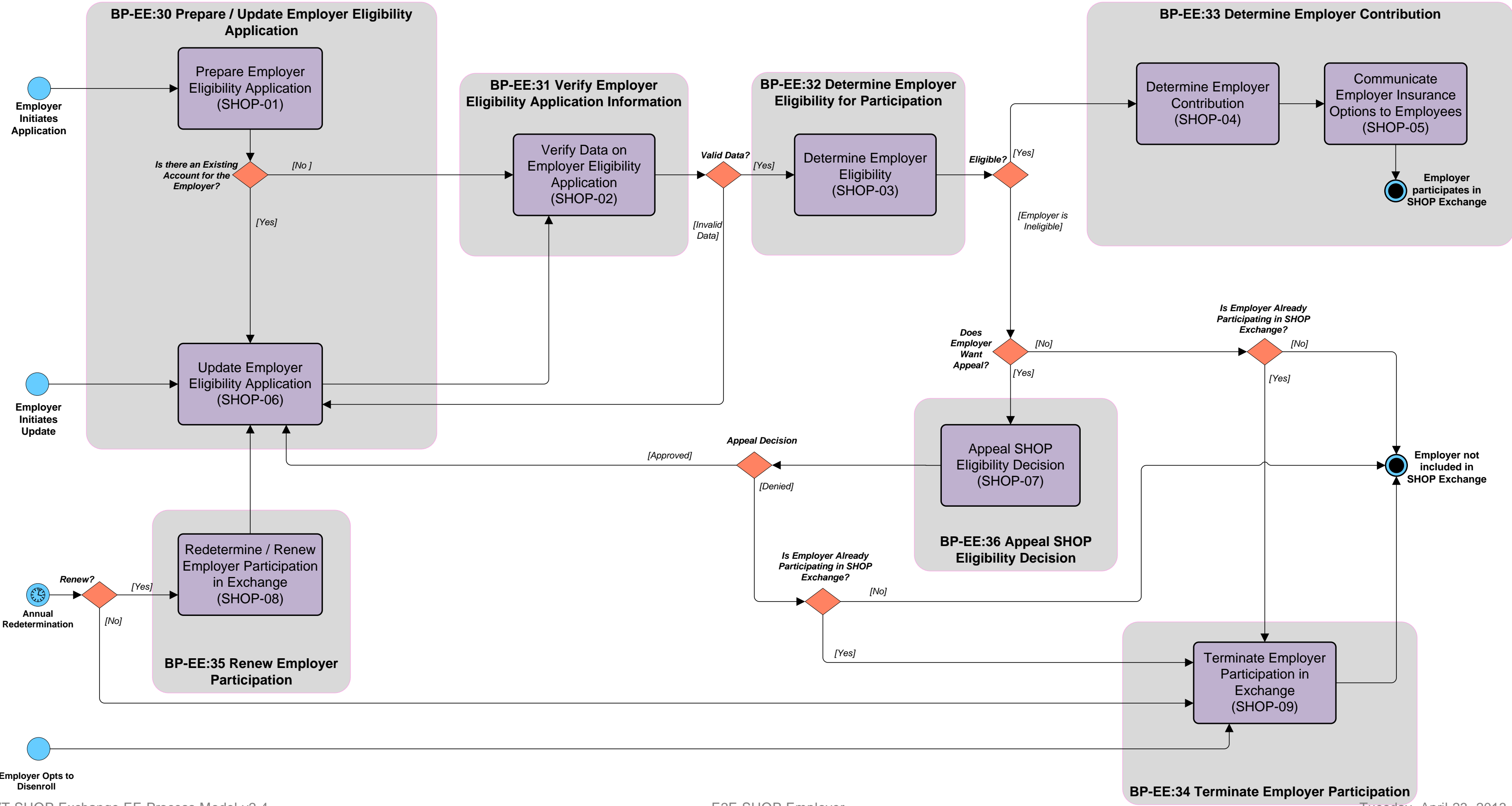
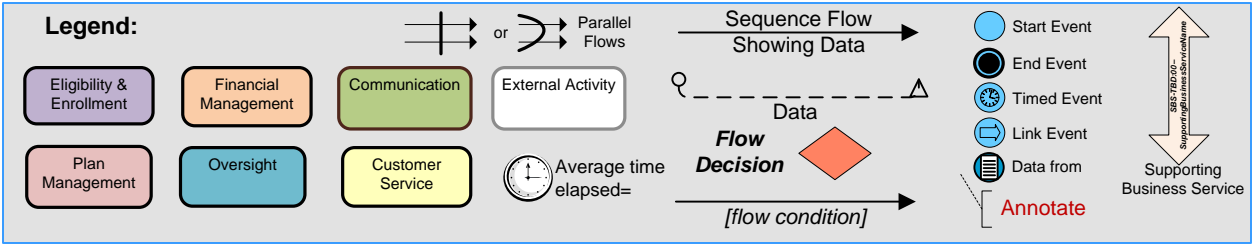


Synopsis

This is the high level, end to end process flow for Employer involvement in a SHOP exchange. It accommodates application preparation, validation and determination of eligibility allowing them to select plan offerings as well as determine Employer contributions. It also depicts the ability to appeal eligibility determination, renew and disenroll.

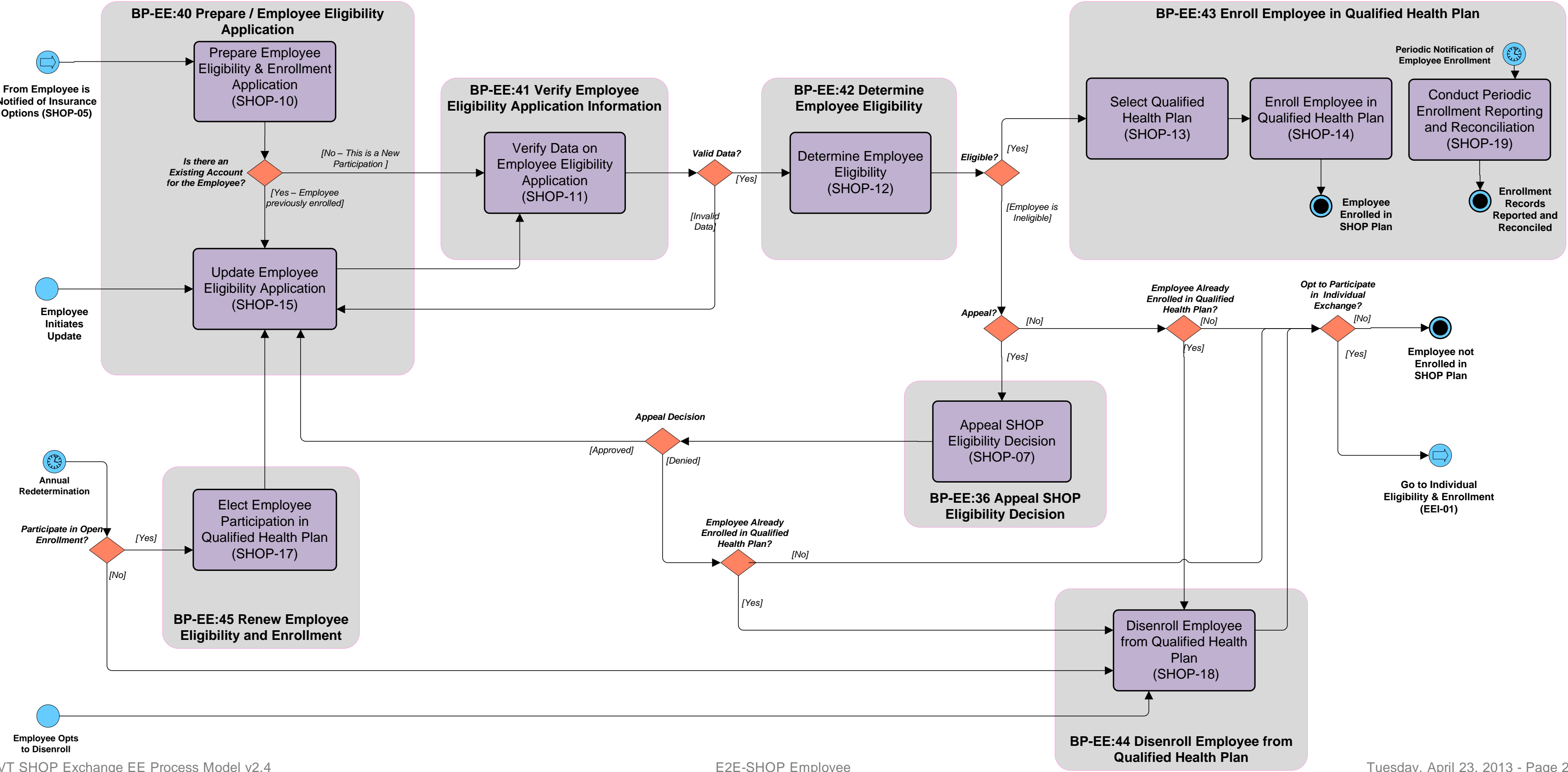
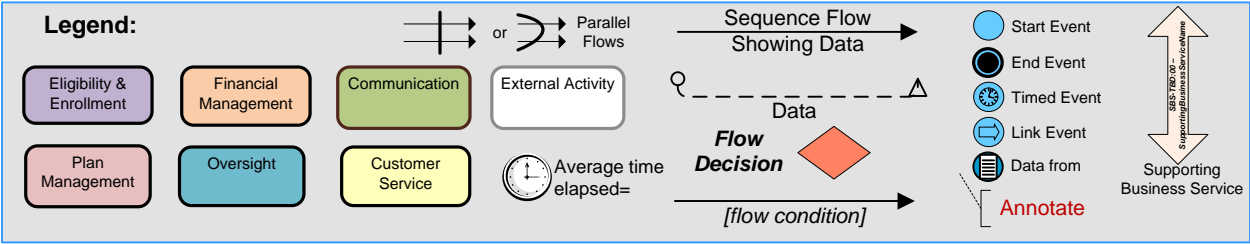


State of Vermont Blueprint
End-to-End Process Flow

Eligibility & Enrollment
SHOP Exchange - Employee

Synopsis

This is the high level, end to end process flow for Employee involvement in a SHOP exchange. It accommodates application preparation, validation and determination of eligibility allowing them to select a Qualified Health Plan and enroll in it. It also depicts the ability to appeal eligibility determination, renew and disenroll.



