USE

**AM-013 Manage Broker/Navigator Entity/ Navigator Information Use Case**

**Colorado Health Benefit Exchange (COHBE)**

**Version 0.3**

**November 2, 2012**

REVISION HISTORY

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Modified By | Description |
| 0.1 | 10/18/2012 | Diane Dunn | Initial Draft for Discovery Session, incorporates concept of separate Broker, Navigator Entity, and Navigator Accounts. |
| 0.2 | 10/26/2012 | Diane Dunn | Updated with information from the Discovery Session and the newly drafted Create Navigator Entity/Navigator Account Use Case |
| 0.3 | 11/02/2012 | Diane Dunn | Updated with information from the Elaboration Session. Now includes brokers creating/managing sub-accounts. |
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# Use Case: AM-013 Manage Broker/Navigator Entity/Navigator Information

## Goal

The goal of this Use Case is to allow Brokers, Navigator Entities, and Navigators to update and manage their account information. A Broker, Navigator Entity, or Navigator initiates the modification of information associated to their account on the Broker or Navigator Entity Portal (as appropriate).

This Use Case completes successfully when the Broker, Navigator Entity, or Navigator has reviewed, added, or updated information related to their account.

## Brief Description

The Broker, Navigator Entity, or Navigator will go into the Exchange through their assigned Portal page by using their login ID and password. If there are problems with logging in, the user can go to the Manage Password Use Case. If the login is successful, the user can click on My Account where the system will display the stored information. The user can view or update information as desired. Some fields will not be updateable. Fields changed can then be saved to the Exchange. When done, the user can go to next steps to continue their work.

## Requirements Traceability

The following requirements are covered within this Use Case:

* GF280: The System shall provide the ability to make authorized corrections and modifications after initial entry.
* GF077: Third parties such as carriers, navigators and brokers each will have an entry point into the Exchange in order to perform all of their required activities.
* AM141: The System should allow a Navigator to set up an account with multiple logins so that multiple people can log in and create proposals, manage their clients, etc. There should be role specific privileges assigned to each log-in. At this time, the requirement does not include segregation of data or creation of reports for each user/sub-account.
* AM142: The System should allow a Broker to set up an account with multiple logins so that multiple people can log in and create proposals, manage their clients, etc. There should be role specific privileges assigned to each log-in. At this time, the requirement does not include segregation of data or creation of reports for each user/sub-account.

## Primary Actor

### Broker

A broker logged into their account on the Broker Portal can manage their information.

### Navigator Entity

A navigator entity logged into their account on the Navigator Entity Portal can manage their information.

### Navigator

A navigator logged into their account on the Navigator Entity Portal can manage their information.

## Secondary Actor

### Exchange

The Exchange validates and stores data. The system will send the user a confirmation that updates to the account were made.

### Broker

A broker, in the role of an administrator, can create and manage sub-accounts (subordinate to their account).

### COHBE

Some modifications to Navigator Entity accounts are handled by COHBE.

### Navigator Entity Administrator

Navigator Entities, in their role as administrators, manage Navigators who are part of the Entity agency. As such, some changes must be performed by the Navigator Entity.

## Pre-Conditions

* The Create Broker Account Use Case must be executed prior to the Broker logging into the Broker Portal to manage the account details.

| Broker Data Elements |
| --- |
| Unique Log In ID |
| Email Address |
| Password |
| Agency Name |
| Agency Website URL |
| Colorado Broker License ID |
| COHBE Account ID (system generated) |
| State License Name (first, middle, last) |
| Display Name (first, middle, last) |
| Address (Address 1, 2, City, State, Zip, County) |
| Phone Number |
| Security Questions and Answers (1, 2, & 3) |
| Terms and Conditions (checkbox) |
| Uploaded documents (Error and Omissions Insurance) |

* The Create Navigator Entity Account Use Case must be executed prior to the Navigator logging into the Navigator Entity Portal to manage the account details.

