GetInsured State-Based Marketplace Platform

Broker and Agency Specifications

Version 2.0

Release 21.9

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1 Introduction

This document describes the functional aspects of the Broker and Agency module. Brokers and agencies use this module to create and manage accounts and public profiles, accept or decline individual delegations, and access and manage various books of business.

The Broker and Agency module has features to manage brokers, manage agencies, and provide administrative service to both brokers and agencies through five independent portals:

- Broker administration portal: allows the broker administrator (broker admin) to manage the certification status for brokers and agencies, approve agency managers and administrative staff (admin staff), edit broker and agency account and profile information, and create and manage tickets.
- Agency portal: allows the agency manager to view and edit their agency account and profile, view and edit their personal account and profile, add and manage broker accounts and profiles, process delegation requests, view and edit the overall agency book of business (BOB), and act on behalf of an individual in the agency BOB.
- Broker portal: allows brokers to manage their account and profile information, process delegation requests, act on behalf of their delegated individuals, and view and edit their BOB.
- Admin Staff portal:
  - Level 2: allows the level 2 agency administrative staff (admin staff L2) to view and update broker and agency profile elements, accept pending delegation requests, transfer delegations between brokers, add brokers, and start applications.
  - Level 1: allows the level 1 agency administrative staff (admin staff L1) to view the agency's broker list, accept pending delegation requests, and start applications.

1.1 Images

Regarding the images in this document:

- Images don't reflect the final look-and-feel of the GetInsured State-Based Marketplace Platform (platform); they are intended only to help explain the platform functionality.
- Some images have been manipulated to show all possible elements. Some elements only show depending on the condition/status of underlying data or on user selections within the page. The rules that determine when these conditional elements are shown or hidden are described in the element tables.
- Data shown in the images are for example purposes only.

Note: You can sort lists using any column heading that is followed by a **Sort** symbol. Select the column heading to toggle the sort between ascending and descending order. You can only sort by one column heading at a time.

1.2 Terminology

For definitions of the terms and abbreviations used in this document, see the Glossary.

1.3 Broker Models

There are two different broker models offered by GetInsured: the agency model and the independent broker model.

- The agency model is for brokers who work for an agency. In this model, an agency manager, who is also a broker, creates the agency account from a link on the state marketplace. During the agency account creation, the agency manager adds details for both the agency and themself. After submission of the information, they wait for the broker admin to certify the agency account and their agency manager account. After both accounts are certified, the agency manager can add other brokers that work for the agency to the agency account. After certification, each broker receives an activation link to create a password for accessing their account on the state marketplace. Brokers cannot edit their account information or profile under this model. The agency manager and each broker have their own BOB that is part of the agency’s overall BOB. Accounts for additional roles, like admin staff L1 and L2 who support the agency and brokers, as well as other features are available only with this model.
- The independent broker model is for brokers who don’t work for an agency. In this model, a broker creates their account from a link on the state marketplace, then waits for a broker admin to certify them before they have full access to their account. Each broker works independently and has their own BOB.

In both models, brokers have a unique login to access the state marketplace and their broker profile. The tasks in the agency manager, broker, and admin staff sections of this user guide reflect the agency model, except where it’s noted that an action applies only to the independent broker model.

2 User Roles

The platform restricts access to functions in the Broker and Agency module based on the role of the user. Each user role consists of "privileges" that allow access to specific pages, data sets, and data operations. This section describes the predefined user roles in the Broker and Agency module.

A logged-in user can be assigned multiple roles, with one role specified as the default and the ability for the user to change roles via the user interface. Access to this multirole flexibility may be limited if your state uses an external solution for user authentication and management that does not support this capability.

Table 1. User roles

Role	Privileges	Can Provision Users

Admin staff L1	• Privileges apply to the admin staff L1's associated agency only:
	  • View or accept pending delegation requests
	  • End a delegation
	  • View or search for individuals in the agency BOB
	  • View an individual's household information or eligibility
	  • Create an account for an individual or start an individual's application on behalf of an agency broker
	  • Access the Member portal of an individual in the agency's BOB to perform actions on behalf of that individual
	  • View or resume an individual's existing application
	  • View or search an agency broker list
	  • View a broker's delegation history
	  • View enrollment details
		Individual

Admin staff L2	• Privileges apply to the admin staff L2's associated agency only:
	  • Perform all the functions of admin staff L1 users
	  • Transfer individual delegations within the agency
	  • Add brokers
	  • View a broker's account information, profile information, or certification status
	  • View an agency's account information or certification status
	  • View or edit an agency's location and hours
	  • Upload or remove agency documents
		• Broker
		• Individual

Role	Privileges	Can Provision Users
Broker	Both models: • View enrollment details • View or accept/decline pending delegation requests • End a delegation • Create an account for an individual • View, search, edit, or download a personal BOB • View or search inactive individuals • Resend an activation email to an individual who has not created an account • View an individual's household information or eligibility • View, edit, or add comments in an individual's account • Enroll or end participation in Broker Connect • View delegation history and ticket history • Create a ticket • Access the Member portal of an individual in the broker's BOB to perform actions on behalf of that individual • Agency model only: View personal account profile or public profile • Independent broker model only: Create, view, or edit a personal account profile or public profile	Individual

Agency Manager	• Privileges apply to the agency manager's associated agency only:
	  • Perform all the functions of broker users
	  • Perform all the functions of admin staff users
	  • Create, view, or edit an agency account
	  • View or edit an agency manager's account
	  • View a broker's certification status
	  • View or edit a broker's account information, profile information, or active status
	  • View or edit an admin staff's account information or active status
	  • Add brokers or admin staff
	  • Download the agency BOB and/or a specific broker's BOB
		• Broker
		• Admin staff
		• Individual

Role	Privileges	Can Provision Users
Broker Admin	• View or search a broker list, agency list, or admin staff list • View a broker's profile information, active status, or ticket history • View or edit a broker's account information • View, edit, or add comments in a broker's profile • Promote a broker under an agency to an agency manager role • Demote an agency manager under an agency to a broker role • Activate/deactivate Broker Connect functionality • Resend an activation email to a broker • Upload or remove documents related to broker/agency certification • View or edit an agency's information or location and hours • View or edit admin staff account information • View an admin staff's active status • Certify or decertify agencies and brokers. • Approve or disapprove admin staff. • Access the Agency portal and perform the tasks listed under the agency manager role on behalf of an agency manager	• Broker • Agency manager • Admin staff

Table 2 provides an expanded and detailed list of the tasks each role can perform in the system. In addition to the user role, access to some functions is also restricted based on the broker's certification status or agency's certification status. See 2.1 Broker Access Restrictions and 2.2 Agency Manager Access Restrictions.

Table 2. User access by portal function

Portal Function	Admin Staff (L1)	Admin Staff (L2)	Broker	Agency Manager	Broker Admin
Tasks for managing individuals					
View/accept pending delegation requests	X	X	X	X	X[1, 2]
View/search for individuals in a BOB	X	X	X	X	X[1, 2]
View an individual's eligibility and household information	X	X	X	X	X[1, 2]
View existing applications	X[3]	X[3]	X[3]	X[3]	
Mark an individual as inactive	X	X	X	X	X[1, 2]
Transfer individual delegations		X		X	
Start a new application	X	X	X	X	X[1, 2]
Create an account, perform tasks, and edit individual information on behalf of an individual in the Member portal	X[3]	X[3]	X[3]	X[3]	
Download a BOB			X	X	X[1, 2]

Portal Function	Admin Staff (L1)	Admin Staff (L2)	Broker	Agency Manager	Broker Admin
Resend an activation email to an individual who has not created an account			X		
View, edit, or add comments in an individual's account			X	X	
View enrollment details	X	X	X	X	
Tasks for managing admin staff					
Add an admin staff				X	X[2]
View an admin staff's profile	X	X		X	X
View/search the admin staff list				X	X
Edit an admin staff's information and profile				X	X
Change an admin staff's active status				X	
Approve an admin staff account in the system					X
Tasks for managing brokers					
Add a broker		X		X	X[2]
Resend an activation email to a broker					X
View/search the broker list	X	X		X	X
View a broker's dashboard			X		
View a broker's certification status		X	X	X	X
Edit a broker's certification status					X
View a broker's account information		X	X	X	X
Edit a broker's account information			X	X	X
View a broker's profile		X	X	X	X
Edit a broker's profile			X	X	X
View a broker's delegation history	X	X	X	X	
View and edit a broker's active status				X	
Activate and deactivate Broker Connect					X
Enroll or end participation in Broker Connect			X	X	
View/search ticket history			X	X	X

Portal Function	Admin Staff (L1)	Admin Staff (L2)	Broker	Agency Manager	Broker Admin
Tasks for managing agency managers					
Certify/assign/demote an agency manager					X
Tasks for managing agencies					
Add an agency account				X	
Edit the agency information and profile				X	X
View the agency certification status		X		X	X
Edit the agency certification status					X
View the agency profile		X		X	X
View/search an agency list					X
View the agency locations and hours		X		X	X
Edit the agency locations and hours		X		X	X
Upload or remove documents		X		X	X

[1] Must leave existing portal to go to the Broker portal

[2] Must leave existing portal to go to the Agency portal

[3] Must leave existing portal to go to the Member portal

2.1 Broker Access Restrictions

A broker's access to the Broker portal functions depends on the certification status of the broker.

Table 3. Broker access based on certification status

<table>
<tr><th>Broker Certification Status</th><th>Agent Information</th><th>Profile</th><th>Certification Status</th><th>Dashboard</th><th>Individuals</th><th>Broker Connect</th></tr>
<tr><td>Certified</td><td>View/edit</td><td>View/edit</td><td>View</td><td>Full access</td><td>Full access</td><td>Full access</td></tr>
<tr><td>Pending</td><td rowspan="8">View</td><td rowspan="8">View</td><td rowspan="8">View</td><td rowspan="8">No access</td><td rowspan="8">No access</td><td rowspan="8">No access</td></tr>
<tr><td>Withdrawn</td></tr>
<tr><td>Eligible</td></tr>
<tr><td>Denied</td></tr>
<tr><td>Terminated-Vested</td></tr>
<tr><td>Terminated-For-Cause</td></tr>
<tr><td>Deceased</td></tr>
<tr><td>Suspended</td></tr>
</table>

2.2 Agency Manager Access Restrictions

Agency managers are certified brokers, so their access restrictions align with the broker's access restrictions when it comes to their personal accounts. See 2.1 Broker Access Restrictions. In addition to broker access restrictions, an agency manager has varying access to the Agency portal functions depending on the certification status of the agency. The following table shows the agency manager's access to agency functions based on the certification status of the agency. It assumes that the agency manager's broker status is "Certified," except when the agency's status is "Terminated." In that instance, the agency manager's status must change from "Certified" to an appropriate standing prior to the agency being assigned a "Terminated" status.