Prepare Employer Eligibility Application
SHOP-01

Synopsis

This process is performed to collect information from an Employer necessary to determine their eligibility for participation in a SHOP Exchange. The result of this process is a completed application and creation of an Employers SHOP Account.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow

Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

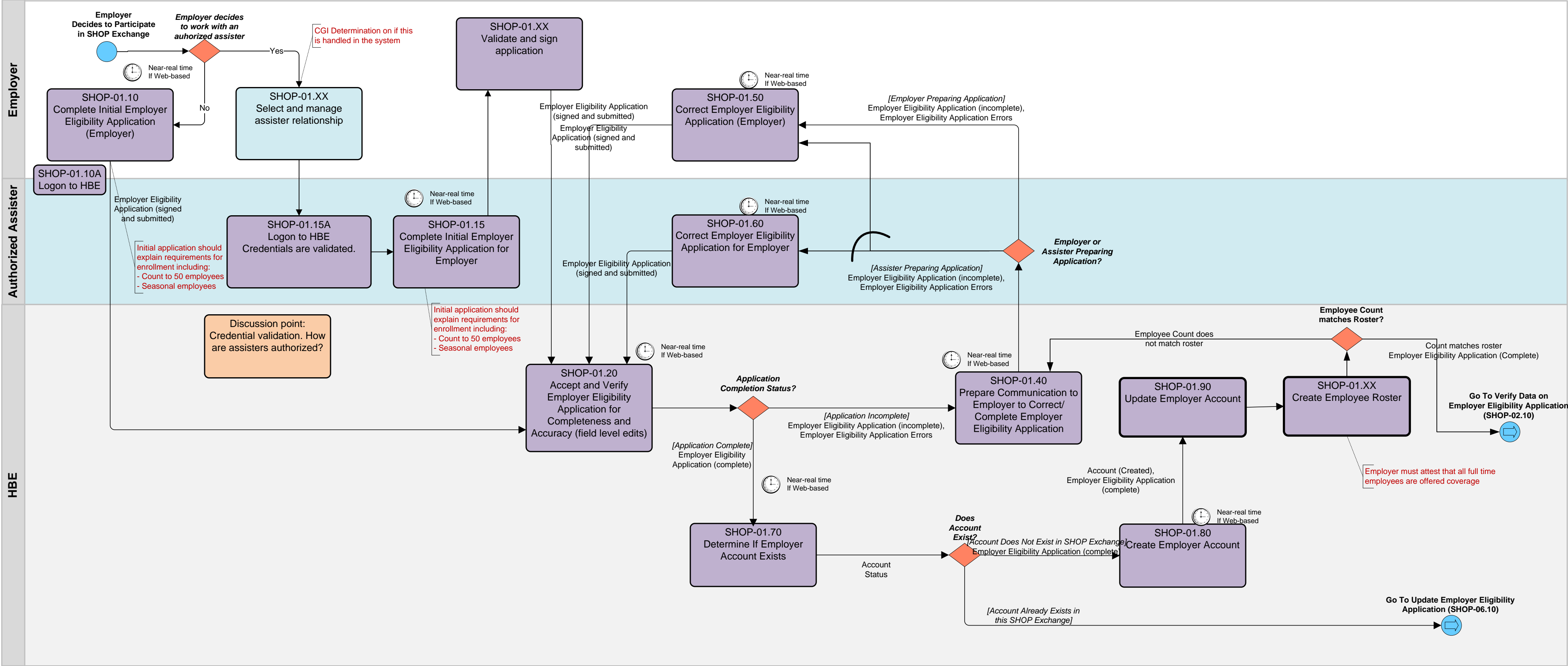
Data from

Annotate

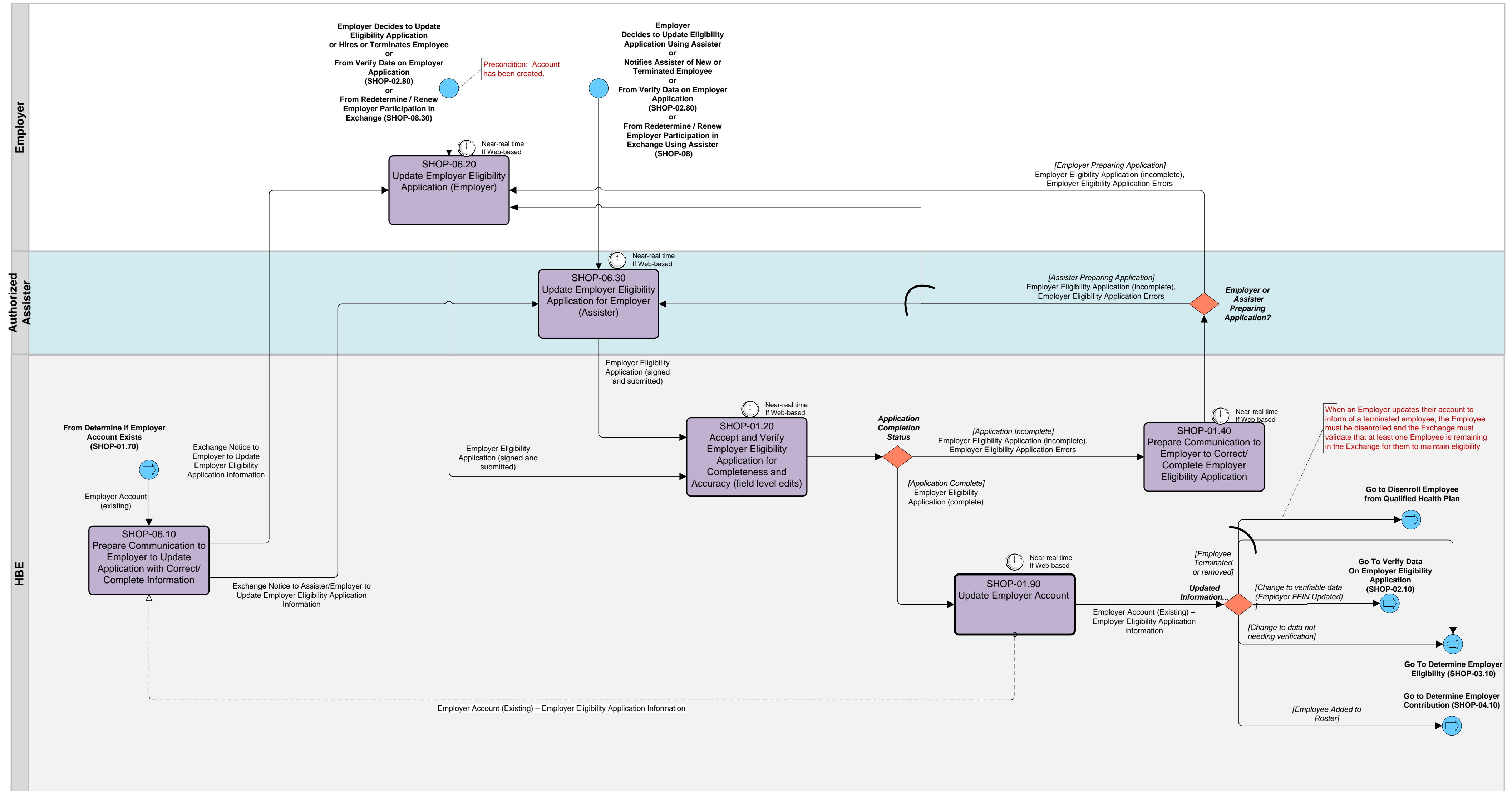
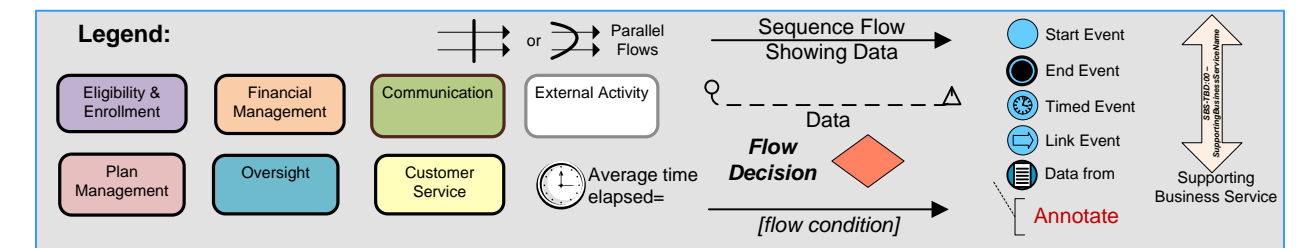
Parallel Flows