| Navigator Entity Data Elements |
| --- |
| COHBE Account ID |
| Navigator Entity Name |
| Navigator Entity Display/Listing Name |
| Navigator Entity ID |
| Password |
| Navigator Email for Customer Use |
| Navigator Administrative Email |
| Primary Contact |
| Address (1, 2, City, State, Zip, including county) |
| 10 Language Checkboxes |
| 15 Areas of Expertise Fields |
| Areas of Service (checkboxes) |
| Free Form Text for Marketing/Outreach |
| Navigator Entity Website URL |
| Effective Dates (From/Thru) |
| Upload Documents Field and Buttons |

* The Create Navigator Account Use Case must be executed prior to the Navigator logging into the Navigator Entity Portal to manage the account details.

| Navigator Data Elements |
| --- |
| COHBE Account ID |
| Navigator ID |
| Navigator Entity ID |
| Navigator Entity Name |
| Navigator Certification Status |
| Navigator Name (first, last, middle) |
| Address (1, 2, City, State, Zip, including County) |
| Navigator Email |
| Phone Number |
| Specialty Areas – 3 fields |
| Password |

## Successful Post-Conditions

* Updates made to the broker, navigator entity, or navigator account are saved to the Data Base.
* New fields are created for Brokers sub-accounts. New elements are added to the screens for Certification Status and Certification Number. All other data elements are retained from the Pre-Conditions. Brokers may add additional documents through the Upload Documents button/feature.
* Data fields added to the screen for Navigator Entities and Navigators are the Security Questions and Answers.
* Data elements listed as required in section 5.10 are populated.

## Triggers

* User Clicks on My Account from any page in their Portal.

## Assumptions

* It is assumed that none of the changes to broker, entity, and navigator accounts will need to be communicated to the carriers.

# Flow of Events

The Business Process Activity diagram below shows the COHBE processes for the Manage Broker/Navigator Entity/Navigator Information Use Case. The steps numbered on the diagram below have detailed explanations in the sections that follow.



## Basic (Main) Flow – Manage Broker/Navigator Entity/Navigator Information

After logging into the Broker or Navigator Entity Portal, the user can click on My Account and review all the Account/Profile information as well as associated items. If changes are made, system will store them.

### Click My Account on Broker or Navigator Entity Portal

The user, once logged into their Portal account, can click on My Account from any page in the Portal.

### Retrieve Account Information

The Exchange will display all information associated with the account.

### Review Account Information

Clicking on the different tabs in My Account will display different information. Some items are display only and cannot be changed.

## Basic Flow –Broker Information

### Is User a Broker?

If the User is a Broker, the flow goes to Step 2.2.2 Update Broker Account Information? If the User is not a broker, the flow skips to Step 2.3.1 Is User a Navigator Entity?

### Update Broker Account Information?

If any changes are to be made, the user can click into the field they wish to change. If a field cannot be changed, the field will be blocked. To do this, the flow goes to the next step at 2.2.3 Update Broker Information. If the Broker chooses to not update their own information, the flow goes to the alternate path at 3.1.1 Create/Manage Sub-Accounts? If Broker can’t make updates to a field, they will be directed to call Service Representative.

### Update Broker Information

After editing the desired fields, the broker can click the Save button which will send the information to the Exchange. The flow then goes to step 2.2.4 Update Broker Record.

### Update Broker Record

The Broker record will be stored in the database and the flow proceeds to 2.2.5 Send Confirmation.

### Send Confirmation

The Broker will be sent a confirmation that the account record has been updated.

### Next Steps for Brokers

Based on information that was updated, the Broker user can proceed to various next steps, such as:

* Maintain Book of Business
* Manage Password
* Manage Commissions

## Basic Flow –Navigator Entity Information

### Is User a Navigator Entity?

If the User is a Navigator Entity, the flow goes to Step 2.3.2 Update Entity Account Information? If the User is not a Navigator Entity, the flow goes to Step 2.4.1 Update Navigator Account Information?

### Update Entity Account Information?

If any changes are to be made, the flow goes to Step 2.3.3 Entity Changeable Field? to evaluate if the field to be changed is one that can be changed by the Navigator Entity. If no changes are to be made to the Navigator Entity Account, the flow goes to 2.3.7 Next Steps for Navigator Entity. If Entity can’t make updates to a field, they will be directed to call COHBE.