Table 4. Agency manager access based on certification status

Page or Action	Certified	Pending	Terminated	Suspended
Individual accounts (Pending delegations, active individuals, inactive individuals)	View/edit	No access	No access	No access
Agency certification status	View	View	No access	View
Agency manager account (Dashboard, account info, profile)	View/edit	View/edit	No access	View/edit
Agency manager certification status	View	View	No access	View
Add a broker or admin staff	View/edit	No access	No access	No access

3 Workflows

This section describes the workflows for several important functions that involve multiple user roles.

3.1 Broker and Agency Account Creation and Certification

An agency manager (under the agency model) or a broker (under the independent broker model) create an initial profile/account through a link on a state's website or by completing the training required for an agency manager or broker on a state's website. Under the agency model, the agency manager adds the broker information and profile, and the brokers create their account via an activation link, after they are certified by the broker admin.

The broker's profile information shows in the broker directory used by individuals in the Member portal to locate brokers in their area and request delegation. A broker must be "Certified" by the broker admin and designated as "Active" by the agency manager to show in the directory.

The overall agency (organization) account must be "Certified" by a broker admin and the agency manager must be "Certified" as a broker for the agency.

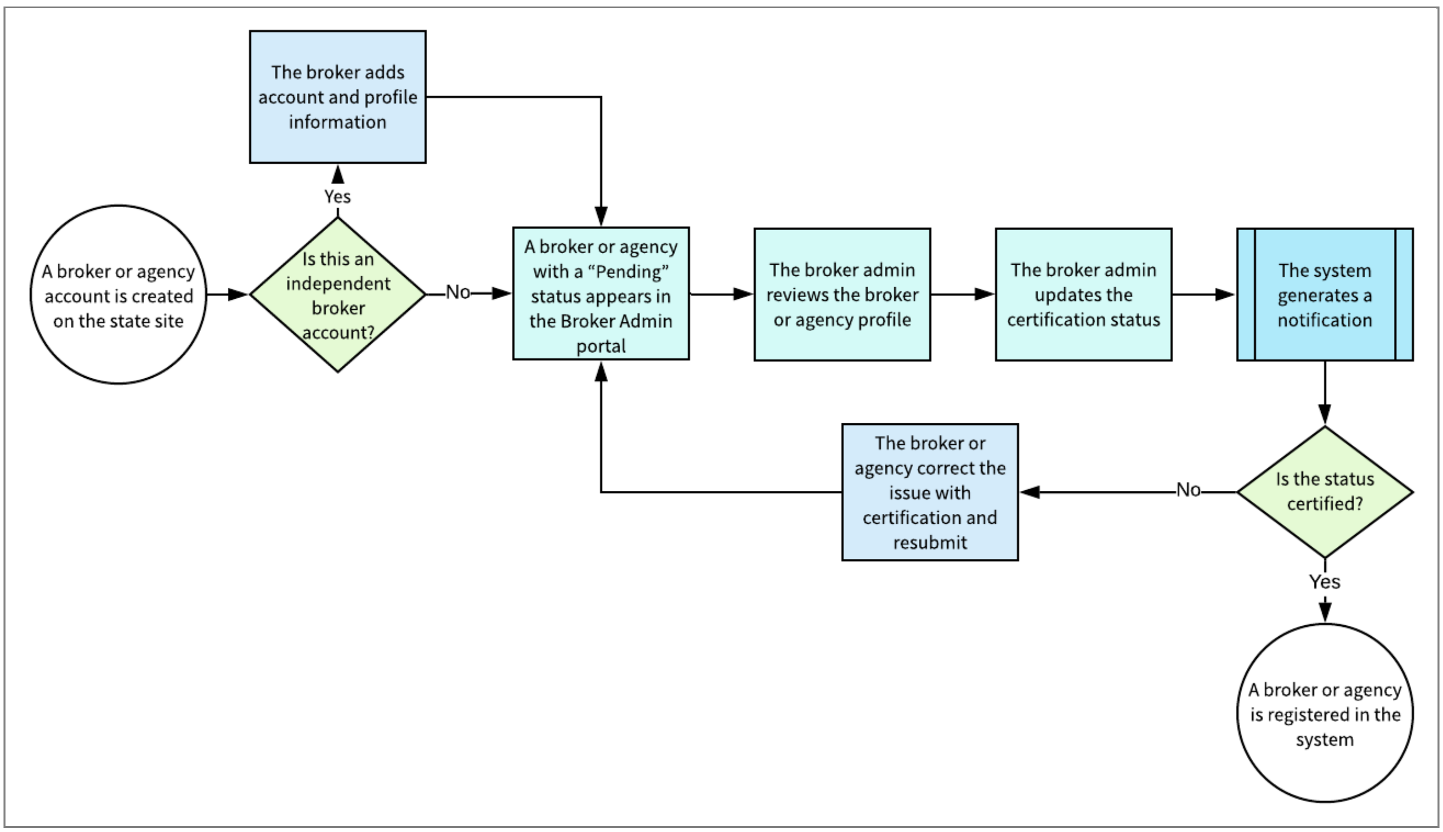


Figure 1. Process for broker and agency account creation and certification

Table 5. Process for broker and agency account creation and certification

Description	Certify a broker or agency.	
Actors	• Broker • Agency manager • Broker admin	
Preconditions	The broker or agency manager has created an account on the state site.	
Steps	Event 1	Broker accounts require additional input for their account and public profile to complete their registration. Under the independent broker model, the broker provides the information. Under the agency model, an agency manager adds the information.
	Event 2	Under the independent broker model, the broker updates the information for their account and public profile before the certification process begins. **Note:** An agency owner creates the agency account and provides agency related information. The agency manager's (owner of the agency account) information and profile are added when the agency account is created and before the certification process begins.
Steps	Event 3	The name of a broker or agency manager with a Pending status shows on the Brokers page of the Broker Admin portal and/or the name of an agency with a Pending status shows on the Agencies page of the Broker Admin portal.
	Event 4	The broker admin reviews the profile for conformance with the state's certification rules.
	Event 5	The broker admin updates the certification status in the profile. See 7.3.4 Certification Status for broker certification and 7.5.4 Certification Status for agency certification.
	Event 6	The system generates a notification after the broker admin changes the broker status. **Note:** An agency doesn't receive a notification when their status changes.
	Event 7	If the broker admin certifies the account, the broker or agency are added to the system. If the broker admin does not certify the account, additional steps may be necessary.
	Event 8	If the broker or agency fail certification, they correct any outstanding issues and resubmit their application according to the rules established by the state.
Additional Information	For details on notifications, see *Notices Platform Specifications*.	

3.2 Admin Staff Approval

The agency manager creates the account and profile of the admin staff for an agency. After approval by the broker admin, the admin staff can access their account.

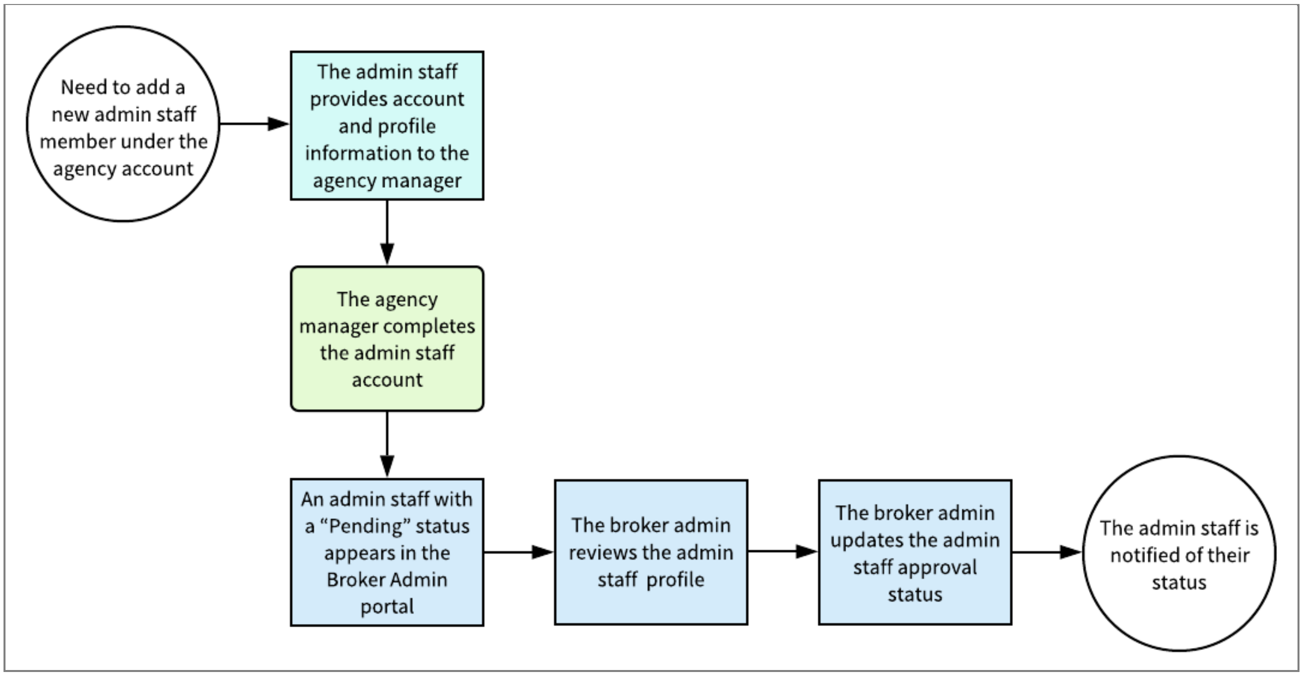


Figure 2. Process for admin staff approval

Table 6. Process for admin staff approval

Description	Approve an admin staff account for an agency.	
Actors	• Agency manager • Admin staff • Broker Admin	
Preconditions	The agency manager needs to add an L1 or L2 admin staff to the agency account.	
Steps	Event 1	The admin staff provides account information and profile data to the agency manager. The admin staff doesn't have permission to create or edit their profile.
	Event 2	The agency manager creates an account for the admin staff. See 5.10 New Admin Staff Profile.
	Event 3	The name of an admin staff with a Pending status shows on the Admin Staff page of the Broker Admin portal.
	Event 4	The broker admin reviews the admin staff profile for conformance with the state certification rules. See 7.7 Admin Staff Profile.
	Event 5	The broker admin updates the approval status in the profile. See 7.7.2 Approval Status.
Additional Information	N/A	

3.3 Delegation Request

The broker directory is accessible from the Member portal and can also be made available from the state's consumer website. After creating an account in the Member portal, individuals can search for a broker either by selecting the "Get Help" link on the website or by logging into their account and selecting the "Find Local Assistance" link under Quick Links.

