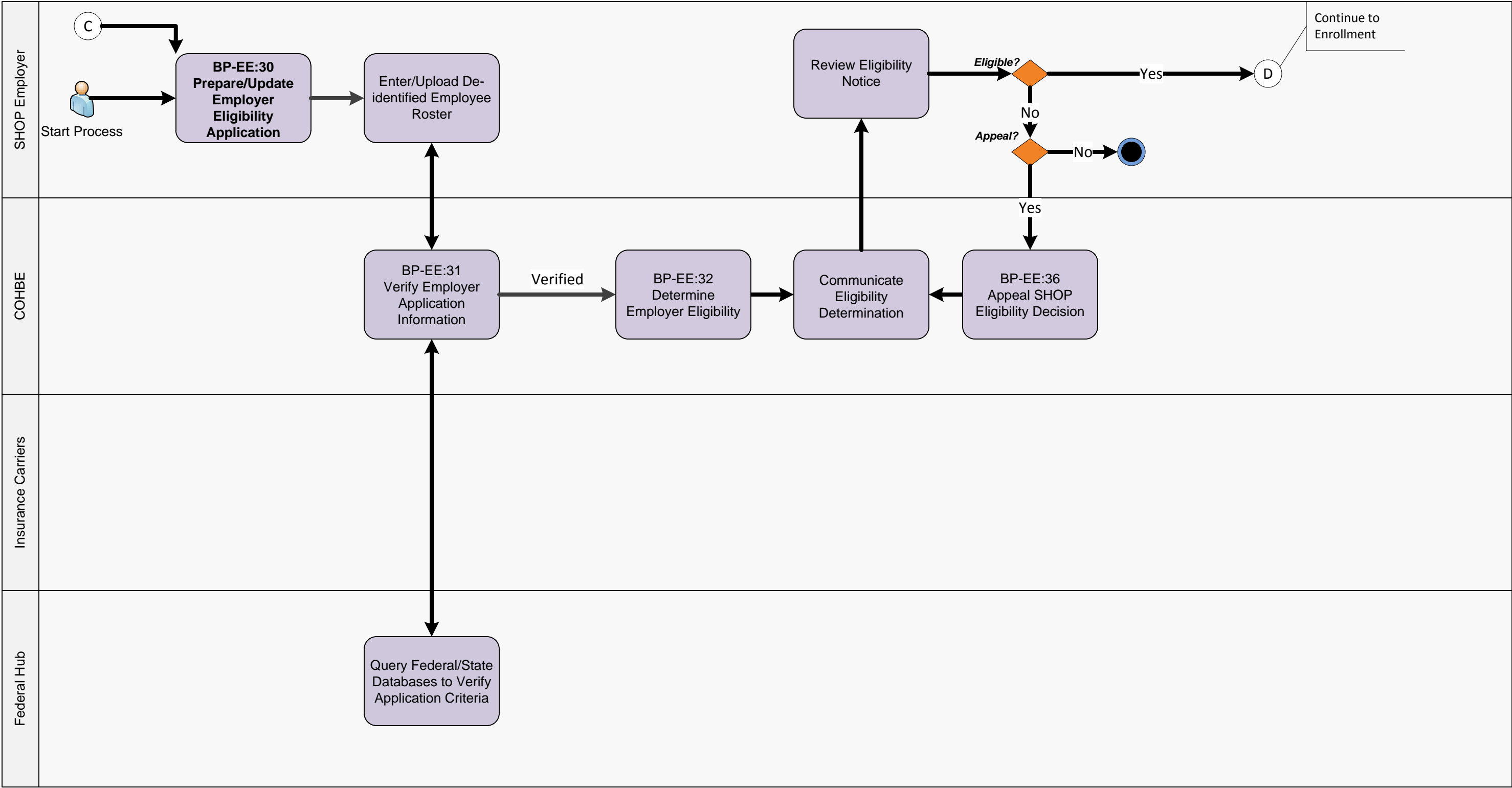
End of Process

|                               |
|-------------------------------|
| Consumer                      |
| Navigators/<br>Agents/Brokers |
| COHBE                         |
| COHBE<br>Fin Mgmt             |
| DOI<br>Systems                |
| Insurance<br>Carriers         |
| Federal<br>Hub                |
| SHOP<br>Employer              |
| SHOP<br>Employee              |