### Entity Changeable Field?

If the field to be changed is one the Entity user can change, the flow goes to Step 2.3.4 Update Navigator Entity Information. If the field can only be changed by COHBE, the flow goes to Step 3.2.1 Update Navigator Entity Information.

### Update Navigator Entity Information

After editing the desired fields, the Navigator Entity user can click the Save button which will send the information to the Exchange.

### Update Navigator Entity Record

The Navigator Entity record will be stored in the database and the flow proceeds to step 2.3.5 Send Confirmation.

### Send Confirmation

The Navigator Entity will be sent a confirmation that the account record has been updated.

### Next Steps for Navigator Entity

Based on information that was updated, the Navigator Entity user can proceed to various next steps, such as:

* Manage Password
* Create Navigator Account
* Manage Navigator Account (through this use case, see Steps 2.4)

## Basic Flow –Navigator Information

### Update Navigator Account Information?

If any changes are to be made on the Navigator’s account, the flow goes to Step 2.4.2 Navigator Changeable Field? to evaluate if the field to be changed is one that can be changed by the Navigator user. If no changes are to be made to the account, the flow goes to 2.4.6 Next Steps for Navigators.

### Navigator Changeable Field?

If the field to be changed is one the Navigator user can change, the flow goes to Step 2.4.3 Update Navigator Information. If the field can only be changed by the Navigator Entity, the flow goes to the alternate path at Step 3.3.1 Update Navigator Information. If Navigator can’t make updates to a field, they will be directed to call their Navigator Entity.

### Update Navigator Information

After editing the desired fields, the Navigator can click the Save button which will send the information to the Exchange.

### Update Navigator Record

The Navigator record will be stored in the database.

### Send Confirmation

The System will send the navigator a confirmation that the account record has been updated. COHBE will also be notified of all changes to the navigator accounts.

### Next Steps for Navigators

Based on information that was updated, the Navigator user can proceed to various next steps, such as:

* Manage Password
* Navigator Support Use Case (for managing navigator clients)

# Alternate Flows

## Broker Sub-Accounts

Brokers can set up sub-accounts for administrative support on their account. See requirement AM142 and Change Request 3-85.

### Create/Manage Sub-Accounts?

If the broker wants to create or manage sub-accounts, the flow goes to the next step at 3.1.2 Update Sub-Account Information. If the broker does not want to do this, they re-enter the main flow at step 2.2.6 Next Steps for Brokers.

### Manage Sub-Accounts Information

The broker can create an account for a support staff or can modify the properties of an existing account. When the broker clicks on the Save button the information is sent to the Exchange and step 3.1.3 Update Sub-Account Record.

### Update Sub-Accounts Record

The Exchange will save changes made to the sub-account record and proceed to step 3.1.4 Send Confirmation.

### Send Confirmation

The System will send the broker’s support staff a confirmation that the account record has been created and/or updated.

## Navigator Entity Accounts

Navigator Entities may need to have their information updated by COHBE.

### Update Navigator Entity Information

The Navigator Entity information can be modified by COHBE when requested. Once done, COHBE will click the Save button to send the information to the Exchange. The flow reenters the basic path at step 2.3.5 Update Navigator Entity Record.

## Navigator Accounts

Navigators are added and managed by Navigator Entities. Most fields will be updated by the Entity.

### Update Navigator Information

Navigator Entities will update the Navigator information. When the Entity clicks Save, the information is sent to the Exchange. The flow reenters the basic path at step 2.4.4 Update Navigator Record.

# Exception Flows

No exception flows will be called for the Manage Broker/Navigator Entity/Navigator Information Use Case. The user may exit at any time without saving information.

# Specifications

## Business Rules

Brokers and Navigators may not manage (or provide support for) their clients until they are certified through the Broker Certification or Navigator Certification Use Cases. .