Individuals can search for brokers in the area to find contact and profile information. Individuals can also search by agency name or broker name. See *Member Portal Specifications*.

After an individual identifies a broker, they request delegation to the broker. The broker, agency manager, or admin staff can review the request and make a decision on acceptance.

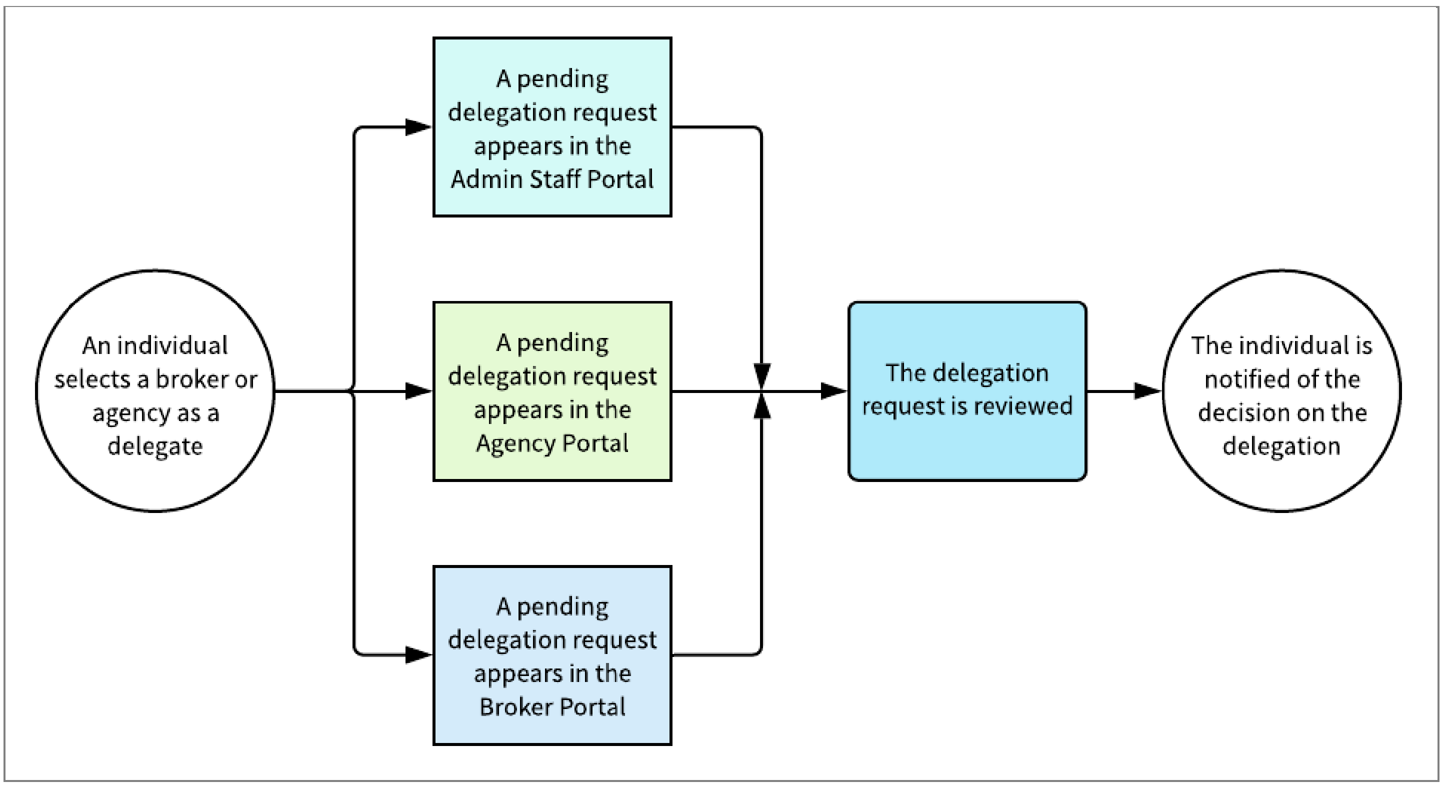


Figure 3. Process for delegation requests

Table 7. Process for delegation requests

Description	Accept or decline a delegation request.	
Actors	• Individual • Broker • Agency manager • Admin staff	
Preconditions	The individual submits a delegation request through the Member portal.	
Steps	Event 1	The broker, agency manager, or admin staff see a pending delegation show on the Pending Delegations page of the appropriate portal.
	Event 2	The broker, agency manager, or admin staff review the delegation. • The broker accepts/denies the delegation. See 4.3 Pending Individuals; or • The agency manager accepts the delegation. See 5.15 Pending Individuals (for Agency Manager); or • The admin staff accepts the delegation. See 6.7 Pending Individuals
Additional Information	A delegation request is visible in the Agency portal and the Admin Staff portal only if the individual chooses a broker that operates under the agency.	

4 Broker Portal

Brokers are state-certified and licensed individuals who work on the individual accounts designated to them. Brokers use the Broker portal to accept individual delegations, access their BOB, and manage their account profile and public profile. A broker can have more than one account in the system using the same license number. Agency managers are also brokers, so agency managers operating as brokers in this portal are subject to the same permissions and restrictions as a broker. This section describes the functionality of the Broker portal.

4.1 Broker Registration

Profile information shows in the broker directory in the Member portal, so individuals can find a broker in their local area and request delegation. See *Member Portal Specifications*. A broker under the independent broker model creates an account and profile for themself, then waits for certification by a broker admin. See 3.1 Broker and Agency Account Creation and Certification

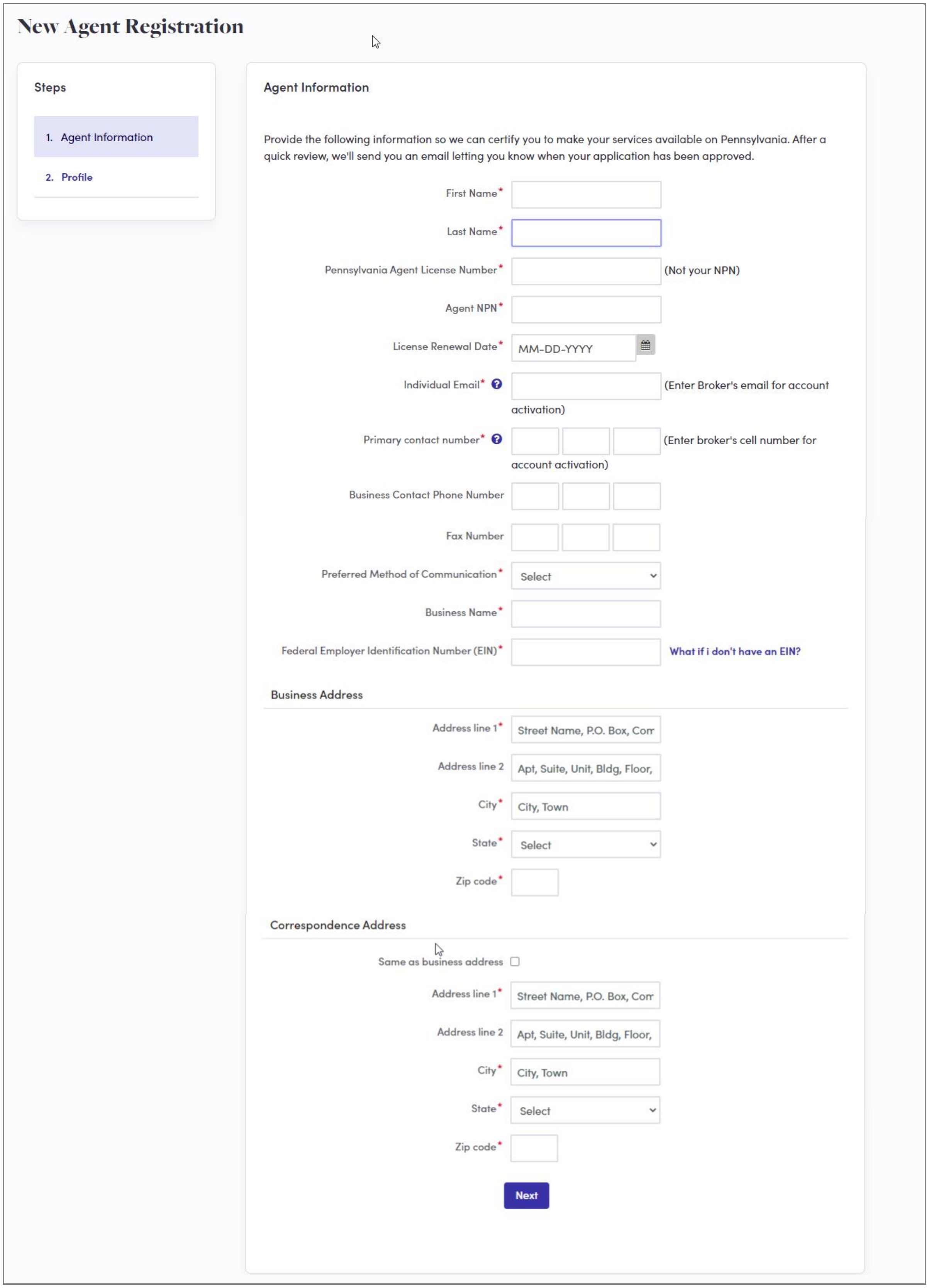

New Agent Registration
Steps
1. Agent Information
2. Profile
Agent Information
Provide the following information so we can certify you to make your services available on Pennsylvania. After a quick review, we'll send you an email letting you know when your application has been approved.
First Name*
Last Name*
Pennsylvania Agent License Number*
(Not your NPN)
Agent NPN*
License Renewal Date*
MM-DD-YYYY
Individual Email*
(Enter Broker's email for account activation)
Primary contact number*
(Enter broker's cell number for account activation)
Business Contact Phone Number
Fax Number
Preferred Method of Communication*
Select
Business Name*
Federal Employer Identification Number (EIN)*
What if i don't have an EIN?
Business Address
Address line 1*
Street Name, P.O. Box, Com
Address line 2
Apt, Suite, Unit, Bldg, Floor,
City*
City, Town
State*
Select
Zip code*
Correspondence Address
Same as business address
Address line 1*
Street Name, P.O. Box, Com
Address line 2
Apt, Suite, Unit, Bldg, Floor,
City*
City, Town
State*
Select
Zip code*
Next

Figure 4. New Agent Registration page

Table 8. New Agent Registration page—elements

Element Type	Element Label	Required	Description	Validation
Tab	1. Agent Information	N/A	Goes to the 1. Agent Information tab	None
Tab	2. Profile	N/A	Goes to the 2. Profile tab	• Required elements on the Agent Information tab must be complete • Status will show as Pending until the broker admin certifies the broker

4.1.1 Agent Information

New Agent Registration > 1. Agent Information

Note: Confirm the accuracy of the Individual email address and primary contact number phone number added to the account. The system uses the email address to send the account activation email/link. The phone number is used to send the verification code when verifying the account.

