**Overview:** BP-01.01.01.03 EE-06 Renew Individual Eligibility and Enrollment

**Description:** This process flow handles the annual renewal of an individual’s eligibility and enrollment including eligibility for APTC, CSR, Medicaid, CHIP or BHP. Eligibility and enrollment renewal occurs at a household level and eligibility changes are assessed at an individual level.

**Association: BP-01.01 Enrollment Process**

**Roles & Responsibilities:**

|  |  |  |
| --- | --- | --- |
| **Actor** | **Responsibility** | **Handoff** |
| **Individual** | Review eligibility notice, determine if changes required, and provide enrollment renewal response. | **HBE** |
| **HBE** | Prepare renewal and enrollment notices, review and process responses, and determine current plan availability | **Individual** |
|  |  |  |

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

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

**Revision History:**

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