## Process Rules

### Broker, Navigator Entity, or Navigator?

The system will determine if the logged in user is a Broker, Navigator Entity, or Navigator. Based on this, My Account fields are locked down or opened for modification as described in Section 5.10.

### Update My Account Information

User will decide if they want to update profile information and may proceed to update one or more files on the My Account screen. If they want to update more than their account information, they can proceed to other parts of the application if they are certified. Examples would be the Maintain Book of Business Use Case, Navigator Support Use Case, or Create Proposal Use Case.

## Workflow

A work queue needs to be created by COHBE for the process they will use to manage information on the Navigator Entity Accounts.

There is no workflow requirement for the Manage Broker/Navigator Entity/Navigator Use Case.

## UI Screen Details

### UI Flow Considerations

The My Account screen should be accessible from any other screen in the Broker or Navigator Entity Portal, as appropriate.

### My Account -- Broker

In the My Account/My Profile screen for Brokers, keep all fields created with the Create Broker Account.

* The following new data fields will be added to the screens through this use case:

| Data Field | Add/Modify/Remove | Sort | Filter |
| --- | --- | --- | --- |
| Add Sub-Account Button (to open up the following fields) | * Add | * n/a | * n/a |
| Sub – Account Name | * Add | * n/a | * n/a |
| Sub – Account Log In ID | * Add | * n/a | * n/a |
| Sub – Account Password | * Add | * n/a | * n/a |
| Sub – Account Email | * Add | * n/a | * n/a |
| Sub – Account Active/Inactive Status | * Add | * n/a | * n/a |

* Fields must be modifiable as described in Section 5.10.

### My Account – Navigator Entity

In the My Account/My Profile screen for Navigator Entities, keep all fields created with the Create Navigator Entity Account.

* The following new data fields will be added to the screens through this use case:

| Data Field | Add/Modify/Remove | Sort | Filter |
| --- | --- | --- | --- |
| Security Question 1 | * Add | * n/a | * Drop Down list |
| Security Answer 1 | * Add | * n/a |  |
| Security Question 2 | * Add | * n/a | * Drop Down list |
| Security Answer 2 | * Add | * n/a |  |
| Security Question 3 | * Add | * n/a | * Drop Down list |
| Security Answer 3 | * Add | * n/a |  |

* Fields must be modifiable as described in Section 5.10.

### My Account -- Navigator

In the My Account/My Profile screen for Navigators, keep all fields created with the Create Navigator Account.

* The following new data fields will be added to the screens through this use case:

| Data Field | Add/Modify/Remove | Sort | Filter |
| --- | --- | --- | --- |
| Security Question 1 | * Add | * n/a | * Drop Down list |
| Security Answer 1 | * Add | * n/a |  |
| Security Question 2 | * Add | * n/a | * Drop Down list |
| Security Answer 2 | * Add | * n/a |  |
| Security Question 3 | * Add | * n/a | * Drop Down list |
| Security Answer 3 | * Add | * n/a |  |

* Fields must be modifiable as described in Section 5.10.

## Communications

### Imaging Requirements

Uploaded documents from either the broker or the navigator entity will be retained in the Enterprise Content Management (ECM) system.

### Form Requirements

Navigator Entity Modification Forms will be needed showing all fields on My Account (see Section 5.10.2) and the current value of the field and the new/modified value of the field. COHBE may decide that email notices/requests can be sent via email.

### Notice Requirements

* Brokers receive emails that their accounts have been updated.
* Navigator Entities will receive emails that their accounts have been updated, whether done by themselves or by COHBE.
* Navigators will receive emails that their accounts have been updated, whether done by themselves or by the Navigator Entity.
* COHBE will receive emails that the Navigator Accounts have been updated, whether by the Navigators or the Entity.

### Other Communication Requirements

There are no other communication requirements for the Manage Broker/Navigator Information Use Case.

## Interfaces

There are no interface requirements for the Manage Broker/Navigator Information Use Case.

## Reporting

The following reports are representative and not an exhaustive list.

