**Overview: BP-01.01.01.22 SB-14**

**Description:** This process handles an Employee’s enrollment in a QHP after the employee has selected a plan in SB-13. This involves determining whether an individual is already enrolled in another QHP (in which case this process triggers SB-18 Disenrollment), as well as notifying the selected QHP, facilitating payment of the first month’s premium, and processing the QHP’s response to the HBE enrollment transaction. This process also captures the QHP’s provision of a welcome package and ID card to a newly covered individual.

**Association:** BP-01.01 Enrollment Process

**Roles & Responsibilities:**

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| **Actor** | **Responsibility** | **Handoff** |
| Employee | Use services provided by QHP | None |
| Carrier | Process employment enrollment, provide welcome package and ID cards | Welcome package & ID cards to Employee, Plan Enrollment Acknowledgement to HBE |
| HBE | Assess Current Enrollment Status, Prepare Communication to Carrier About Employee Enrollment in QHP, & Process Acknowledgement of Employee Enrollment from Carrier. | HBE sends Notice to Carrier About Employee Enrollment in QHP & HBE sends Notice to CMS of Employee Enrollment in QHP. |
| CMS | Process Employee Enrollment in QHP & Employer Participation in SB Exchange. | CMS Notice to IRS of Employee Enrollment in QHP |
| IRS | Process Notification of Employee Enrollment in QHP & Employer Participation in SB Exchange. | None |

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

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| --- | --- | --- |
| **Indicator** | **Purpose** | **Measure** |
| TBD– Notify HBE for SB-14.10 | To measure amount of time to assess current enrollment status | Near-real time (if web-based) |
| TBD– Notify HBE for SB-14.20 | To measure amount of time to prepare communication | Near-real time (if web based) |
| TBD– SB-14.40 | To measure amount of time to process acknowledgement | Near-real time (if web-based) |
| TBD-Notify Carrier forSB-14.60 | To measure amount of time to create welcome package and ID Cards | Near-real time (if web-based) |
| TBD- regarding SB-14.70 process | To measure amount of time to provide Employee with Welcome Package and ID Cards | Days (Varies based on Employee’s response) |
| TBD- Notify CMS for SB-14.50 | To measure amount of time to process employee enrollment in QHP & employer participation | Near-real time (if web-based) |

**Revision History:**

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