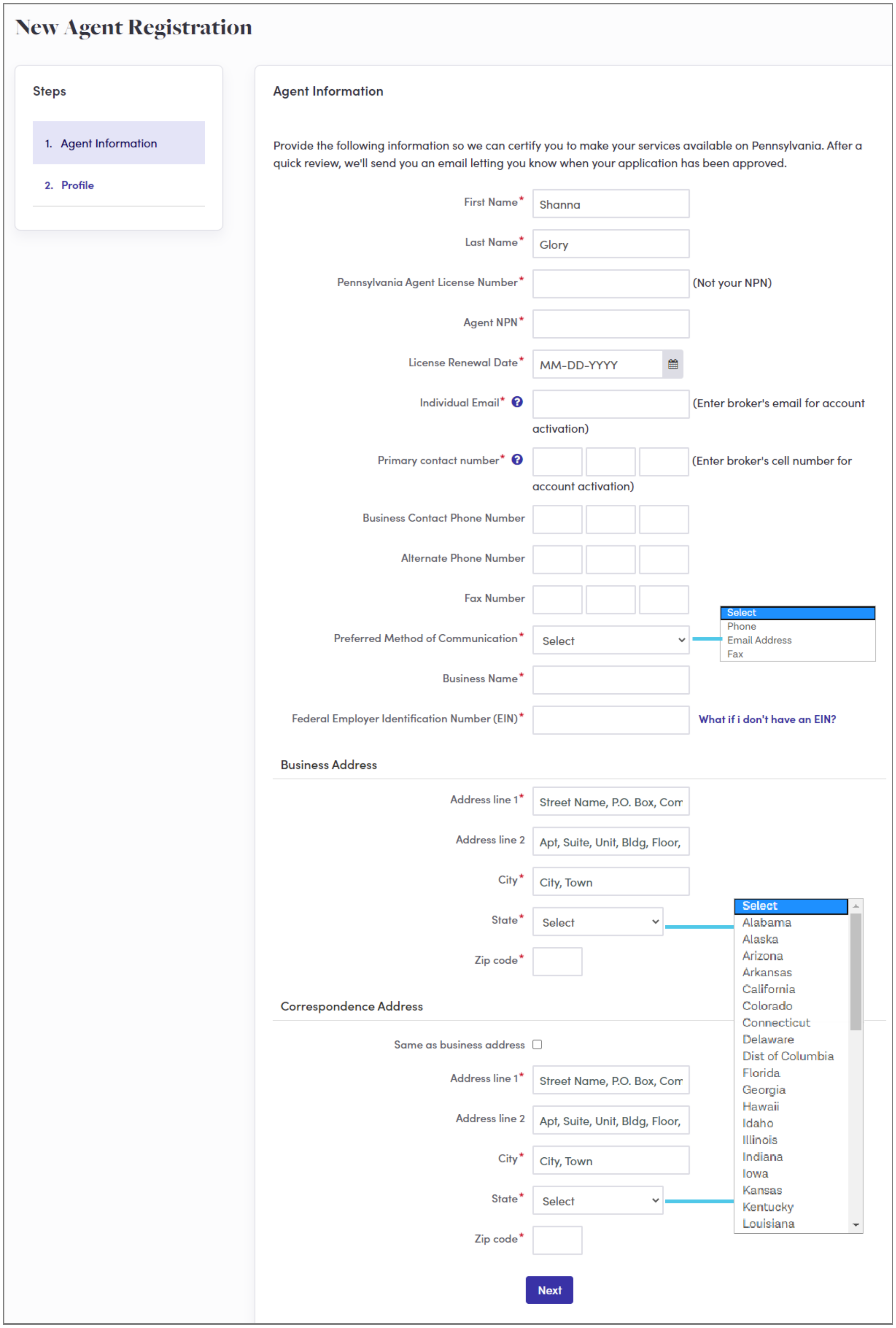


Figure 5. New Agent Registration, 1. Agent Information tab

Table 9. New Agent Registration, 1. Agent Information tab—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	The broker's first name	Up to 50 characters
Text box	Last Name	Yes	The broker's last name	Up to 50 characters
Text box	<state> Agent License Number	Yes	The broker's state-issued license number	Up to 10 characters
Text box	Agent NPN	Yes	The broker's national producer number (NPN)	Up to 20 characters
Date picker	License Renewal Date	Yes	The last renewal date for the broker's license	8 digits in MMDDYYYY or MM/DD/YYYY format
Text box	Individual Email	Yes	• The broker's direct email address • Must be an individual email address, not a shared email address	• Up to 100 characters • Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the email requirements	N/A
Text box	Primary contact number	Yes	The broker's telephone number	10 digits in NNN NNN NNNN format
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the phone number requirements	N/A
Text box	Business Contact Phone Number	No	The telephone number of the broker's place of business	10 digits in NNN NNN NNNN format
Text box	Alternate Phone Number	No	The broker's alternate telephone number	10 digits in NNN NNN NNNN format
Text box	Fax Number	No	The broker's fax number	10 digits in NNN NNN NNNN format
List box	Preferred Method of Communication	Yes	The broker's preferred means of receiving communication	Values: Email Address, Fax, Phone
Text box	Business Name	Yes	• The name of the broker's business • Prepopulated when an agency manger adds the broker under an agency	Up to 50 characters
Text box	Federal Employer Identification Number (EIN)	Yes	The broker's Federal Employer ID	9 digits
Hyperlink	What if I don't have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A
Text box	Address line 1	Yes	The first line of the broker's business address	Up to 50 characters
Text box	Address line 2	No	The second line of the broker's business address	Up to 50 characters

Element Type	Element Label	Required	Description	Validation
Text box	City	Yes	The broker's business city	Up to 50 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	The broker's business ZIP code	5 digits
Check box	Same as business address	No	• The correspondence address is the same address as the business address • The system populates the correspondence address with the business address details	N/A
Text box	Address line 1	Yes	The first line of the broker's correspondence address	Up to 50 characters
Text box	Address line 2	No	The second line of the broker's correspondence address	Up to 50 characters
Text box	City	Yes	The broker's correspondence city	Up to 50 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	The broker's correspondence ZIP code	5 digits
Button	Next	N/A	Saves the data and goes to the 2. Profile tab	Required elements must be complete

4.1.1.1 Federal Employer ID Number (EIN)

New Agent Registration > 1. Agent Information > What if I don't have an EIN?

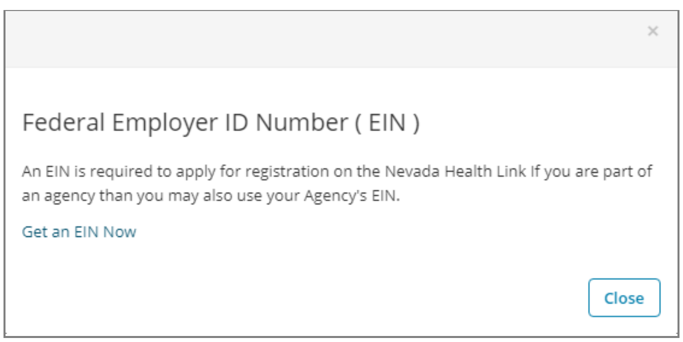


Figure 6. Federal Employer ID Number dialog box

Table 10. Federal Employer ID Number dialog box—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	Get an EIN Now	N/A	Goes to the EIN application page on the IRS website	N/A
Button	Close	N/A	Closes the dialog box	None