### User Experience

* Page abandonment rates

### Business Activity

* Number of accounts updated (total)
* Number of accounts updated for Brokers
* Number of accounts updated for Navigator Entities
* Number of accounts updated for Navigators
* Number of “dangling” accounts

### Workflow

There are no workflow reporting requirements needed for the Manage Broker-Navigator Entity-Navigator Information Use Case.

### Community and Public Health

* Report on number of Brokers and Navigators with Active Accounts each month.

## User Security

The User Security details listed in this Use Case are not intended to be a full reference of User Security requirements for the project. This section houses User Security requirements that are specific to this Use Case.

### Password Security Properties

Password security properties will be addressed by separate deliverable.

### Broker Sub Accounts

Brokers will be able to create sub-accounts for support staff to access the Broker’s account and manage the clients who are being served. The sub-accounts will hold only minimal information (see Section 5.10.1).

### Navigator Entity Accounts

Navigator Entities will be able to create Navigator accounts. Navigators will be added on the screen for each worker.

## Activity Log and Audit Trail

The Activity Log and Audit Trail details listed in this Use Case are not intended to be a full reference of Activity Log and Audit Trail requirements for the project. This section houses Activity Log and Audit Trail requirements that are specific to this Use Case.

### Activity Log

* Account modification that requires Service Center or Back Office assistance.
  + On-line
  + Phone

### Audit Trail

* Who modified the account, by type of account. Categorize by broker, entity, navigator, service representative, back office staff and COHBE
* Who accessed the account or modified the account outside of the broker, entity, or navigator ID (owner of the account)

## Data Elements

### My Account Fields for Brokers

| Process Step Reference  **\*Required Field** | Field Name  **\*Required Field** | Required Field? | Action Taken | Actor Performing Action | Format, if known |
| --- | --- | --- | --- | --- | --- |
| 2.2.3 | Email Address | * Required | * May be modified | * User | * name@domain.extension |
| 2.2.2 | Broker User ID | * Required | * Not Modifiable | * n/a | * Unique User ID |
| 2.2.3 | Password | * Required | * May be modified | * User | * General Password rules |
| 2.2.3 | Re-type Password | * Required | * May be modified | * User |  |
| 2.2.3 | Agency Name | * Optional | * May be modified | * User |  |
| 2.2.3 | Agency Website URL | * Optional | * May be modified | * User |  |
| 2.2.2 | Colorado License Number | * Required | * Not Modifiable | * n/a |  |
| 2.2.2 | COHBE Account Number | * Required | * Not Modifiable | * n/a | * System generated |
| 2.2.3 | Broker Certification Status | * Required | * Add, may be modified | * Back Office | * Based on LMS status * Addressed in the BN-001a Certify Broker Use Case |
| 2.2.3 | Broker Certification Number | * Optional | * Add, not modifiable once entered | * Back Office | * Alphanumeric * Lock field when status changes to Certified |
| 2.2.3 | State License First Name | * Required | * May be modified | * User |  |
| 2.2.3 | State License Middle Name | * Optional | * May be modified | * User |  |
| 2.2.3 | State License Last Name | * Required | * May be modified | * User |  |
| 2.2.3 | First Name to Display in Exchange | * Required | * May be modified | * User | * defaulted from License Name and editable |
| 2.2.3 | Middle Name to Display in Exchange | * Optional | * May be modified | * User | * defaulted from License Name and editable |
| 2.2.3 | Last Name to Display in Exchange | * Requried | * May be modified | * User | * defaulted from License Name and editable |
| 2.2.3 | Address 1 | * Required | * May be modified | * User |  |
| 2.2.3 | Address 2 | * Optional | * May be modified | * User |  |
| 2.2.3 | City | * Required | * May be modified | * User |  |
| 2.2.3 | Zip Code | * Required | * May be modified | * User |  |
| 2.2.3 | County | * Required | * May be modified | * User |  |
| 2.2.3 | State | * Required | * May be modified | * User |  |
| 2.2.3 | Phone Number | * Required | * May be modified | * User |  |
| 2.2.3 | Security Question 1 | * Required | * May be modified | * User | * Predefined list of questions from drop down |
| 2.2.3 | Security Answer 1 | * Required | * May be modified | * User |  |
| 2.2.3 | Security Question 2 | * Required | * May be modified | * User | * Predefined list of questions from drop down |
| 2.2.3 | Security Answer 2 | * Required | * May be modified | * User |  |
| 2.2.3 | Security Question 3 | * Required | * May be modified | * User | * Predefined list of questions from drop down |
| 2.2.3 | Security Answer 3 | * Required | * May be modified | * User |  |
| 2.2.3 | Terms and Conditions | * Required | * May be modified | * User | * This will include authorization for background check |
| 2.2.3 | Upload Documents | * Optional | * Documents may be uploaded | * User |  |
| 3.1. | Add Sub-Account Button (to open up the following fields) | * Optional | * Click | * Broker User |  |
| 3.1.2 | Sub – Account Name | * Optional | * Add, Modify | * Broker User | * Alpha, allow embedded spaces and special characters * Sub-Account fields are repeatable for multiple sub-accounts |
| 3.1.2 | Sub – Account Log In ID | * Optional | * Add, Modify | * Broker User | * Alpha, allow embedded spaces and special characters * Log In ID assigned by supervising Broker |
| 3.1.2 | Sub – Account Password | * Optional | * System Generated | * System | * Temporary Password |
| 3.1.2 | Sub – Account Email | * Optional | * Add, Modify | * Broker User | * name@domain.extension |
| 3.1.2 | Sub – Account Active/Inactive | * Optional, Radio Button | * Select, Modify | * Broker User | * Default to Active |