or

Supporting Business Service



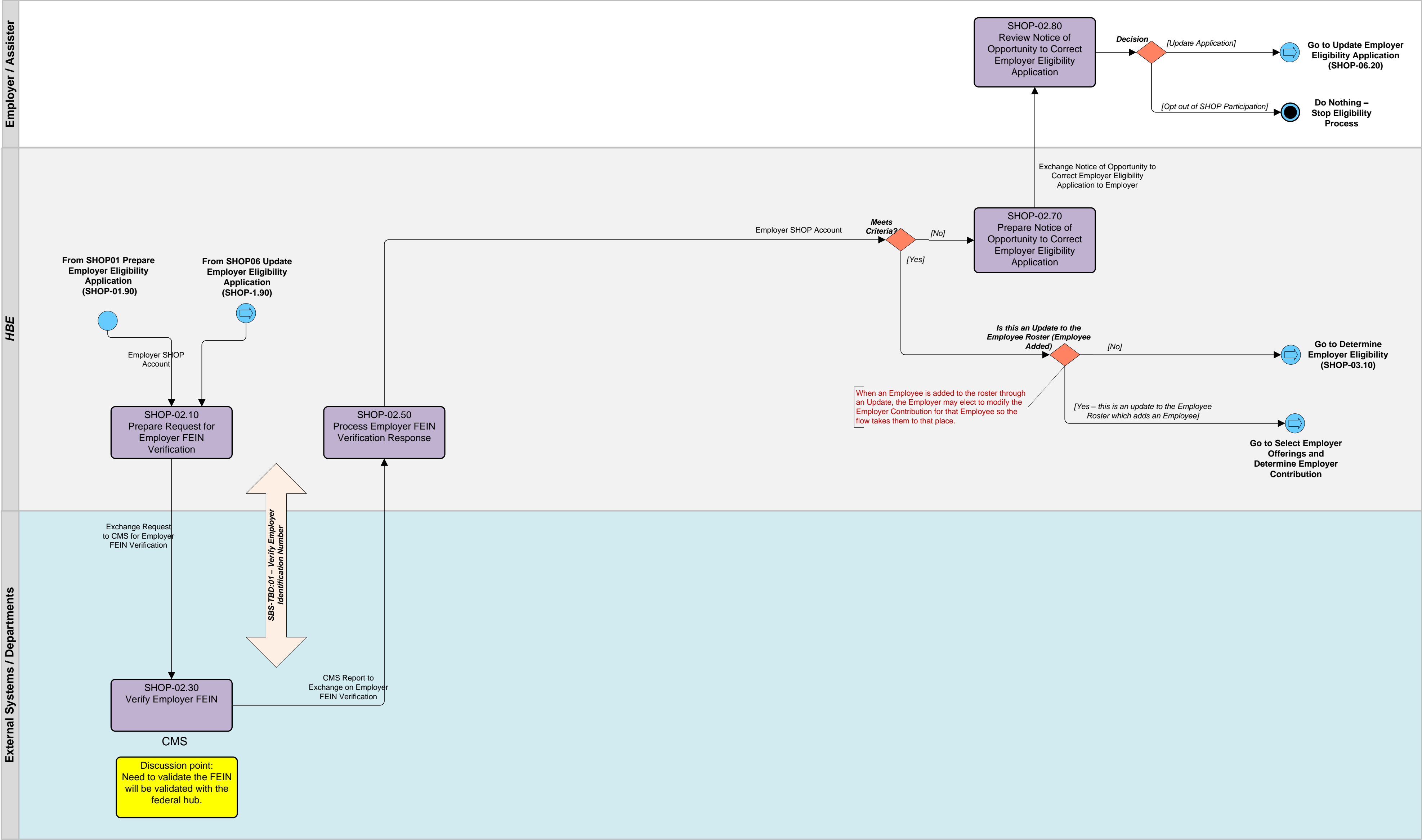
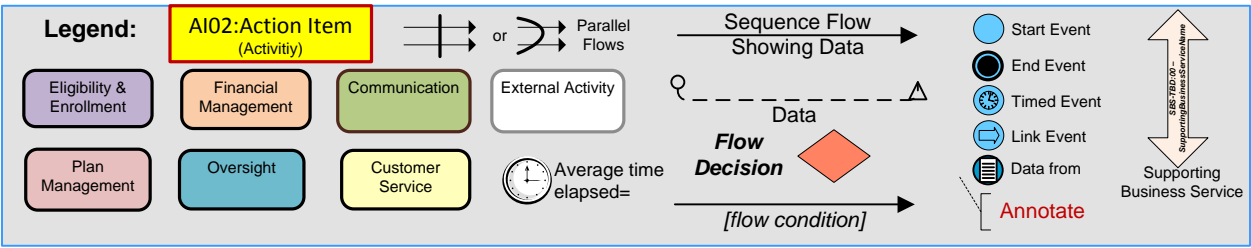
This process is performed to collect updated information for use in completing, revision or renewing an Employer's application for SHOP Exchange participation.



Verify Data on Employer Eligibility Application
SHOP-02

Synopsis

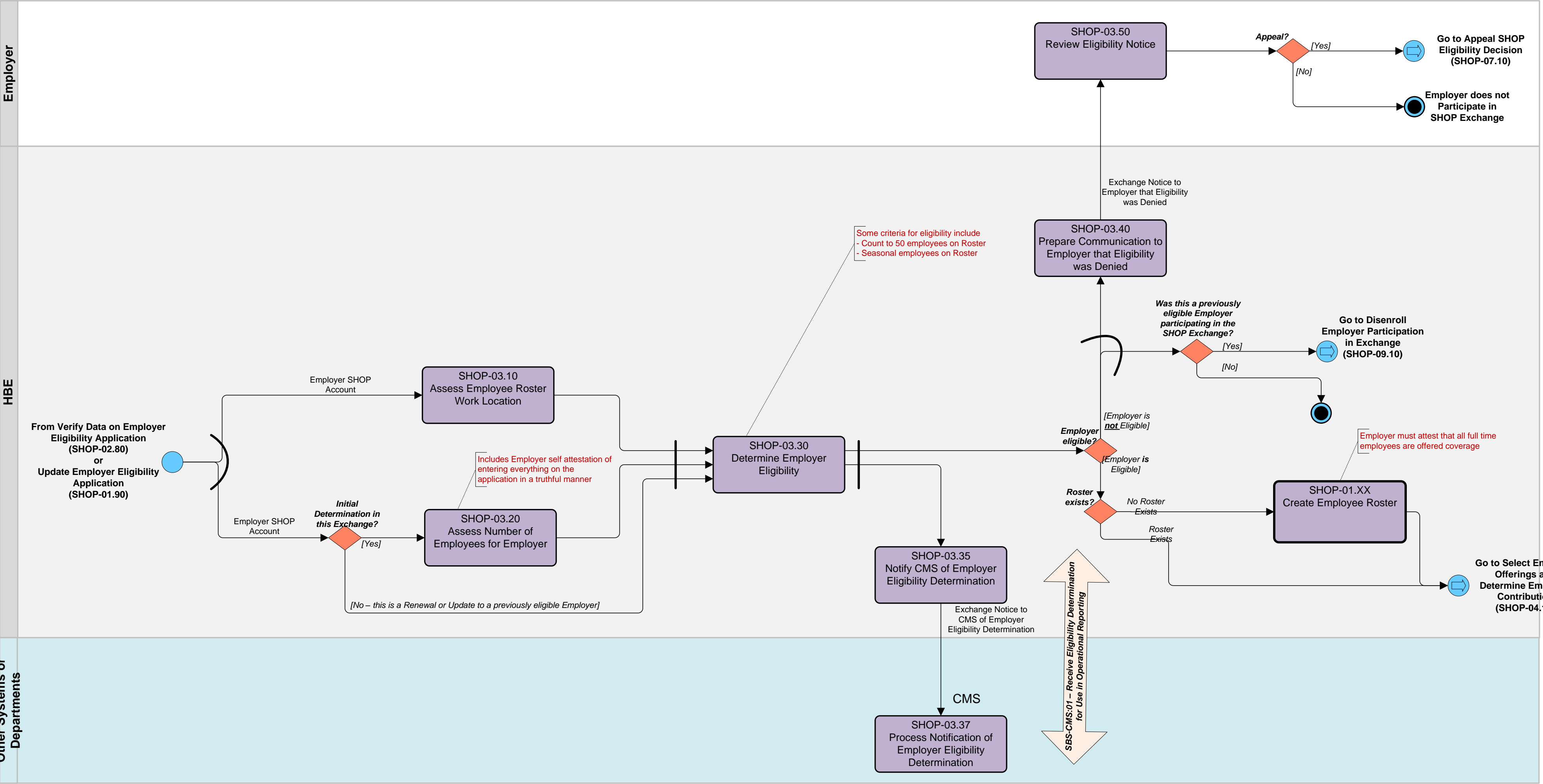
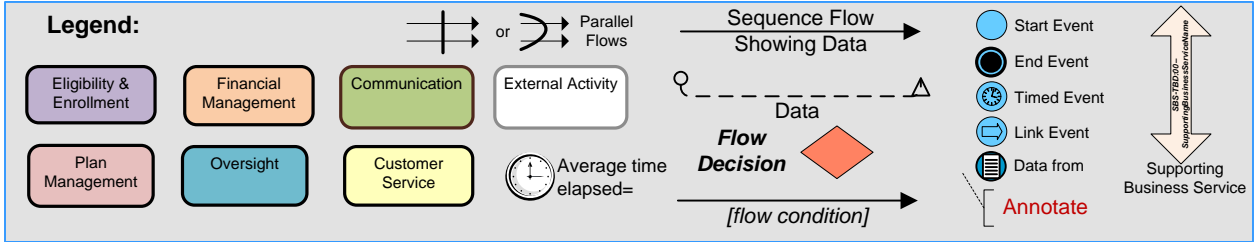
This process is performed to verify the accuracy of the information provided in the employer's application for eligibility of participation in a SHOP Exchange. In the event that the data is not accurate, correction of Employer application data is required to proceed.



Determine Employer Eligibility
SHOP-03

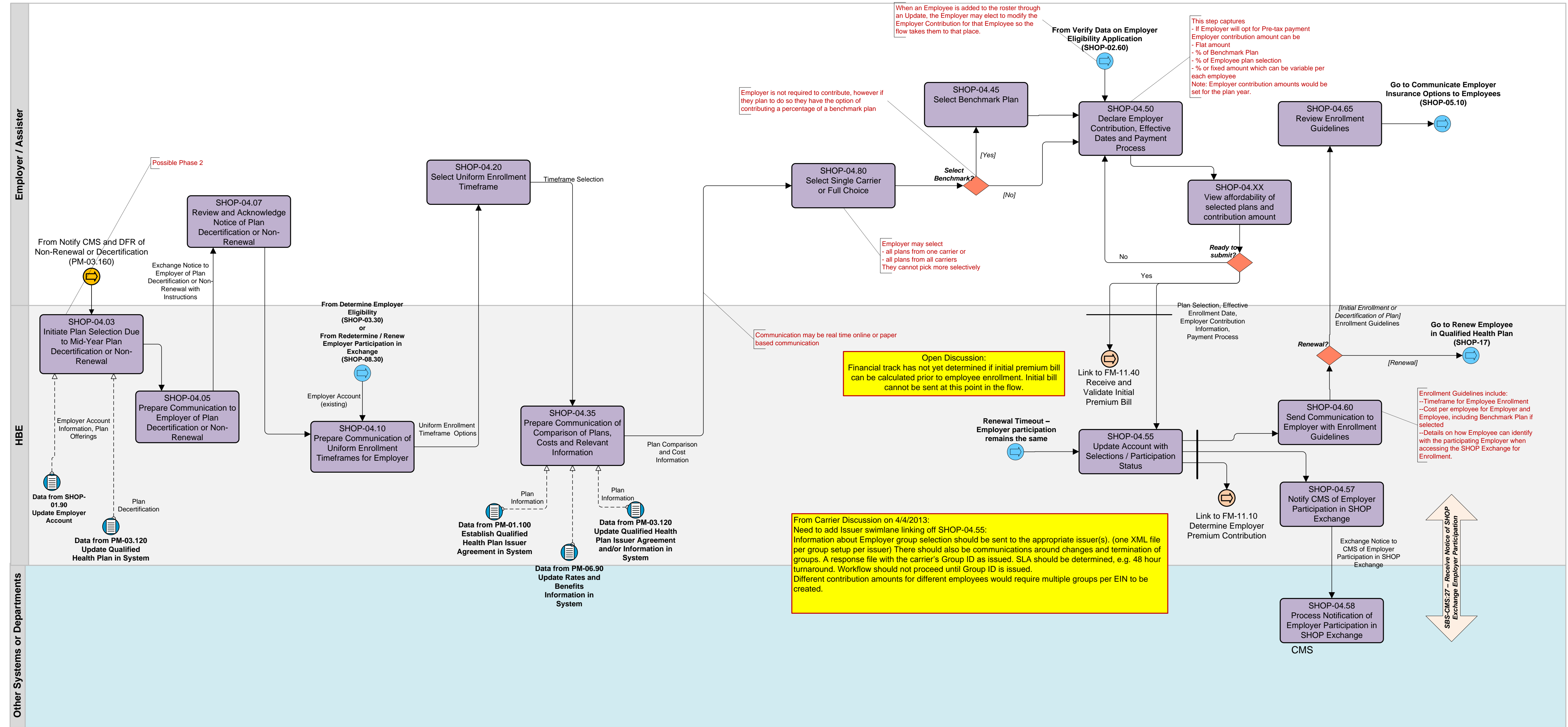
Synopsis

This process is performed to determine an Employer's eligibility to participate in a SHOP Exchange. Initial Employer Eligibility determination is dependent on two criteria: at least one Employee must have a working location in the SHOP Exchange covered region; the number of employees for the Employer must be in the specified range. Renewals and subsequent changes to the Employer account do not need to satisfy the latter criteria after the initial eligibility determination.



