**Overview: BP-01.01.01.8 EE-12**

**Description:** Individual enrollment in QHP through the HBE.

**Association:** BP-01.01 Enrollment Process

**Roles & Responsibilities:**

|  |  |  |
| --- | --- | --- |
| **Actor** | **Responsibility** | **Handoff** |
| Individual | Selects an individual plan based on questionnaire | HBE |
| HBE | Determines plans cost and enrolls individual | Premium Processor |
| Premium Processor | Process Payments and invoices |  |

**Key Performance Indicators (KPI’s):**

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Purpose** | **Measure** |
| HBE system/s response | Monitor system performance and responsiveness | Near-time |

**Revision History:**

|  |  |  |
| --- | --- | --- |
| **Date** | **Action** | **Authorized By** |
| 2013-06-05 | Original | Andrew Laing |
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