**Overview: BP-01.01.01.9 EE-13**

**Description:** Individual enrollment in QHP post plan selection to determine individuals current enrollment status and notification to carrier.

**Association:** BP-01.01 Enrollment Process

**Roles & Responsibilities:**

|  |  |  |
| --- | --- | --- |
| **Actor** | **Responsibility** | **Handoff** |
| Individual | Utilize QHP services | SOV |
| Carrier | Process enrollment, ID Cards, and welcome package and subsequent changes | Individual |
| HBE | Initiate communication, verify enrollment status, prepare change notice. | **Carrier, CMS** |
| CMS | Process enrollment in QHP and IRS notice | **IRS** |
| IRS | Process QHP enrollment |  |

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

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Purpose** | **Measure** |
| HBE system/s response | Monitor system performance and responsiveness | Near-time |
| Plan Utilization | Monitor types of plan selected by frequency and demographic | Count |

**Revision History:**

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