Determine Employer Contribution SHOP-04

This process is performed to allow the Employer to select the plan or level of coverage to offer employees and declare their contributions, finalizing their participation in the SHOP Exchange. The Employer may also declare options regarding payment process.

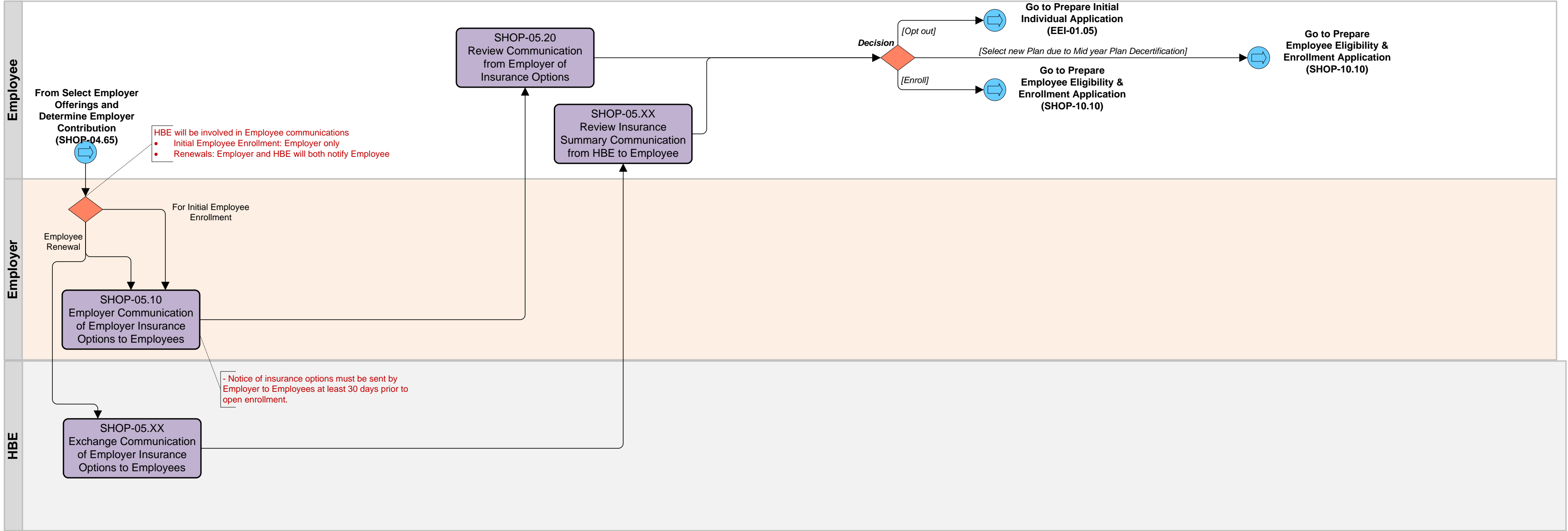
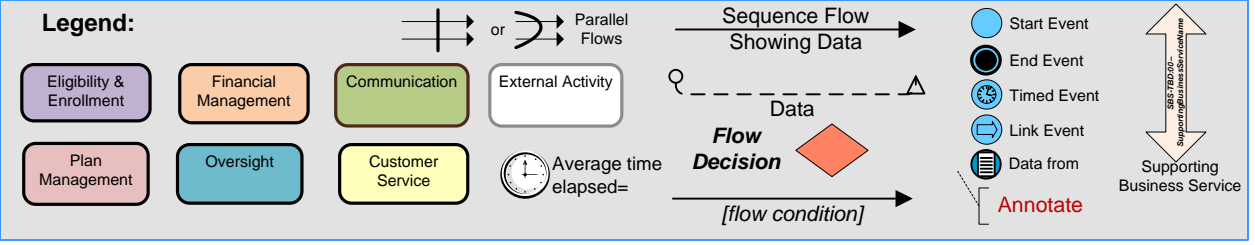


State of Vermont Blueprint
Eligibility & Enrollment – SHOP Employer

Communicate Employer Insurance Options to Employees
SHOP-05

Synopsis

This process informs the Employee of the Employers participation in the SHOP exchange and provides Enrollment information to them.

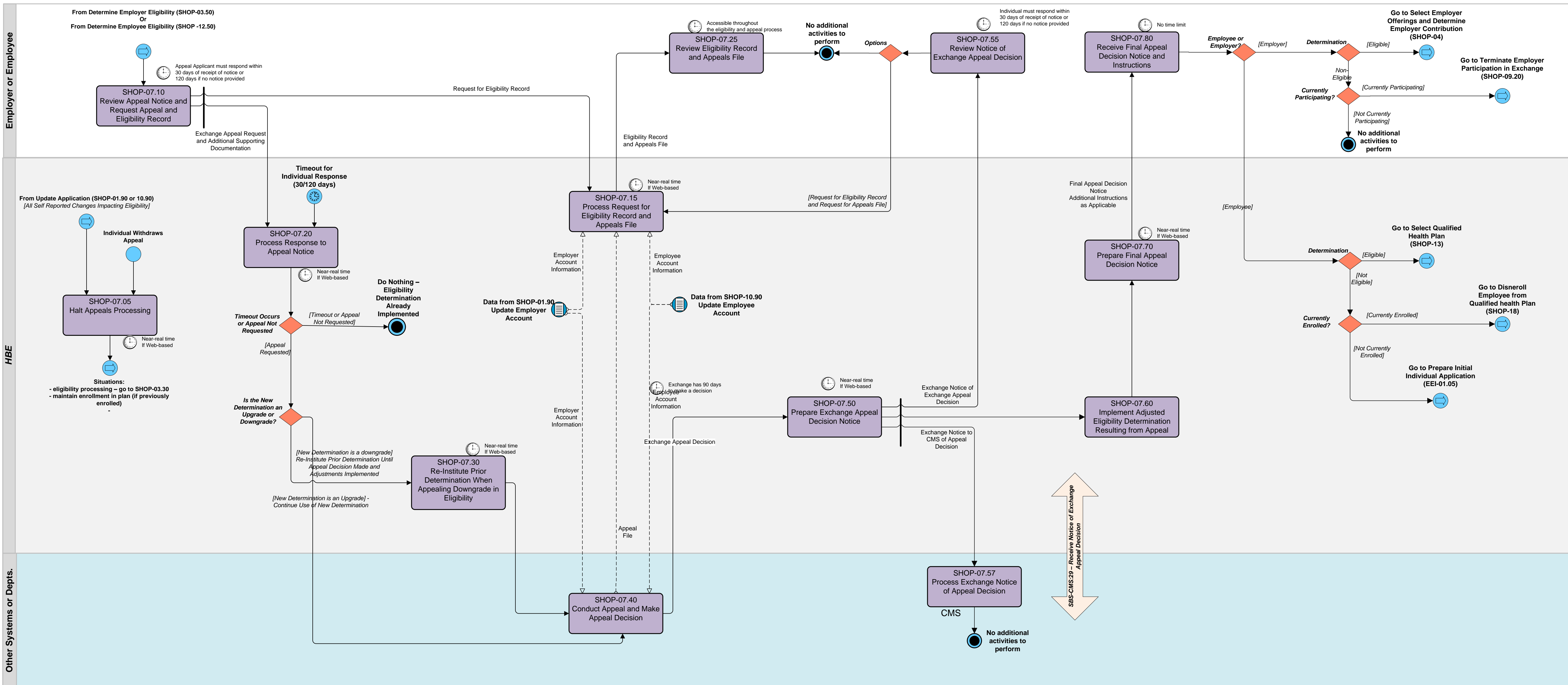
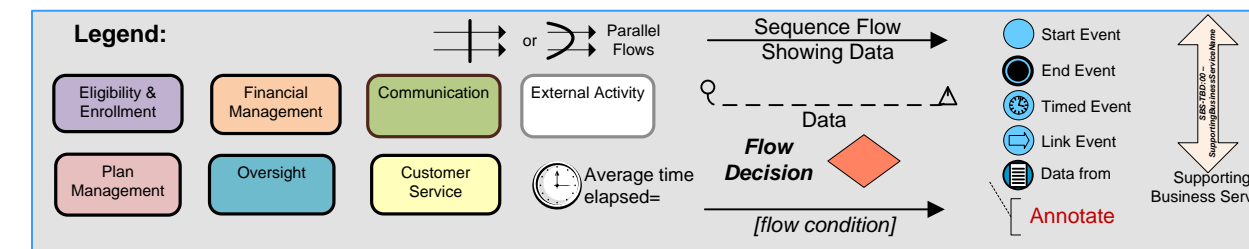


State of Vermont Blueprint Process Model
Eligibility & Enrollment – SHOP Employer/Employee