|   |  |                            |                      |                  |                    |                            |
|---|--|----------------------------|----------------------|------------------|--------------------|----------------------------|
| <b>Colorado Health Benefits Exchange Business Process Maps</b>  | <b>Synopsis</b><br>This process determines the eligibility of a small Kansas company to participate in the Exchange. | Eligibility and Enrollment | Financial Management | Communication    | External Activity  | Consumer Initiated Process |
| <b>Business Area:</b> Eligibility & Enrollment                  | <b>Issues</b>  | Plan Management            | Oversight            | Customer Service | Avg Elapsed Time = | System Initiated Process   |
| <b>Process:</b> BP-EE:03 SHOP Employer Eligibility & Enrollment |  |                            |                      |                  | Flow Decision      | End of Process             |

|                               |
|-------------------------------|
| Consumer                      |
| Navigators/<br>Agents/Brokers |
| COHBE                         |
| COHBE<br>Fin Mgmt             |
| DOI<br>Systems                |
| Insurance<br>Carriers         |
| Federal<br>Hub                |
| SHOP<br>Employer              |
| SHOP<br>Employee              |



Colorado Health Benefits Exchange Business

Process Maps

Business Area: Eligibility & Enrollment

Process: BP-EE:03 SHOP Employer Eligibility & Enrollment

Synopsis

This process enrolls a small Kansas company in a Qualified Health Plans (or Plans) to be offered to its Employees.