### My Account Fields for Navigator Entities

| Process Step Reference  **\*Required Field** | Field Name  **\*Required Field** | Required Field? | Action Taken | Actor Performing Action | Format, if known |
| --- | --- | --- | --- | --- | --- |
| 2.3.3 | COHBE Navigator Entity Account ID | * Required | * Not modifiable | * n/a | * Auto-Generated after successful submission |
| 3.2.1 | Navigator Entity Name | * Required | * May be modified | * COHBE | * Alphanumeric, including embedded spaces and special characters |
| 3.2.1 | Navigator Entity Display/Listing Name | * Required | * May be modified | * COHBE | * Alphanumeric, including embedded spaces and special characters |
| 2.3.3 | Navigator Entity ID | * Required | * Not modifiable | * n/a | * Serves as Unique Log In ID * May be Grant Number assigned by COHBE |
| 2.3.4 | Password | * Required | * May be modified | * User |  |
| 2.3.4 | Primary Contact Name | * Required | * May be modified | * User | * Alphanumeric, allow embedded spaces and special characters (‘) |
| 3.2.1 | Navigator Primary Email for Customers | * Required | * May be modified | * COHBE | * name@domain.extension |
| 3.2.1 | Navigator Administrative Email | * Optional | * May be modified | * COHBE | * name@domain.extension |
| 3.2.1 | Street Address 1 | * Required | * May be modified | * COHBE | * Alphanumeric, including embedded spaces and special characters |
| 3.2.1 | Street Address 2 | * Required | * May be modified | * COHBE | * Alphanumeric, including embedded spaces and special characters |
| 3.2.1 | City | * Optional | * May be modified | * COHBE | * Alpha only |
| 3.2.1 | State | * Required | * May be modified | * COHBE | * Valid State code * CO expected |
| 3.2.1 | Zip Code | * Required | * May be modified | * COHBE | * All numbers |
| 3.2.1 | County | * Required | * May be modified | * COHBE | * From drop down list * May be set from entering zip code but must be changeable * If changed, do not revert |
| 2.3.4 | Language 10 Language Checkboxes (final number and which languages TBD) | * At least one field is required | * Checkboxes * May be modified | * User | * Lanuage values to be supplied by COHBE * At least one language must be checked or pre-check English (TBD in design) |
| 2.3.4 | Areas of Expertise 15 separate fields | * First Field Required * Following Fields are Optional | * Chose from Drop Down Lists | * User | * Drop Down list values to be supplied by COHBE * Field 1 default is Generalist * On fields 2 – 15, default to Not Applicable |
| 3.2.1 | Areas of Service Region Checkboxes | * At least one field is required | * Checkboxes * May be modified | * COHBE | * Statewide * Northwest * Front Range * Denver Metro * Northeast * Southeast * South Central * Southwest |
| 2.3.4 | Free Form Text Field for Marketing and Outreach | * Optional | * May be modified | * User | * For Marketing / Outreach Information |
| 3.2.1 | Navigator Entity Website URL | * Required | * May be modified | * COHBE | * Domain.extension |
| 3.2.1 | Effective From Date | * Required | * May be modified | * COHBE | * Valid Date * Date Determined by COHBE |
| 3.2.1 | Effective Thru Date | * Required | * May be modified | * COHBE | * Valid Date * Date Determined by COHBE * Default is High Date |
| 2.3.4 | Security Questions 1, 2, 3 | * Required | * Must be modified on first sign in, may be modifed thereafter | * User | * Predefined list of questions from drop down |