4.1.2 Profile

New Agent Registration > Next

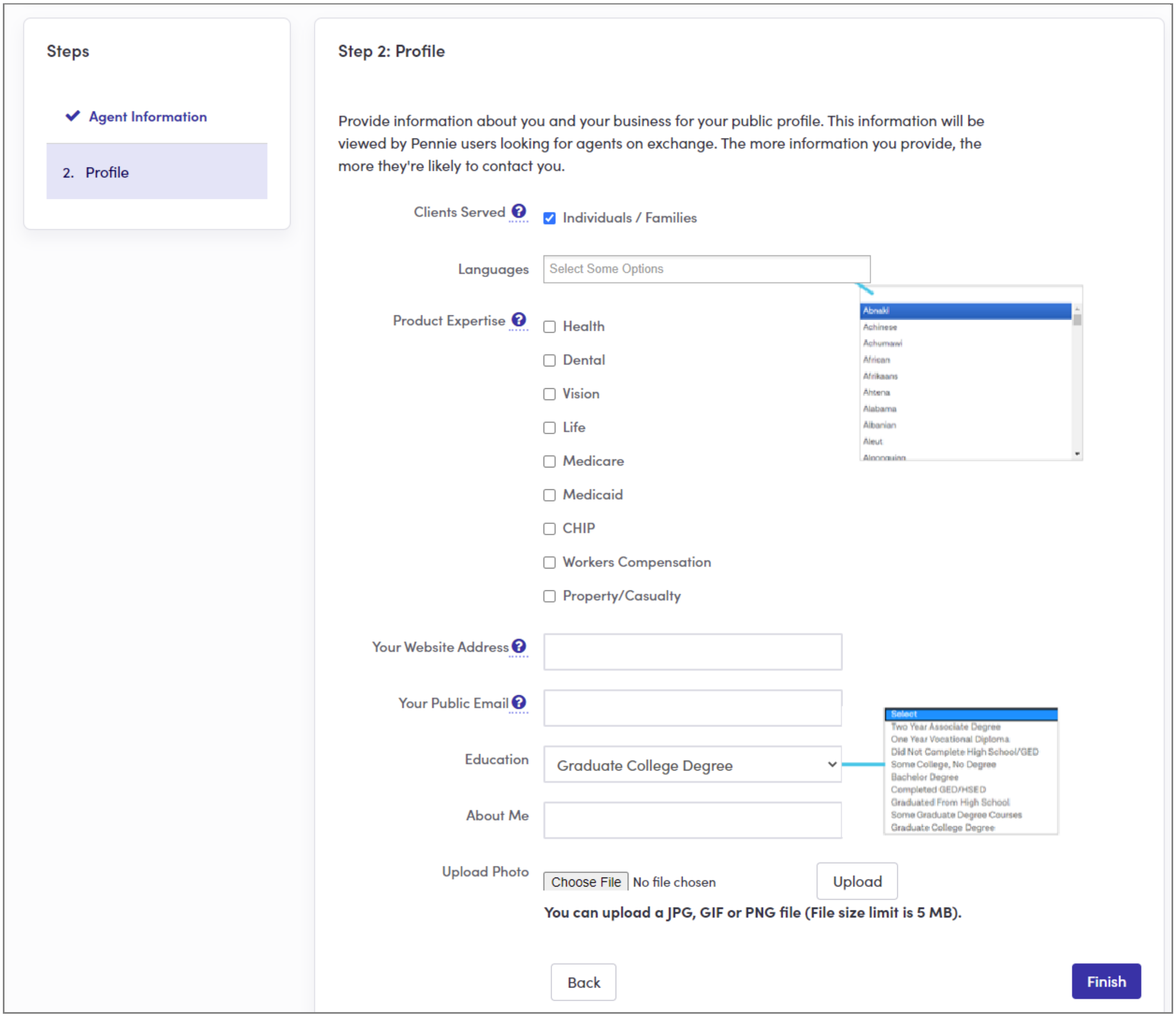


Figure 7. New Agent Registration, 2. Profile tab

Table 11. New Agent Registration, 2. Profile tab—elements

Element Type	Element Label	Required	Description	Validation
Option group	Clients Served	No	• The types of clients that the broker serves • Individuals/Families is the default option selected • When multiple options are available for a state, at least one check box must be selected for the broker to show in search results in the Member portal	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the clients served options appear and how to manage them	N/A
Check box	Individuals/ Families	No	The broker's clients include individuals and/or families	N/A
Multiple selection list box	Languages	No	• Languages in which the broker can conduct business • Matching names show as list values after three characters • Selecting a language removes it from the list and adds it as a selection button inside the box	Values: any language that matches the characters entered in the box
Selection button	[language]	N/A	• A language in which the broker can conduct business • The "X" removes the language from the Languages box	None
Option group	Product Expertise	No	The broker's areas of expertise	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box explaining how the products expertise section benefits the broker	N/A
Check box	Health	No	The broker has expertise within the health specialty	N/A
Check box	Dental	No	The broker has expertise within the dental specialty	N/A
Check box	Vision	No	The broker has expertise within the vision specialty	N/A
Check box	Life	No	The broker has expertise within the life specialty	N/A
Check box	Medicare	No	The broker has expertise within the Medicare specialty	N/A
Check box	Workers Compensation	No	The broker has expertise within the workers' compensation specialty	N/A

Element Type	Element Label	Required	Description	Validation
Check box	Property/Casualty	No	The broker has expertise within the property/casualty specialty	N/A
Text box	Your Website address	No	The address of the broker's web site	None
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about how the website address benefits the broker	N/A
Text box	Your Public Email	No	The broker's email address	• Up to 100 characters • Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the public email appears	N/A
List box	Education	No	The broker's highest level of education	Values: Two Year Associate Degree; One Year Vocational Diploma; Did Not Complete High School/GED; Some College, No Degree; Bachelor Degree; Completed GED/HSED; Graduated From High School; Some Graduate Degree Courses; Graduate College Degree
Text box	About Me	No	The personal information the broker adds to the profile	Up to 4000 characters
Button	Choose Photo	N/A	The broker's chosen photo image file	• Must be a JPG, GIF, or PNG image file • 5 MB file size limit
Button	Upload Photo	N/A	Uploads the broker's photo image file	Image shows in the thumbnail box
Button	Back	N/A	Goes to the Agent Information tab	Clears any entered data before returning to the Agent Information tab.
Button	Finish	N/A	Saves the data and opens the Account Registration Complete dialog box	Required elements must be complete

4.1.2.1 Account Registration Complete

New Agent Registration > Next > Finish > Account Registration Complete

A confirmation window acknowledges the submission and provides information on the next steps of the process.

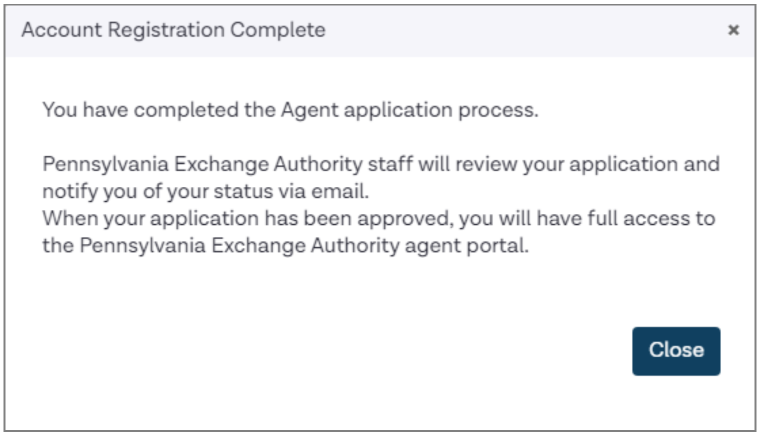


Figure 8. Account Registration Complete dialog box

Table 12. Account Registration Complete dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Close	N/A	Closes the dialog box	None

4.2 Dashboard

This page is the broker's Dashboard. The graphical display shows a count of the broker's enrollments for the past 30 days as distributed across the distinct types of plans.

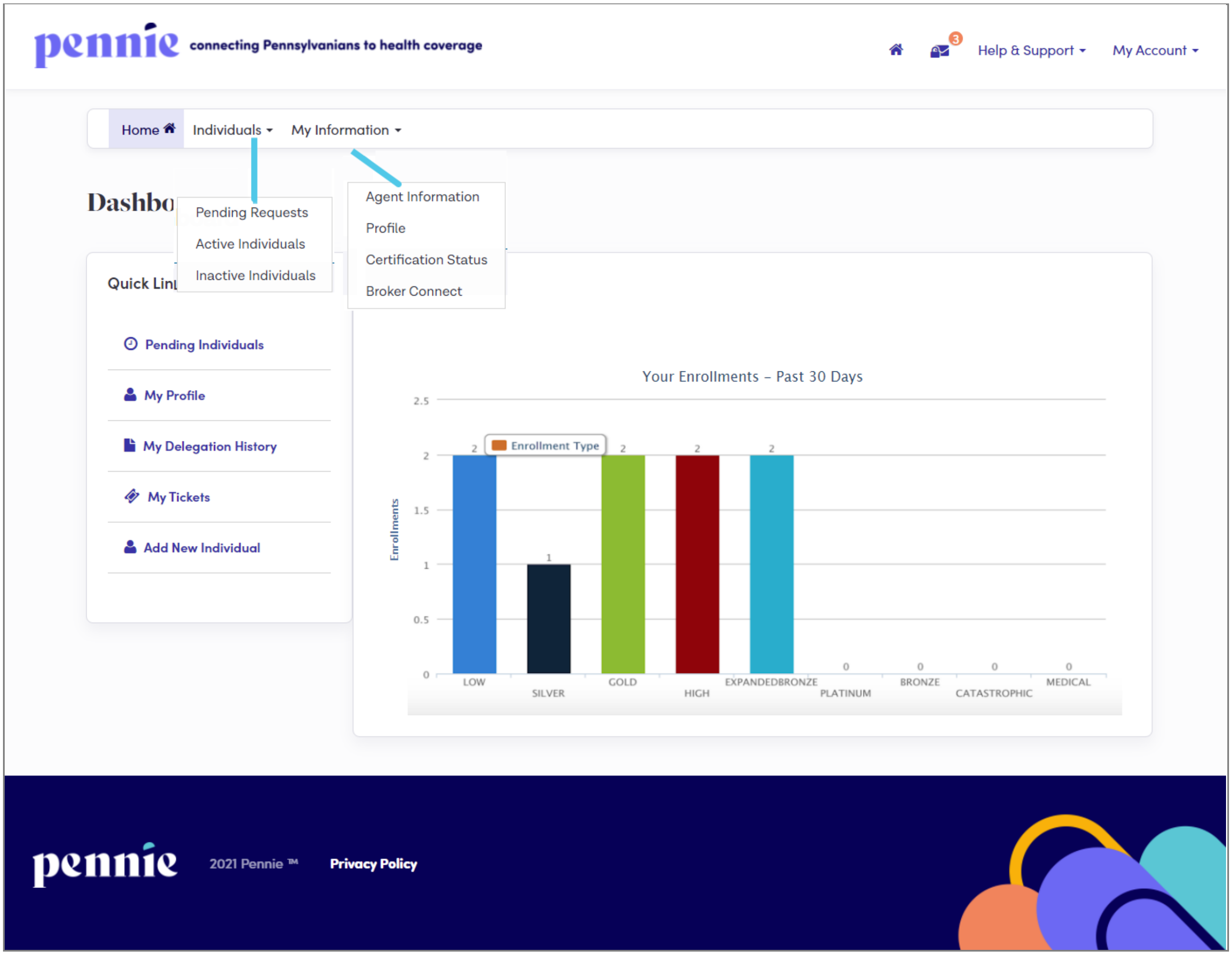


Figure 9. Dashboard

Table 13. Dashboard—elements

Element Type	Element Label	Required	Description	Validation
Command	Home	N/A	Goes to the Dashboard from any page or tab in the portal	N/A
Menu	Individuals	N/A	A list of commands used to perform functions related to individuals	N/A
Command	Pending Requests	N/A	Goes to the Pending Individuals page	N/A

Element Type	Element Label	Required	Description	Validation
Command	Active Individuals	N/A	Goes to the Active Individuals page	N/A
Command	Inactive Individuals	N/A	Goes to the Inactive Individuals page	N/A
Menu	My Information	N/A	A list of commands used to perform functions related to the broker	N/A
Command	Agent Information	N/A	Goes to the Agent Information tab	N/A
Command	Profile	N/A	Goes to the Profile tab	N/A
Command	Certification Status	N/A	Goes to the Certification Status tab	N/A
Command	Broker Connect	N/A	• Goes to the Participation Information (Broker Connect) tab • A broker admin must enable this function for the Broker Connect command to show in the menu	N/A
Command	Pending Individuals	N/A	Goes to the Pending Individuals page	N/A
Command	My Profile	N/A	Goes to the Broker Profile page	N/A
Command	My Delegation History	N/A	• Goes to the My Delegation History page • The state must request this functionality for the hyperlink to show on the Dashboard	N/A
Command	My Tickets	N/A	• Goes to the Ticket History page • The state must request this functionality for the hyperlink to show on the Dashboard	N/A
Command	Add New Individual	N/A	Goes to the Create Customer Record page	N/A
Option group	Enrollment Type	No	• Filters the enrollments graph to show specific enrollment type(s) • More than one enrollment type can be selected	Values: Platinum, Gold, Silver, Bronze, Expanded Bronze, Catastrophic, High, Low, Medical

For information on the header and footer elements, see *Member Portal Specifications*.