Issues

Eligibility and Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

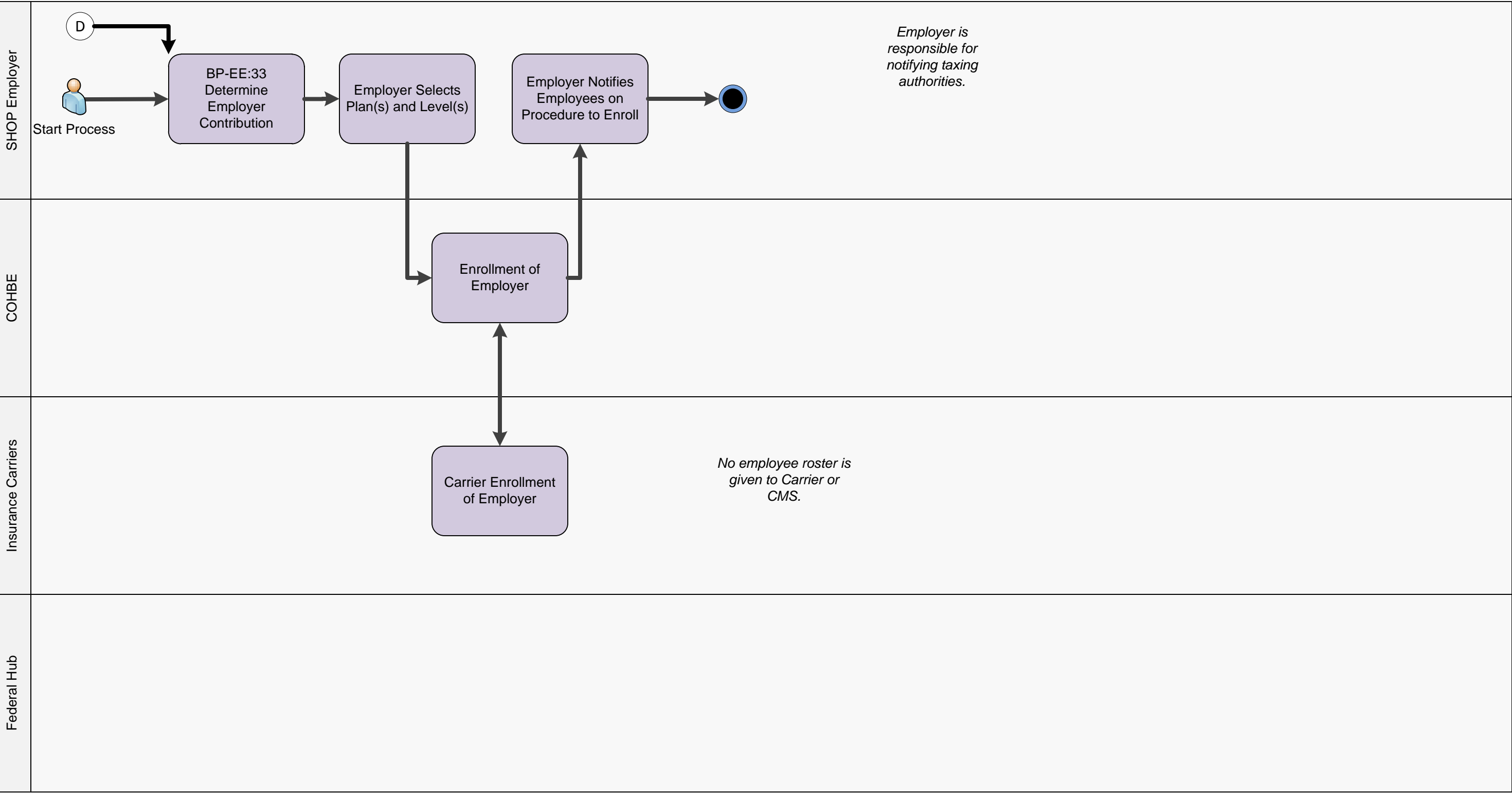
Avg Elapsed Time =

Flow Decision

Consumer Initiated Process


System Initiated Process

End of Process









Colorado

HEALTH BENEFIT EXCHANGE

Your Marketplace for Affordable, Quality Health Insurance

Colorado Health Benefits Exchange Business Process Maps

Business Area: Eligibility & Enrollment

Process: BP-EE:03 SHOP Employer Eligibility & Enrollment

Synopsis

This process renews a small Kansas company in a Qualified Health Plans (or Plans) according to renewal period criteria.

Issues

Eligibility and Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Flow Decision

Avg Elapsed Time =

Consumer Initiated Process

System Initiated Process

End of Process

|                               |                    |   |  |  |  |  |
|-------------------------------|--------------------|---|--|--|--|--|
| Consumer                      | SHOP Employer      |   |  |  |  |  |
| Navigators/<br>Agents/Brokers |                    |   |  |  |  |  |
| COHBE                         | COHBE              | <div><div></div><div>BP-EE:35<br/>Renew Employer<br/>Participation</div><div>Determine Current<br/>Employer Plan(s)<br/>Availability</div><div>Prepare<br/>Communication to<br/>Employer to Renew<br/>Eligibility</div><div>Review and<br/>Determine Whether<br/>Changes Are<br/>Required</div><div>Changes?</div><div><div>Yes</div><div>No</div></div><div><div>C</div><div>Go To<br/>BB-EE:30</div></div><div></div></div> |  |  |  |  |
| COHBE<br>Fin Mgmt             |                    |   |  |  |  |  |
| DOI<br>Systems                | Insurance Carriers |   |  |  |  |  |
| Insurance<br>Carriers         |                    |   |  |  |  |  |
| Federal<br>Hub                |                    |   |  |  |  |  |
| SHOP<br>Employer              |                    |   |  |  |  |  |
| SHOP<br>Employee              | Federal Hub        |   |  |  |  |  |