### My Account Fields for Navigators

| Process Step Reference  **\*Required Field** | Field Name  **\*Required Field** | Required Field? | Action Taken | Actor Performing Action | Format, if known |
| --- | --- | --- | --- | --- | --- |
| 2.4.2 | COHBE Account ID | * Required | * Not modifiable | * n/a | * Auto-Generated after successful submission |
| 2.4.2 | Navigator ID | * Required | * Not modifiable | * n/a | * Serves as Unique Log In ID |
| 2.4.2 | Navigator Entity ID | * Required | * Not modifiable | * n/a | * Enity ID as assigned by the Exchange * Used to Link Navigators to Entities |
| 2.4.2 | Navigator Entity Name | * Required | * Not modifiable | * n/a | * Alphanumerica, allow embedded spaces, special characters |
| 2.4.2 | Navigator Certification Status | * Required | * May be modified | * Back Office | * Based on LMS status * Addressed in the BN-001b Certify Navigator Use Case |
| 3.3.1 | Navigator First Name | * Required | * May be modified | * Entity Admin | * Alphanumeric |
| 3.3.1 | Navigator Middle Name | * Optional | * May be modified | * Entity Admin | * Alphanumeric |
| 3.3.1 | Navigator Last Name | * Required | * May be modified | * Entity Admin | * Alphanumeric |
| 3.3.1 | Street Address 1 | * Required | * May be modified | * Entity Admin | * Alphanumeric, allow embedded spaces, special characters |
| 3.3.1 | Street Address 2 | * Optional | * May be modified | * Entity Admin | * Alphanumeric, allow embedded spaces, special characters |
| 3.3.1 | City | * Required | * May be modified | * Entity Admin | * Alphanumeric |
| 3.3.1 | State | * Required | * May be modified | * Entity Admin | * Valid State Code * Expect CO |
| 3.3.1 | Zip Code | * Required | * May be modified | * Entity Admin | * Numbers only |
| 3.3.1 | County | * Required | * May be modified | * Entity Admin | * Generate from zip code * Allow to be changed, persist the changed value |
| 3.3.1 | Email Address | * Required | * May be modified | * Entity Admin | * [name@domain.extension](mailto:name@domain.extension) |
| 3.3.1 | Phone Number | * Required | * May be modified | * Entity Admin | * Numbers |
| 3.3.1 | Specialty Area  Three separate fields | * First Field Required * Following Fields are Optional | * May be modified, choose from drop down list | * Entity Admin | * Drop Down list values to be supplied by COHBE * Field 1 default is Generalist * On fields 2 & 3, default to Not Applicable |
| 2.4.3 | Password | * Required | * Must be modified on first sign in, may be modifed thereafter | * User | * Password security properties |
| 2.4.3 | Security Questions 1, 2, 3 | * Required | * Must be modified on first sign in, may be modifed thereafter | * User | * Predefined list of questions from drop down |
| 2.4.3 | Security Answers 1, 2, 3 | * Required | * Must be modified on first sign in, may be modifed thereafter | * User |  |

# Future Release Notes

Future Release may include Change Requests 32 and 33 for the management of Navigator Entities and Navigators.

