**Overview: BP-01.01.01.23 SB-17**

**Description:** 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 SB Exchange and any changes to their offerings.

**Association:** BP-01.01 Enrollment Process

**Roles & Responsibilities:**

|  |  |  |
| --- | --- | --- |
| **Actor** | **Responsibility** | **Handoff** |
| Employee | Review renewal notice and select option |  |
|  |  |  |

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

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Purpose** | **Measure** |
| Employee response time lag | To make sure amount of time for employee to respond to renewal | Days |
| Employee response time lag | To make sure amount of time for navigator to response to renewal | Days |
| Percentage of employees requiring assistance | Measure the percentage of non standard response | Percent of utiliziaton |

**Revision History:**

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