Appeal SHOP Eligibility Decision SHOP-07

Synopsis

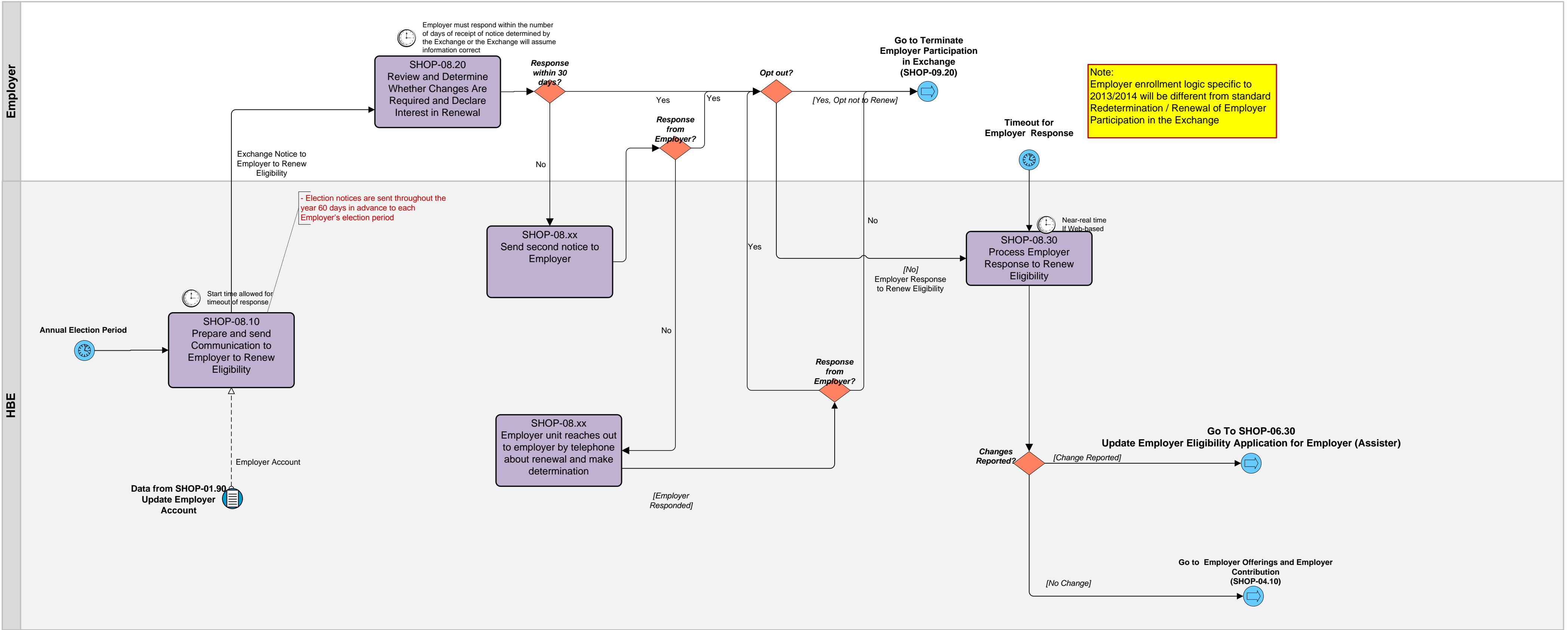
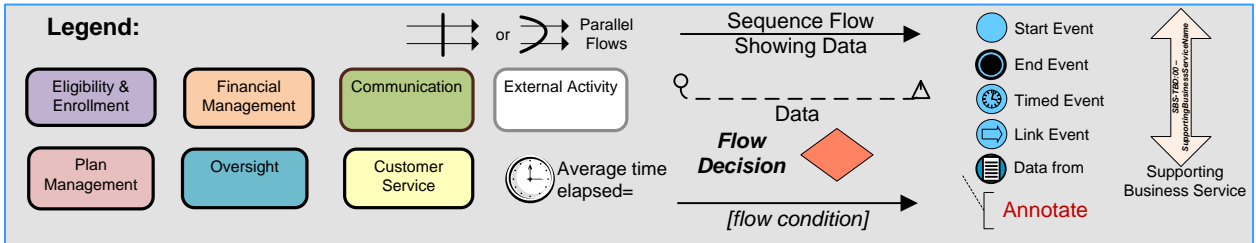
This process flow identifies key activities involved in appeals due to determinations made by the Exchange regarding the eligibility of an Employer or an Employee. This process includes providing notices, receiving appeal requests, adjudicating appeals, and implementing appeal decisions.



Re-determine / Renew Employer Participation in Exchange
SHOP-08

Synopsis

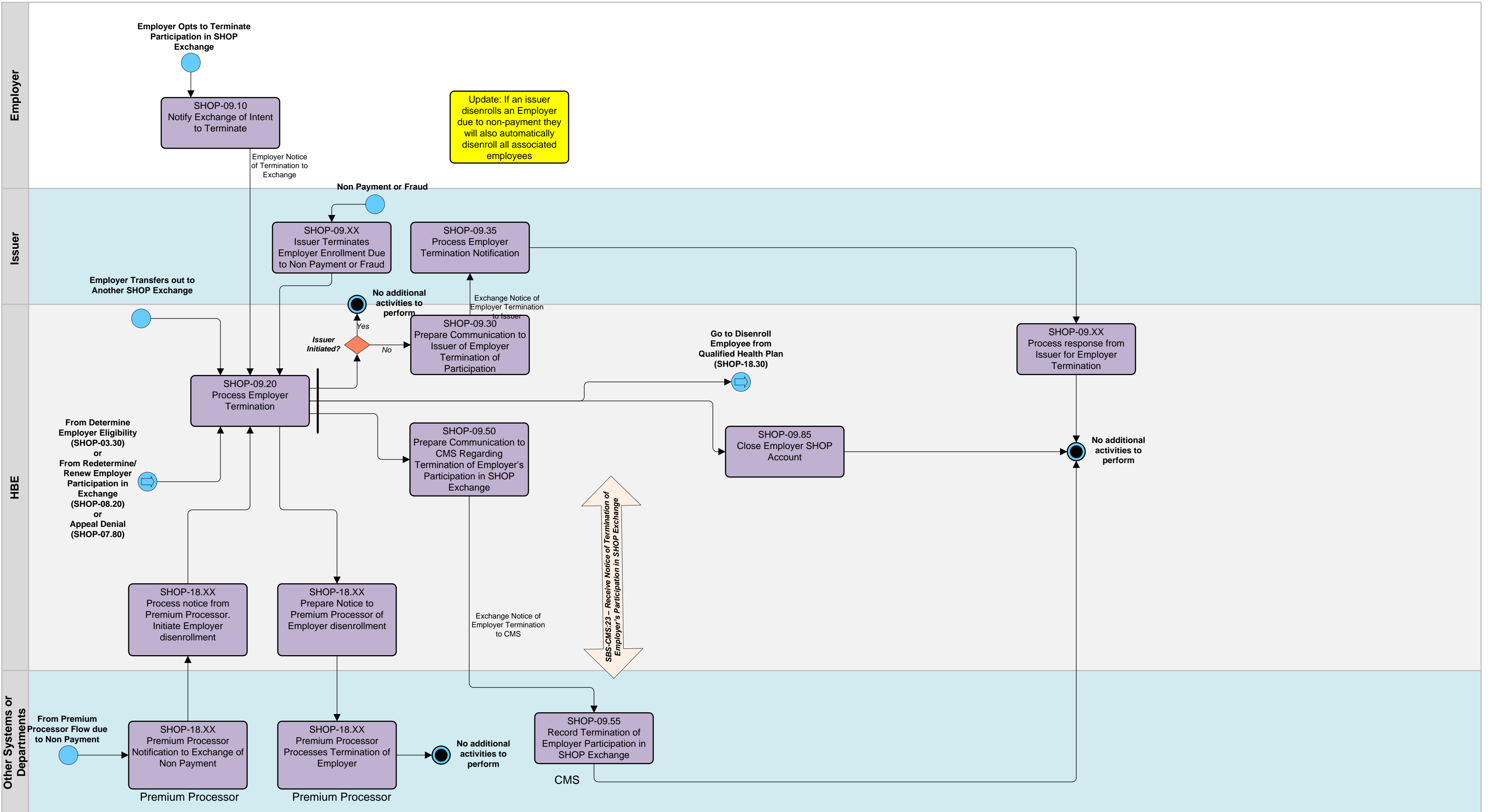
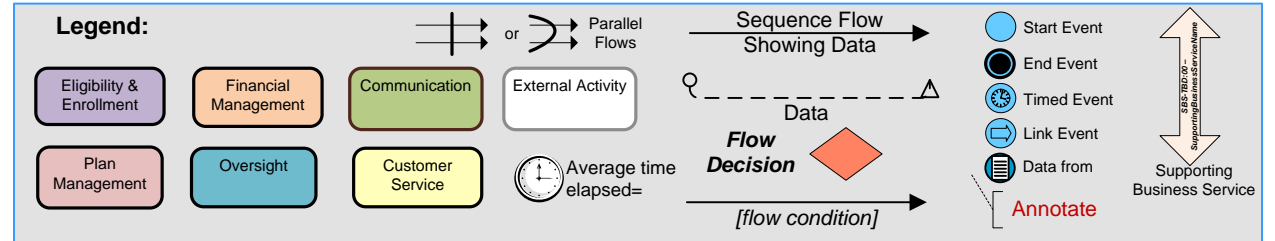
This process is performed to accommodate annual redetermination / renewal of an Employer's participation in the SHOP Exchange.



Synopsis

This process handles activities for when an Employer decides to end participation in the SHOP Exchange. It allows for notification of involved parties, including the Employees and allows for Employee continuing coverage or disenrollment.

Legend:



Prepare Employee Eligibility Application
SHOP-10

Synopsis

This process is performed to collect information from an Employee necessary to determine their eligibility for participation in a SHOP Exchange and guide them to the Enrollment process.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Sequence Flow

Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

Data from

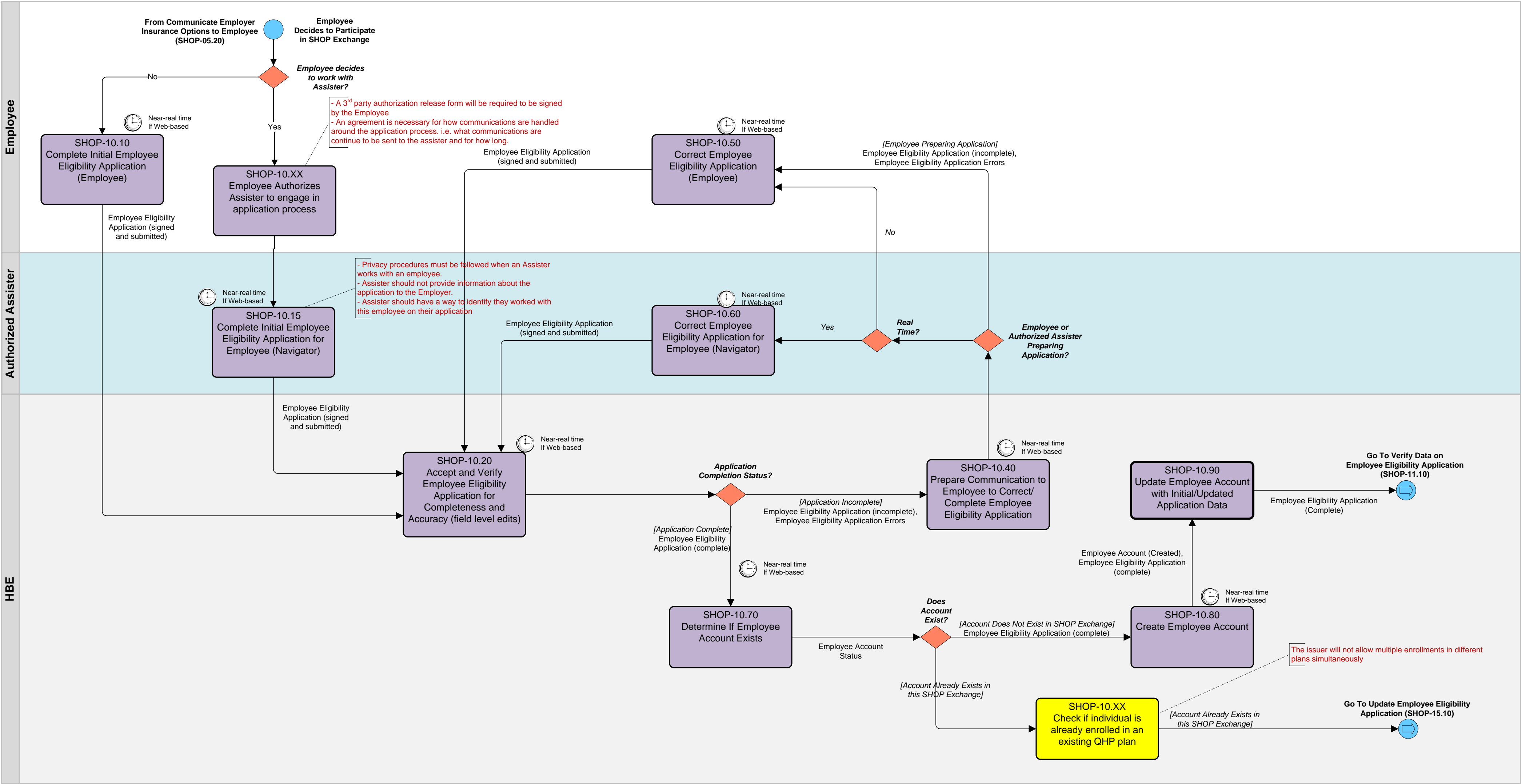
Annotate

Parallel Flows

or

Average time elapsed=

Supporting Business Service



Update Employee Eligibility Application
SHOP-15

Synopsis

This process is performed to collect updated information for use in completing, revising or renewing an Employee's application for SHOP Exchange participation.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

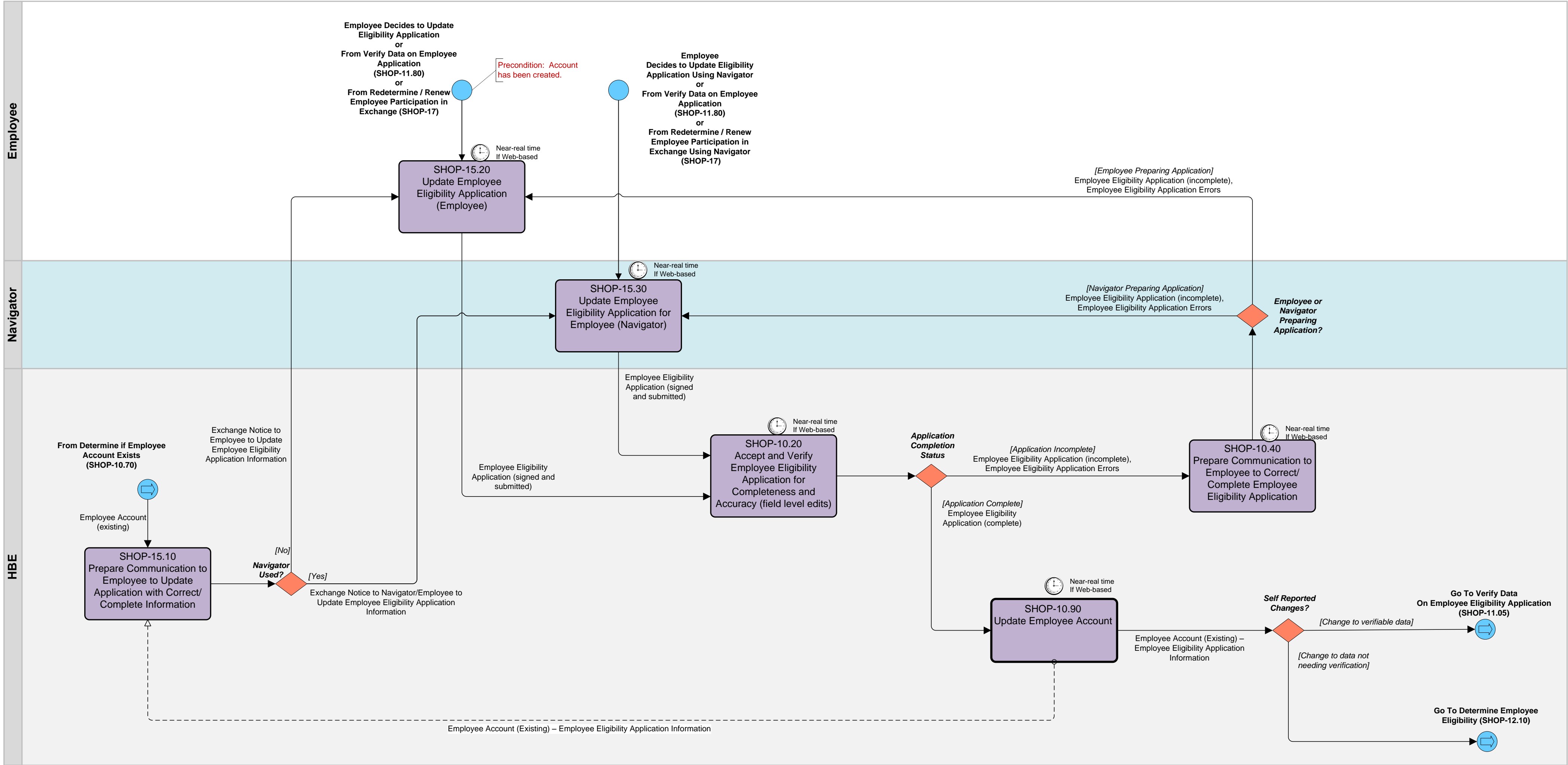
Link Event

Data from

Annotate

Parallel Flows

Supporting Business Service

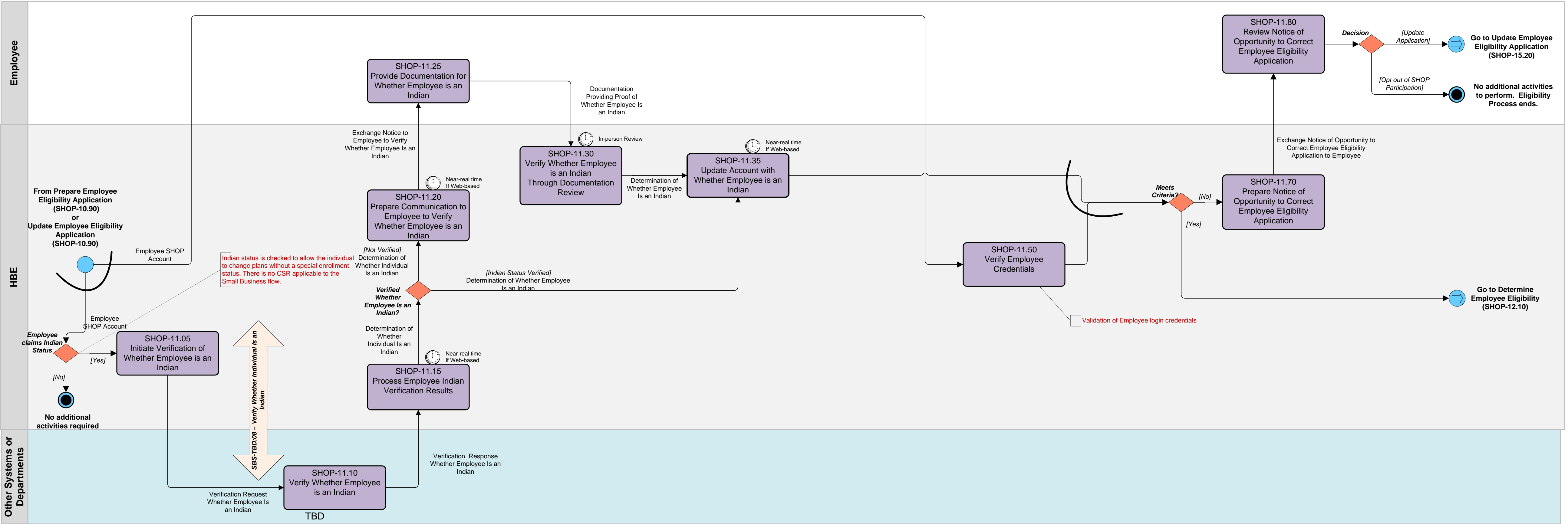
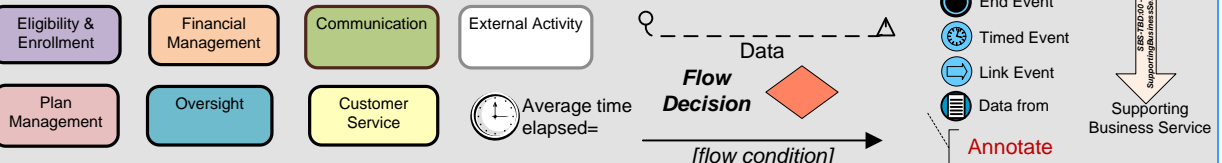


Verify Data on Employee Eligibility Application
SHOP-11

Synopsis

This process is performed to verify the accuracy of the information provided in the Employee's application for eligibility of participation in a SHOP Exchange. In the event that the data is not accurate, correction of Employee application data is required to proceed.