4.3 Pending Individuals

Individuals > Pending Requests

Dashboard > Pending Individuals

This page shows a list of individuals that have requested delegation to the broker. The individual gets a notification when the broker accepts or rejects a delegation. Pagination options show on the page when more than 10 pending individuals are waiting for acceptance. Each page will show 10 pending individuals.

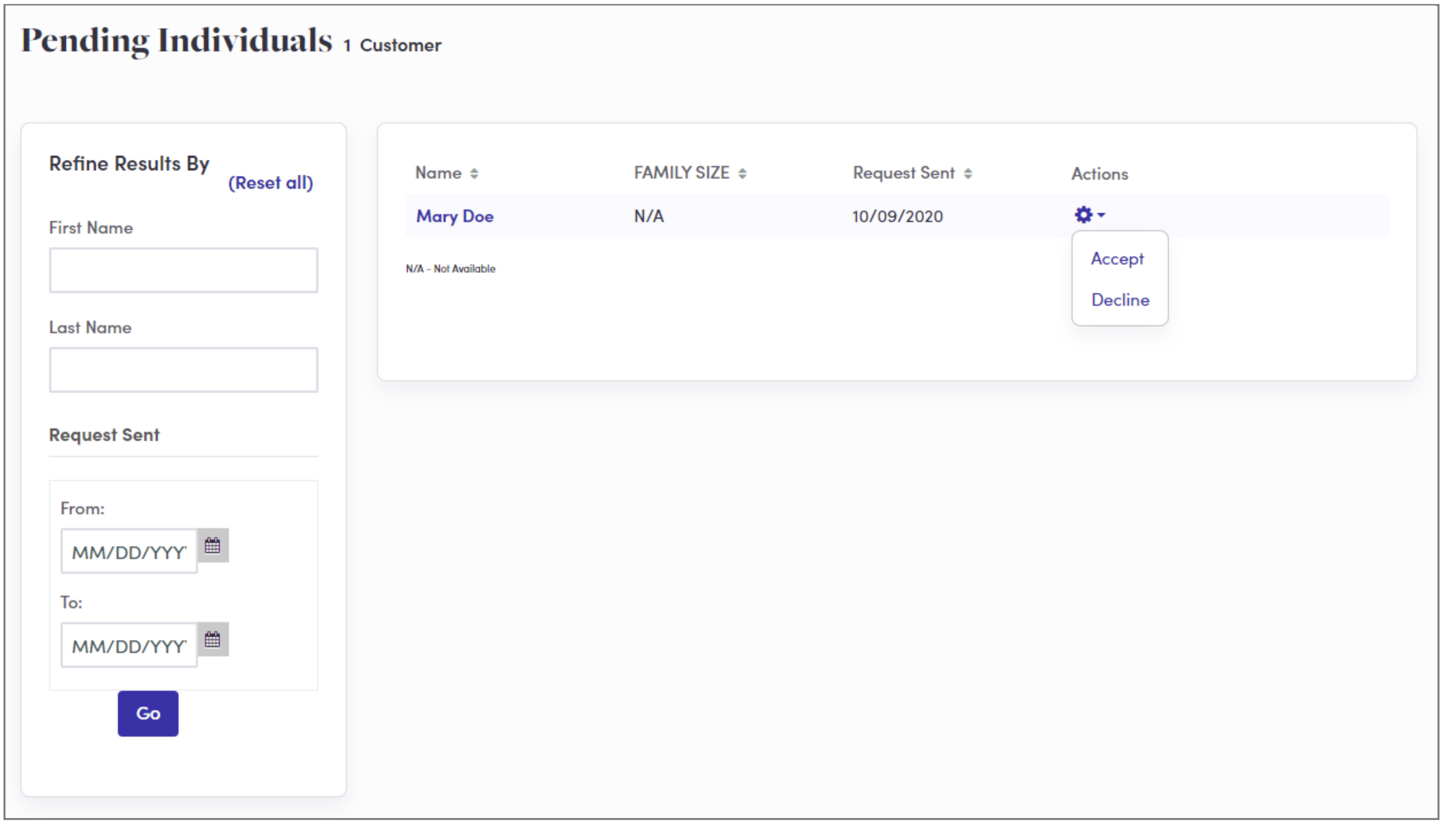


Figure 10. Pending Individuals page

Table 14. Pending Individuals page—elements

Element Type	Element Label	Required	Description	Validation
Display-only text box	Customer	N/A	• The number of pending individuals in the platform • Automatically updates as pending individuals are added	N/A
Hyperlink	(Reset All)	N/A	Clears all applied filters	N/A
Text box	First Name	No	The first name of the individual	None
Text box	Last Name	No	The last name of the individual	None

Element Type	Element Label	Required	Description	Validation
Date Picker	From	No	The earliest date by which the individual's request was submitted	8 digits in MMDDYYYY or MM/DD/YYYY format
Date Picker	To	No	The latest date by which the individual's request was submitted	8 digits in MMDDYYYY or MM/DD/YYYY format
Button	Go	N/A	Initiates the filter	None
Data grid	[list of individuals]	N/A	A list of individuals defined in the platform, or when a filter is applied, the individuals that meet the entered criteria	N/A
Hyperlink	<Name>	N/A	Opens the Individual Contact Information dialog box	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to the individual	N/A
Command	Accept	N/A	• The broker approves the delegation and adds the individual to their BOB. • The individual shows on the Active Individuals page • Generates a notification	N/A
Command	Decline	N/A	• The broker declines the delegation. • Generates a notification	N/A

4.3.1 Individual Contact Information

Individuals > Pending Requests > name > Individual Contact Information

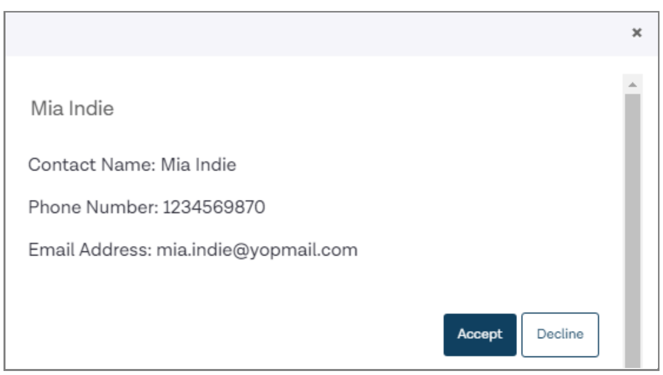


Figure 11. Individual Contact Information dialog box

Table 15. Individual Contact Information dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Accept	N/A	• The broker accepts the pending request • The system generates a notification	None
Button	Decline	N/A	• The broker declines the pending request • The system generates a notification	None

4.4 Active Individuals

Individuals > Active Individuals

This page lists the active individuals from the broker's BOB. The broker performs tasks on an individual's behalf using the quick-change commands listed under each household on this page or by accessing the Member portal view to impersonate an individual and make changes. Pagination options show on the page when more than 10 active individuals are in the BOB. Each page shows 10 active individuals.