Imaging of form sent to COHBE for Navigator Entity changes

Navigator Entity Reporting on Navigator and Client Load

Broker and Navigator Entity Logo

# Appendix A - Glossary

| Term | Definition |
| --- | --- |
| Account | An “Account” is the means by which a user can access a computer system |
| Activity Log | An “Activity Log” is a chronological record of every action taken by each user, and by the System on behalf of each user.  The activity log includes actions and events pertaining to transactions, workflow, security (including SIEM), Alerts, Notifications, Approvals and interactions between the user and the System such as submissions of forms, data and documents. |
| Agency Agreement | An Agency Agreement is an agreement which allows the agent to act on behalf of the person or employer. When a broker is the agent of an employer, they assume liability for their acts while working on behalf of the employer. By being the agent, they act in the interest of the employer rather than themselves. |
| Audit Trail | An “Audit Trail” is a subset of records in the Activity Log that are selected and correlated by criteria provided by the auditor or requesting authority. |
| Brokers | “Brokers” are persons authorized to assist Employers and or Individuals in their activities to shop for insurance through the Exchanges. |
| COHBE | Colorado Health Benefit Exchange, “COHBE” is used interchangeably with “Exchange” throughout the documents. |
| Customer | “Customers” or “Consumers” may be used interchangeably and are terms meant to define individuals or small employers or employees of small employers learning about opportunities to purchase, shopping to purchase, purchasing insurance through the Exchange, or modifying insurance purchased through the Exchange. References to Customers include, as appropriate, dependents of Customers, employees and dependents of employees and others covered by insurance purchased by Customers through the Exchange. |
| DOI | The Colorado “Division of Insurance” regulates the insurance industry and assists consumers and other stakeholders with insurance issues. |
| DOI Authorization Standards | At this time Brokers are required to comply with the DOI Broker certification exam. Navigator’s authorization standards are TBD. |
| Employer | An “Employer” is a company or small business who participates in the Exchange to offer insurance and/or premium assistance to its Employee(s) or its Employee(s) and their dependents. |
| Escalation | “Escalation” shall mean re-assignment by the System or a user of the System of an action to a higher authority. |
| Exchange | During the implementation phase, the terms “Exchange” or “Exchanges” are meant to include technology, services, business processes, people, and other resources required to implement, operate and/or maintain the requirements or functions needed to support the ability for consumers to shop for and purchase health insurance. Specifically related to interpretation of a requirement, the term “Exchange” implies that the implementation of a requirement is not strictly limited to a technology solution.   * Individually, the term “Exchange” refers to each Exchange or both Exchanges as appropriate in the context. * The Exchange is NOT a state agency but a standalone non-profit entity. It will serve as an aggregator of individual policies sold by private insurers and underwritten using the new federal and state underwriting and rating rules. * The Small Business Health Options Program (SHOP) Exchange will support the specific needs of small employers. * For context, the Exchanges will act much like an “Expedia or Orbitz for Health Insurance” system. They will allow individuals and small firms to obtain information, compare and purchase private health insurance plans. The Exchanges will also be the entities that will evaluate whether or not a particular insurance policy meets the criteria set out by the new federal rules for policies offered to individuals and small employers. |
| LMS | Learning Management System |
| Producer | In State statute, licensed brokers are called Producers. |
| Service Representatives | Service Representative (ServRep or SR): A COHBE representative who assists Participants, Customers, and/or Users in using the Exchange and/or the System. NOTE: CSR is used to mean Cost Sharing Reductions and shall not be used to mean ‘customer service representative’. |
| SHOP | Small Business Health Options Program |
| System | The “System” means all of the software, configurations, data, processes, and equipment used to provide the Exchanges and the System is also referred to as the “solution.” During the implementation phase, “System” is taken to mean the technology component of the Exchange. |
| Users | “Users” are users of the Exchange authorized by COHBE and may include operators, administrators, customers, brokers, navigators, etc., who interact with the System. Users may be internal or external to COHBE. |