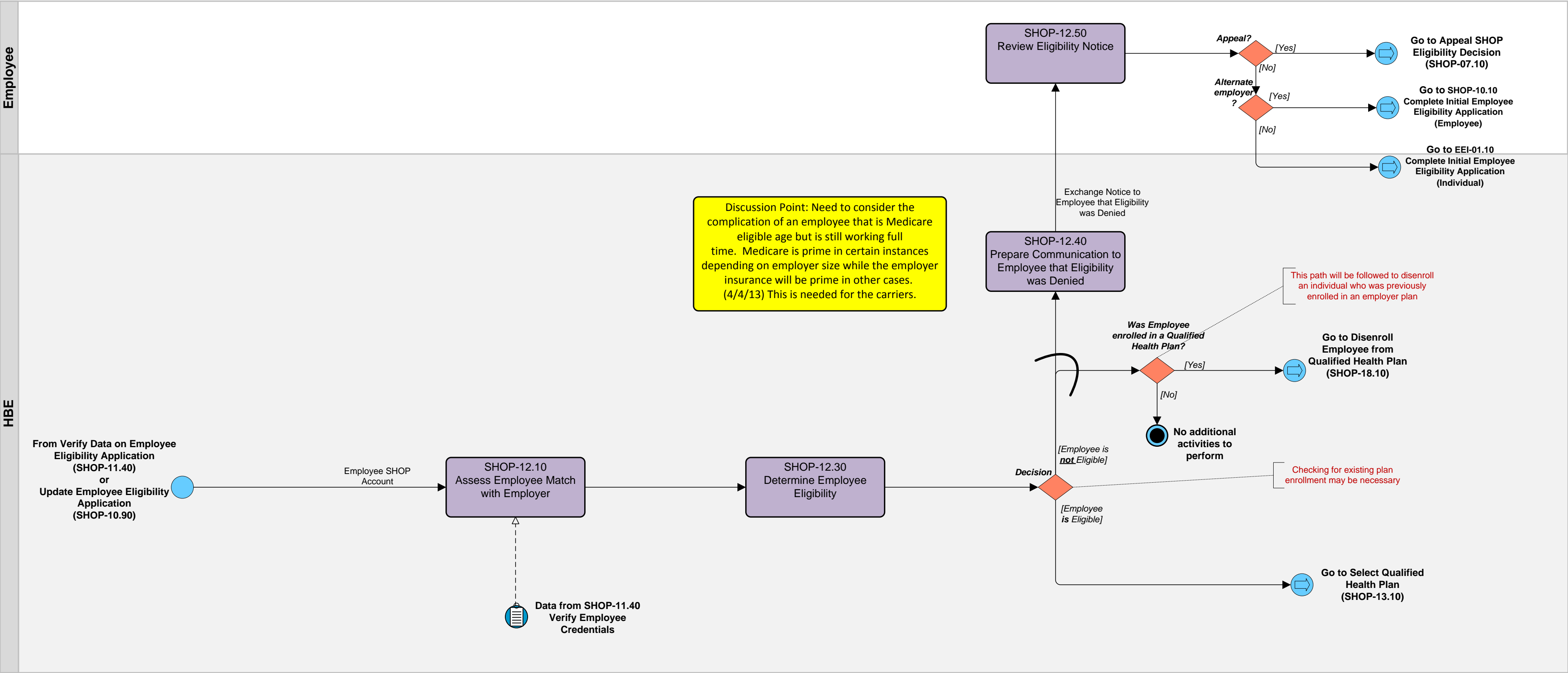
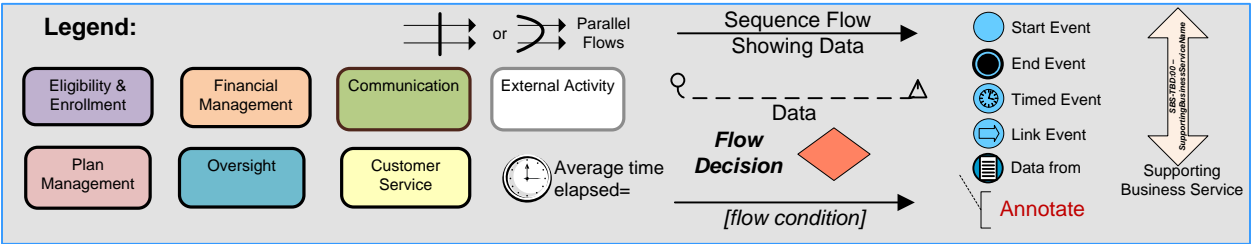
Legend:



Determine Employee Eligibility
SHOP-12

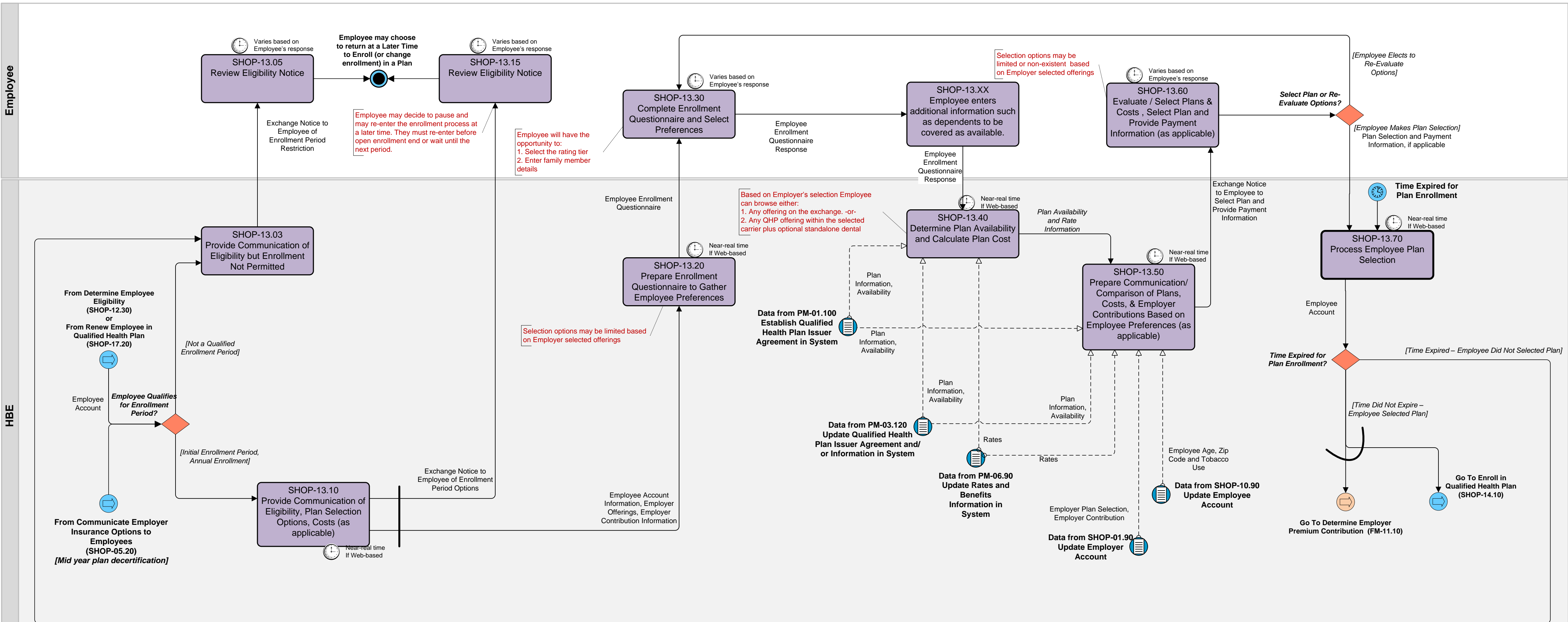
Synopsis

This process is performed to determine an Employee's eligibility to participate in a SHOP Exchange. Initial Employee Eligibility determination is dependent on the Employee being identified in the Exchange as an Employee of a participating Employer. At the time of Employer Eligibility, and at any time as an update, the Employer provides a list of Employees who are to be found Eligible. The Employer is given a unique ID to pass on to each Employee which will allow the SHOP Exchange to recognize them..

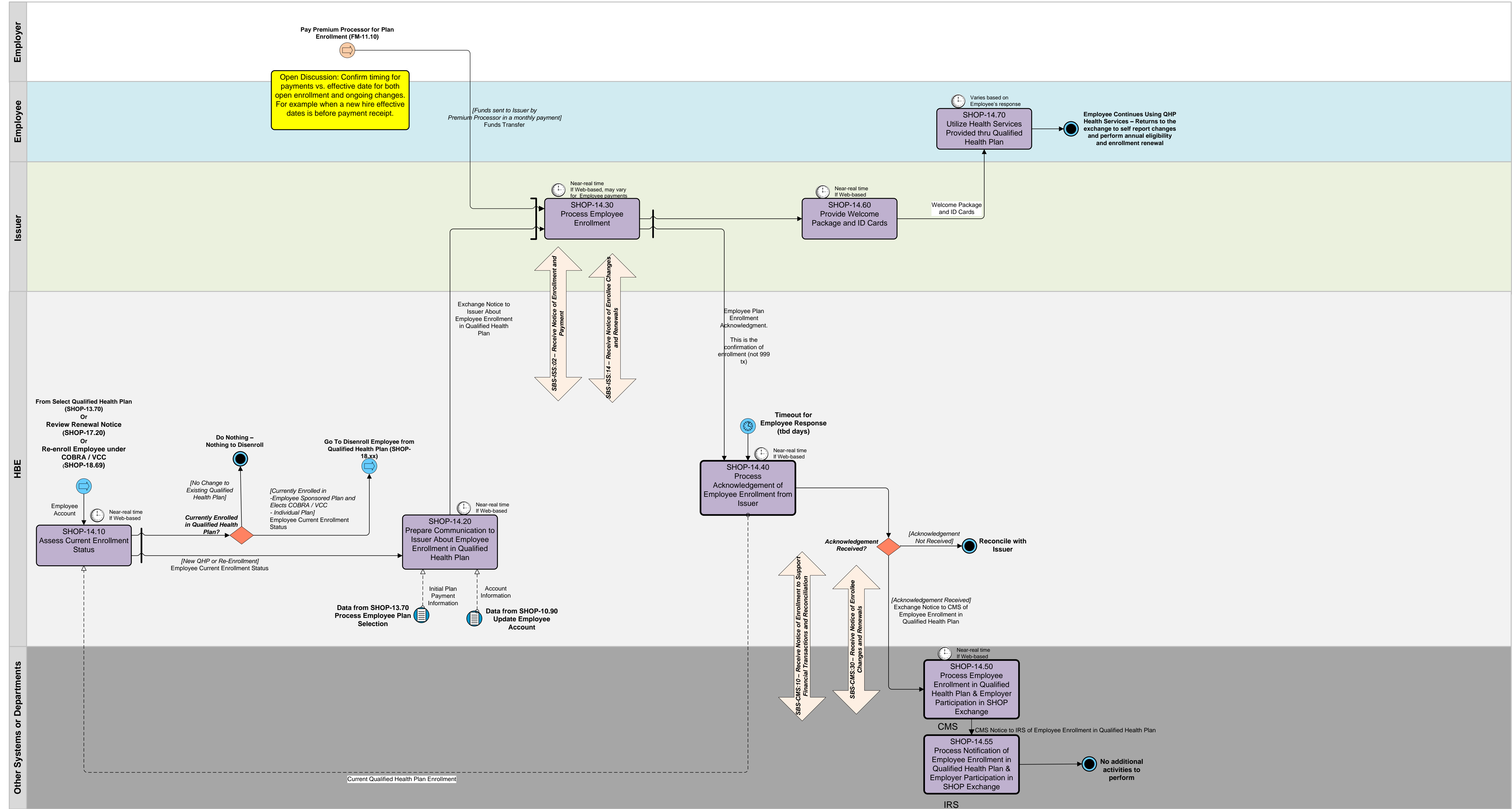


Select Qualified Health Plan SHOP-13

This process handles the Employee's selection of a Qualified Health Plan. This involves assessing whether an individual meets the requirements for an enrollment period, and if so, generating plan choice information that is customized to the individual's eligibility and personal preferences in accordance with the Employer's offerings. The outcome of this process is an informed plan selection by an individual that is then processed by the Exchange in SHOP-14.