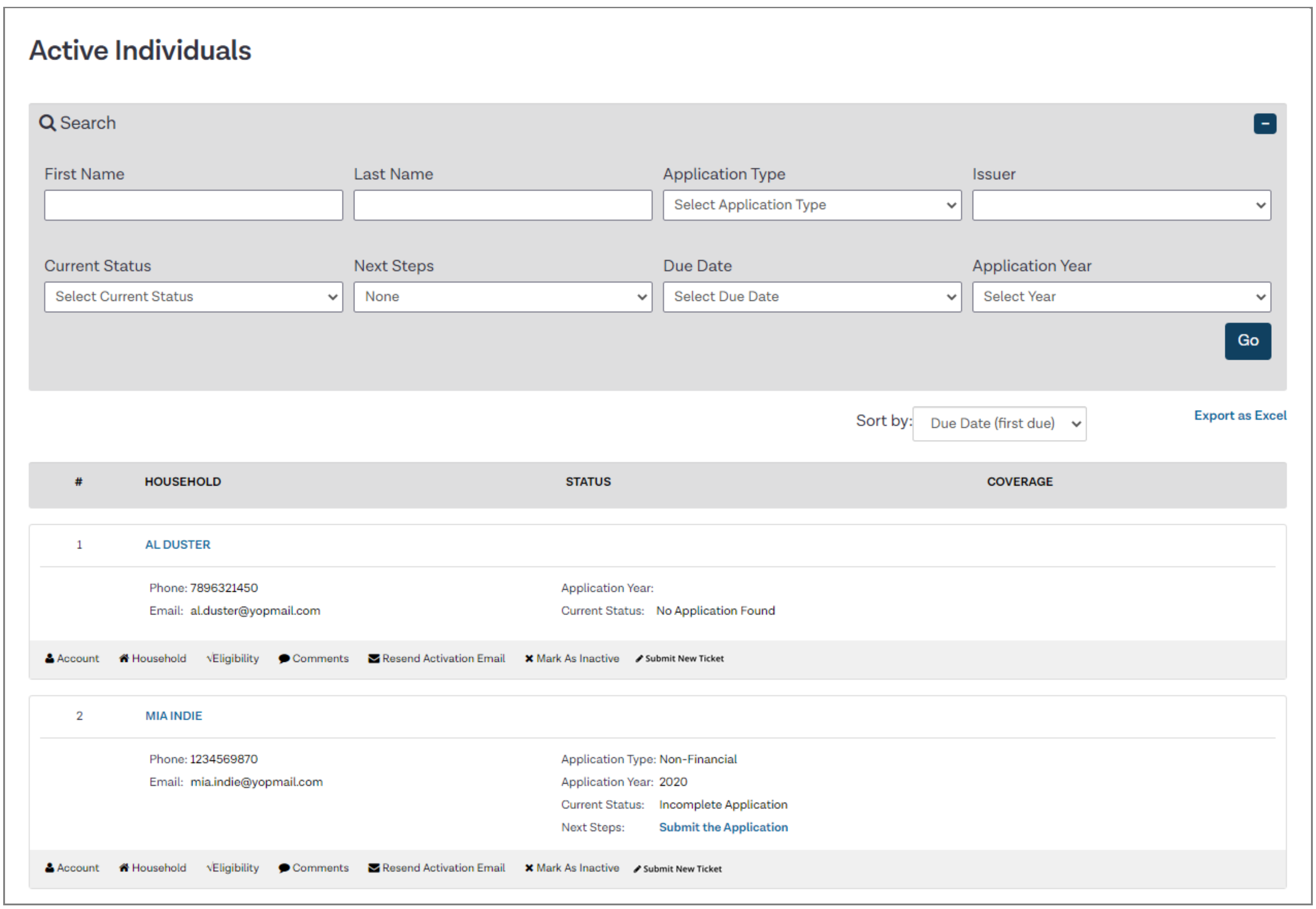


Figure 12. Active Individuals page

Table 16. Active Individuals page—elements

Element Type	Element Label	Required	Description	Validation
Display text Content Panel	Search	N/A	Opens the search filter	N/A
Text box	First Name	No	The first name of the individual to use in refining the data grid results	None
Text box	Last Name	No	The last name of the individual to use in refining the data grid results	None
List box	Application Type	No	The application type to use in refining the data grid results	Values: Financial, Non-Financial
List box	Issuer	No	• The issuer to use in refining the data grid results • The values are dependent on the issuers available	Values: Both QHP and QDP options, QHP Only options, QDP Only options.
List box	Current Status	No	The status to use in refining the data grid results	Values: No Application Found, Incomplete Application, Application Submitted, Eligible for Shopping, Enrolled in a Qualified Plan, Closed, Canceled Application, No Active Enrollment, Partially Enrolled
List box	Next Steps	No	The next step to use in refining the data grid results	Values: Shop for Plans, Submit the Application, Report a Change, Enroll During OEP
List box	Due Date	No	The date to use in refining the data grid results	Values: This week, Next week
List box	Application Year	No	The application year to use in refining the data grid results	Values: current and following year
Button	Go	N/A	Initiates the filter	None
Data grid	[active individuals list]	N/A	A list of active individuals defined in the platform, or when a filter is applied, the active individuals that meet the entered criteria	N/A
List box	Sort By	No	The order in which the data grid information shows	Values: Due date (First due), Due Date (last due), First Name A–Z, First Name Z–A, Last Name A–Z, Last Name Z–A
Hyperlink	Export as Excel	N/A	Opens the Disclaimer dialog box	N/A

Element Type	Element Label	Required	Description	Validation
Hyperlink	[individual name]	N/A	Opens the View Individual Account dialog box	N/A
Hyperlink	Account	N/A	Opens the View Individual Account dialog box	N/A
Hyperlink	Household	N/A	Opens the Household Member Information dialog box	N/A
Hyperlink	Eligibility	N/A	Opens the Household Eligibility Information dialog box	N/A
Hyperlink	Comments	N/A	Goes to the individual profile page, Comments tab	N/A
Hyperlink	Resend Activation Email	N/A	• Opens the Resend Activation Email dialog box • This link only shows when the individual has not verified their account and has not supplied the required information to finish the account setup	N/A
Hyperlink	Mark as Inactive	N/A	• Opens the Please Confirm dialog box	N/A
Hyperlink	Submit New Ticket	N/A	Opens the Create a <health exchange name> Ticket dialog box	N/A
Hyperlink	View Enrollment Details	N/A	• See View Enrollment Details • The state must request this functionality for the hyperlink to show on the Dashboard	N/A
Hyperlink	[next steps]	N/A	• Opens the View Individual Account dialog box • Automatically updates as the application progresses	N/A

4.4.1 Disclaimer

Individuals > Active Individuals > Export as Excel

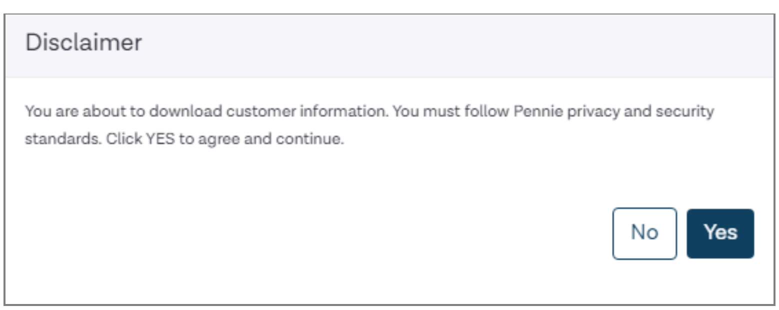


Figure 13. Disclaimer dialog box

Table 17. Disclaimer dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	No	N/A	Closes the dialog box	None
Button	Yes	N/A	Downloads the Excel file	None

4.4.2 View Individual Account

Individuals > Active Individuals > select individual name

Individuals > Active Individuals > Account

Individuals > Active Individuals > Comments > View Individual Account

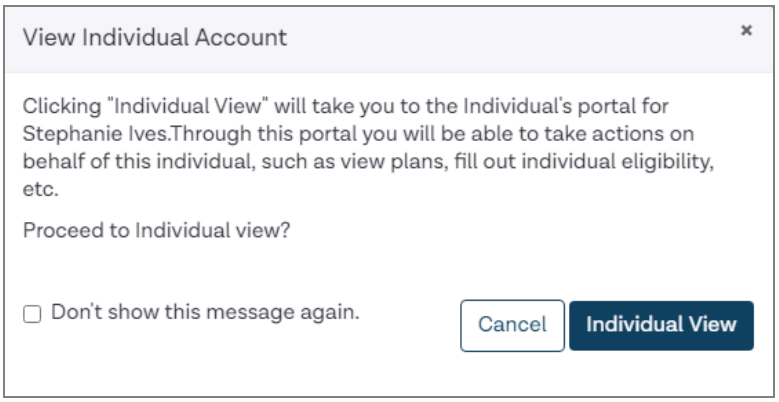


Figure 14. View Individual Account dialog box

Table 18. View Individual Account dialog box—elements

Element Type	Element Label	Required	Description	Validation
Check box	Don't show this message again	No	Whether or not this dialog box shows when you enter the individual view	N/A
Button	Cancel	N/A	Closes the dialog box without going to the Member portal	None
Button	Individual View	N/A	Goes to the broker's view of the Member portal, where the broker impersonates the selected individual	None

4.4.3 Household Member Information

Individuals > Active Individuals > Household

This dialog box shows the household members and a snapshot of their personal information.

Household Member Information ×

Household Composition for Mia Indie

Name	Relationship	Date of Birth	Gender	SSN Information	Home Address	Mailing Address	US Citizen?	Seeking Coverage?
Mia Indie	Self	May 14, 1980	Female	***-**-null	30601 Main Street, Philadelphia, PA 19148	30601 Main Street, Philadelphia, PA 19148	Yes	Yes
Daniel Indie	Spouse	May 15, 1978	Male	***-**-6789	30601 Main Street, Philadelphia, PA 19148	30601 Main Street, Philadelphia, PA 19148	Yes	Yes

Figure 15. Household Member Information dialog box

4.4.4 Household Eligibility Information

Individuals > Active Individuals > Eligibility

This dialog box shows the member and household eligibility information.

Household Eligibility Information ×

Household Eligibility for Art Cameron

Eligibility Status: Eligible

Available Advance Premium Tax Credit for household:

Cost Sharing Reduction: 73% AV Plan

Applicant Eligibility

Name	Eligibility Status	Advance Premium Tax Credit	Cost Sharing Reduction
Martha Cameron	No		
Art Cameron	Yes	Yes	Yes

Figure 16. Household Eligibility Information dialog box

4.4.5 Individual Profile

Individuals > Active Individuals > Comments

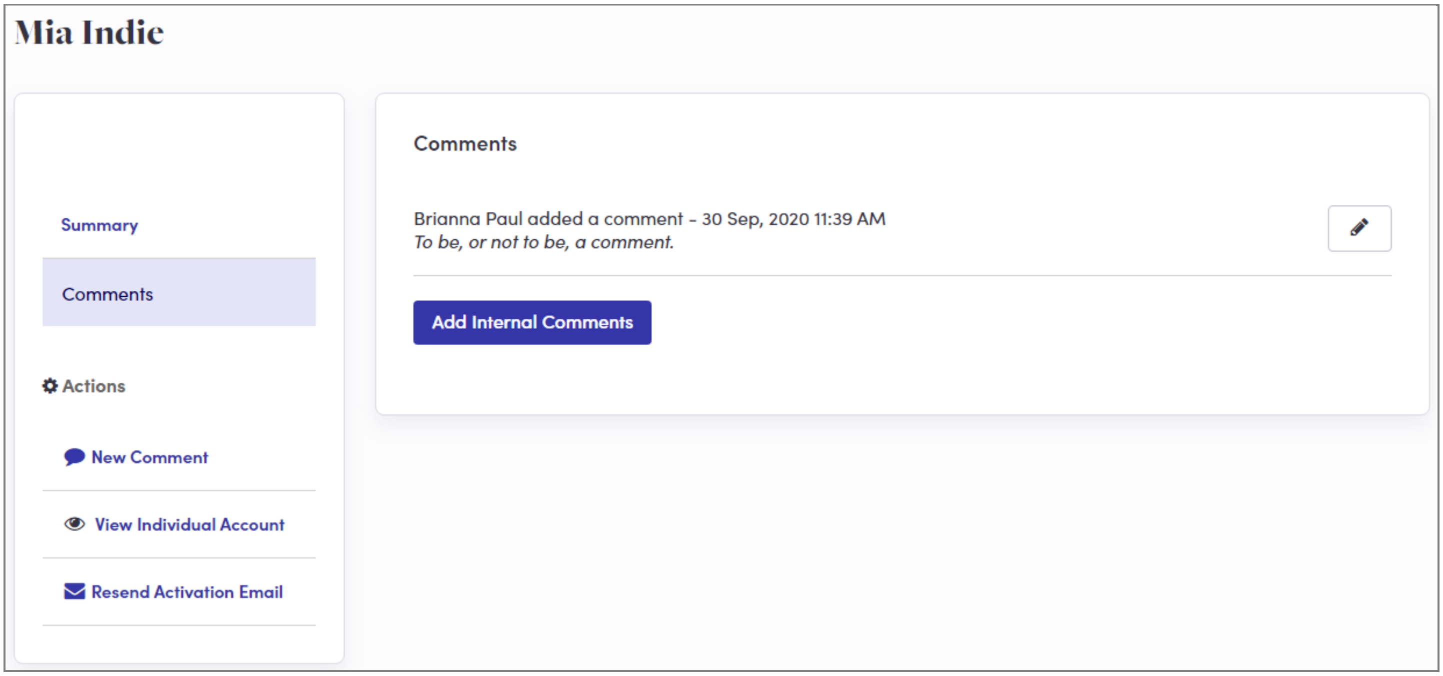


Figure 17. Individual profile page

Table 19. Individual profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Summary	N/A	Goes to the Summary tab	None
Tab	Comments	N/A	Goes to the Comments tab	None
Command	New Comment	N/A	Opens the add comment dialog box	N/A
Command	View Individual Account	N/A	Opens the View Individual Account dialog box	N/A
Command	Resend Activation Email	N/A	• Opens the Activation Email Sent dialog box • Link displays only when an individual has not created their account	N/A
Button	[edit comment]	N/A	Opens the selected comment for edit	None
Button	Add Internal Comments	N/A	Opens a new comment box on the page	None