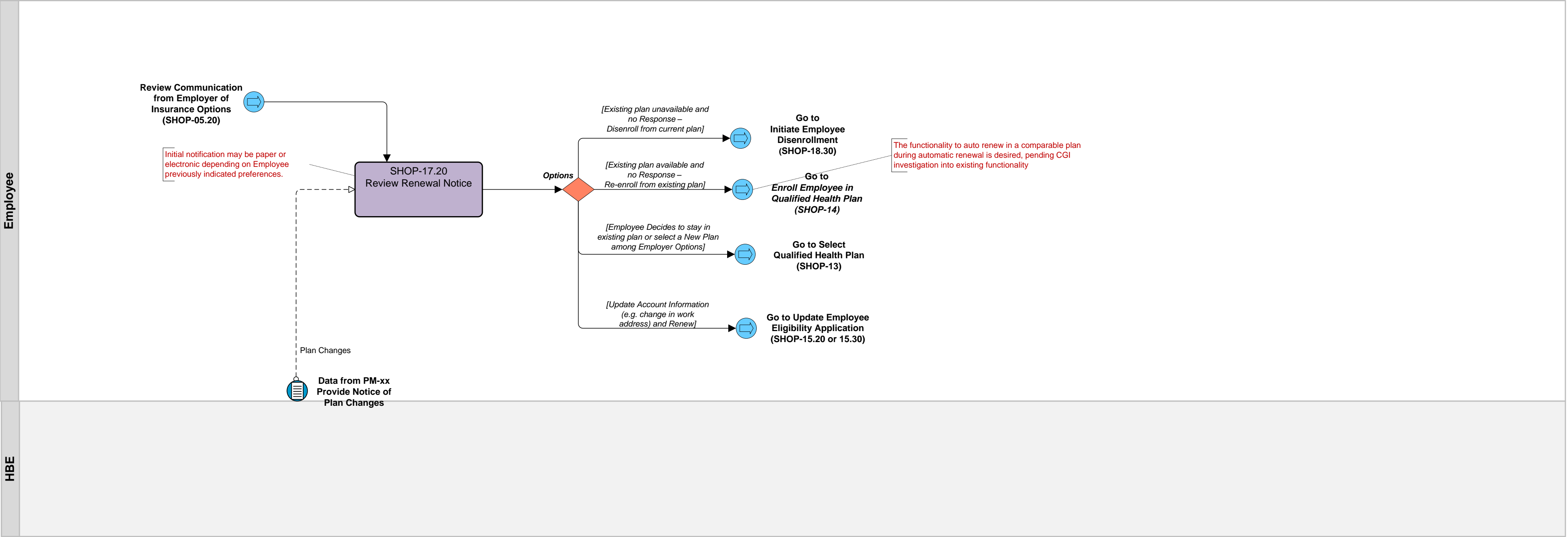
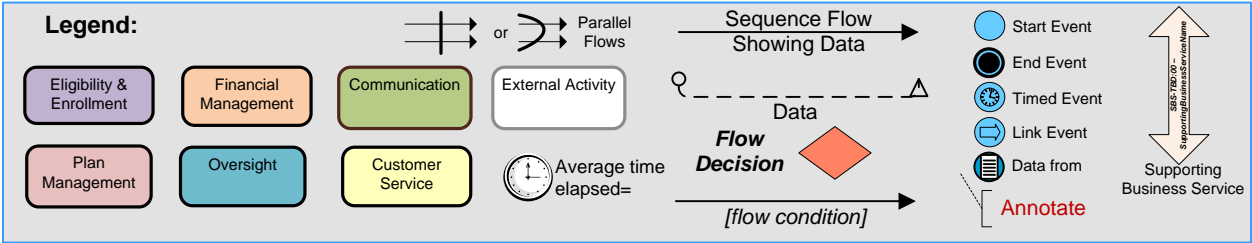


Enroll Employee in Qualified Health Plan
SHOP-14



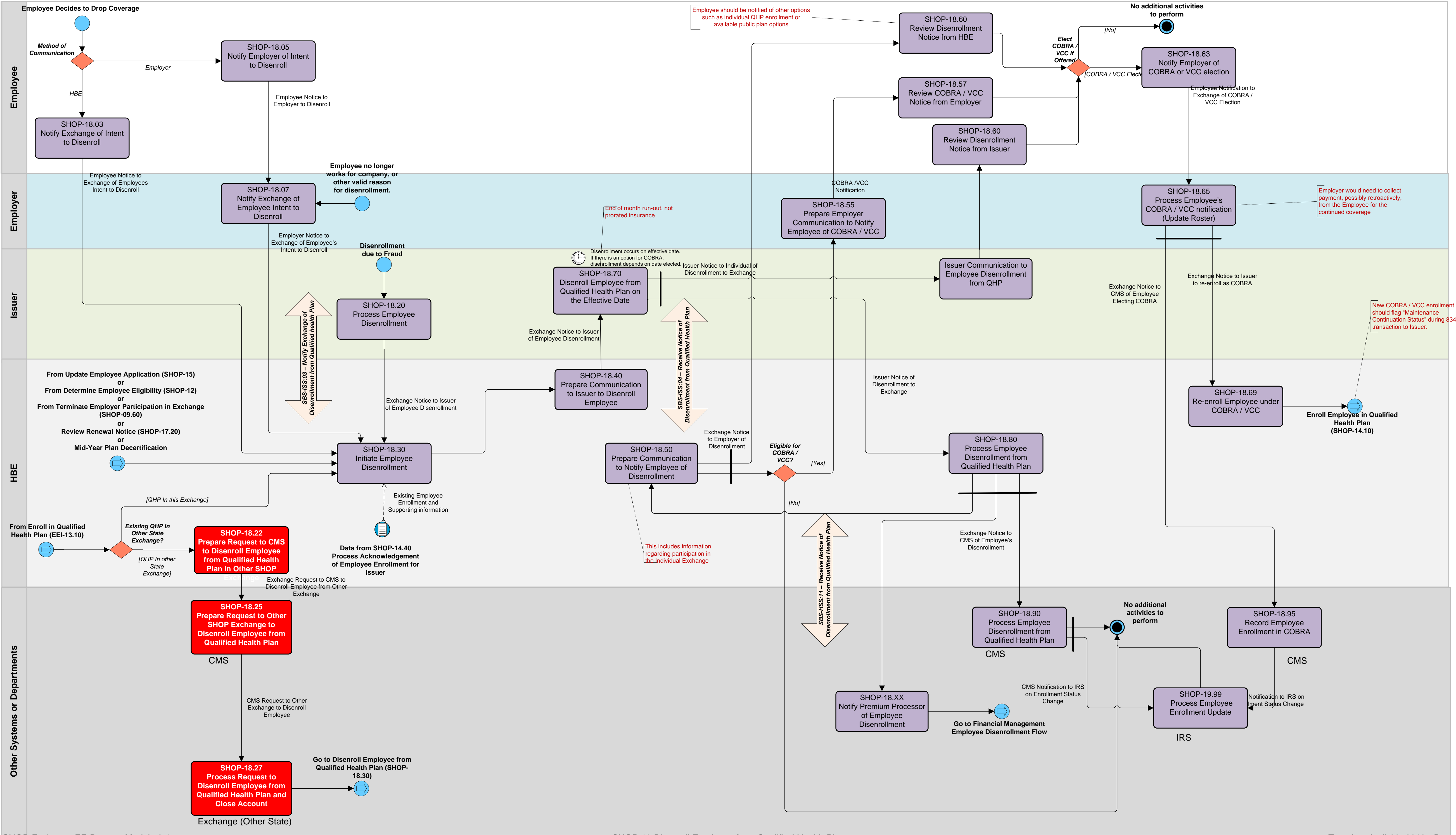
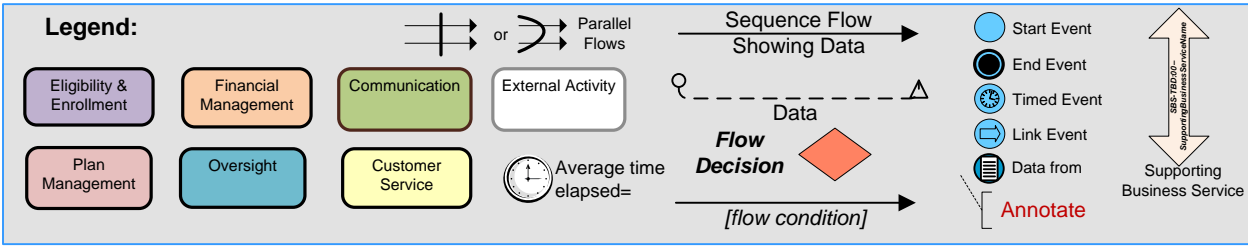
Renew Employee Enrollment in Qualified Health Plan
SHOP-17

Synopsis
This process handles the process for Renewing an Employee's enrollment in their Qualified Health Plan. The Renewal is dependent on the Employer maintaining eligibility for participation in the SHOP Exchange and any changes to their offerings.



Disenroll Employee from Qualified Health Plan
SHOP-18

Synopsis
This process handles scenarios where an Employee opts out of participating in a qualified health plan. It can be due to Employee self termination or participation in a different qualified health plan at time of renewal or when an employee enters a different Exchange causing the need for the previous account to be closed.



Conduct Periodic Enrollment Reporting and Reconciliation
SHOP-19

Synopsis

This process is performed periodically by the Exchange to report Employee enrollment information to Qualified Health Plan Issuers, reconcile information and report results to CMS.

Legend:

Eligibility & Enrollment

Financial Management

Communication

External Activity

Plan Management

Oversight

Customer Service

Average time elapsed=

Sequence Flow

Showing Data

Data

Flow Decision

[flow condition]

Start Event

End Event

Timed Event

Link Event

Data from

Annotate

Supporting Business Service