4.4.5.1 Summary

Individuals > Active Individuals > Comments > Summary

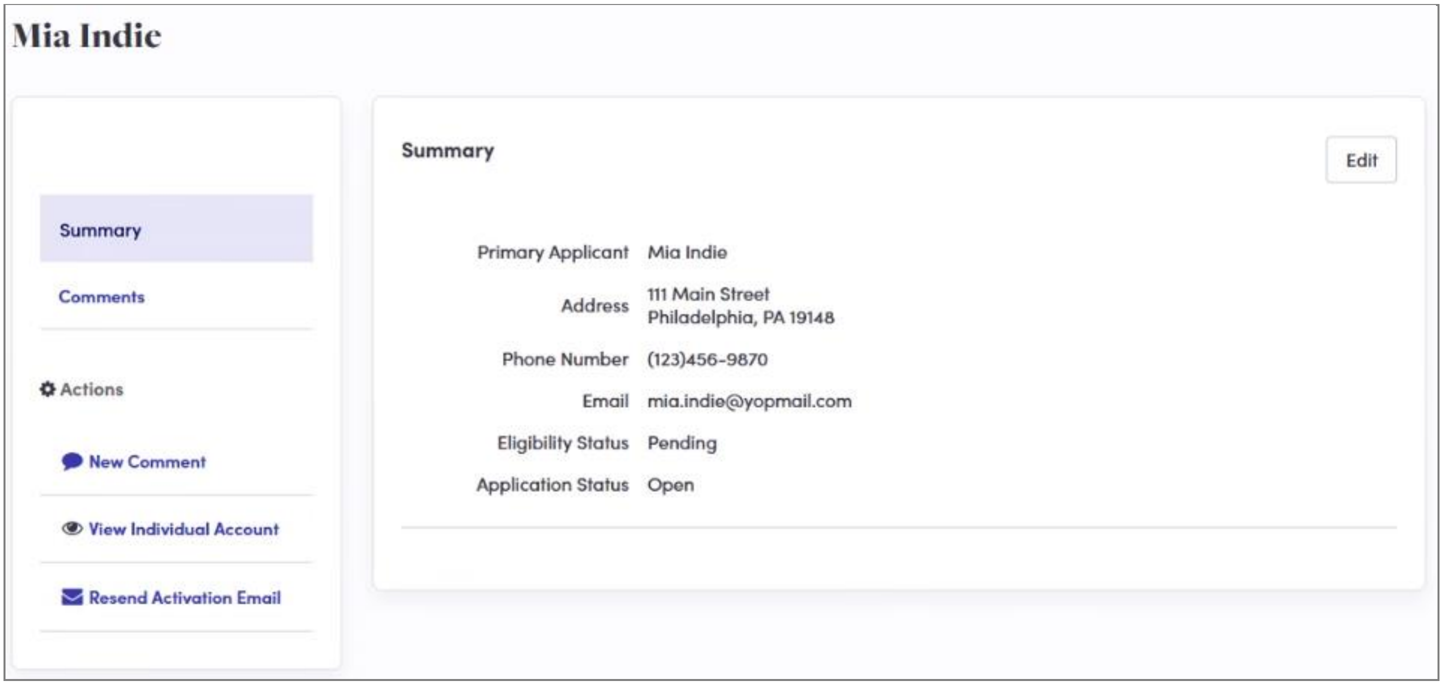


Figure 18. Individual profile, Summary tab

Table 20. Individual profile, Summary tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	• Opens the edit view when an individual has not created their account or has not completed the sign-up process • Opens the Failure dialog box when an individual has already created their account and has completed the sign-up process	None

4.4.5.1.1 Edit Summary

Individuals > Active Individuals > Comments > Summary > Edit

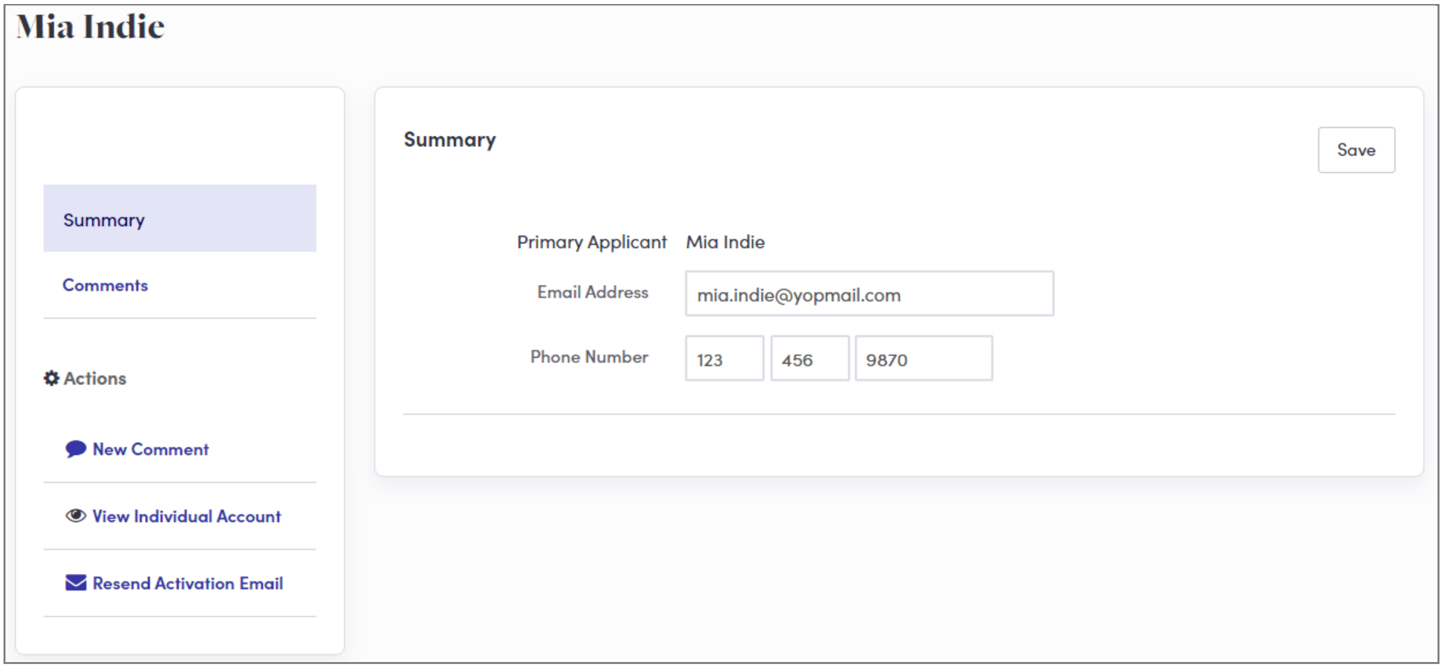


Figure 19. Summary, edit view

Table 21. Summary, edit view—elements

Element Type	Element Label	Required	Description	Validation
Text box	Email Address	Yes	• The individual's email address • Prepopulated with the selected individual's email address	Must be a valid email address
Text box	Phone number	Yes	• The individual's telephone number • Prepopulated with the selected individual's telephone number	10 digits in NNN NNN NNNN format
Button	Save	N/A	Opens the Do you want to continue dialog box	None

4.4.5.1.1.1 Do you want to continue

Individuals > Active Individuals > Comments > Summary > Edit > Save

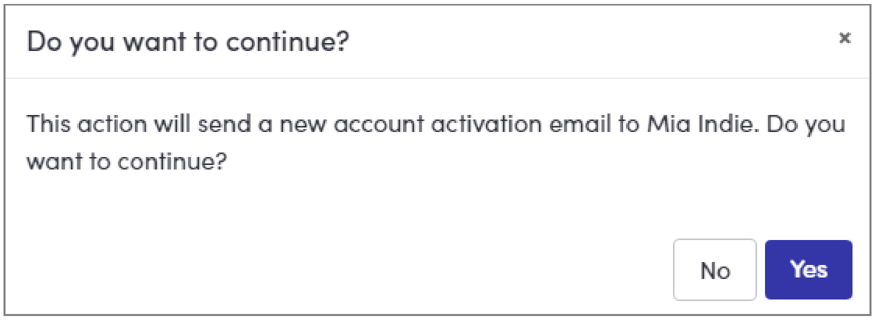


Figure 20. Do you want to continue dialog box

Table 22. Do you want to continue dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	No	N/A	Cancels the action and closes the dialog box	None
Button	Yes	N/A	Sends a new account activation email to the individual	None

4.4.5.2 Failure

Individuals > Active Individuals > Comments > Summary > Edit > Failure

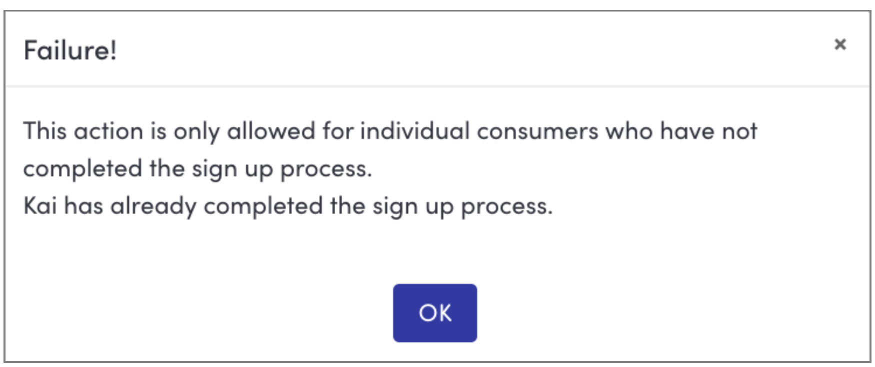


Figure 21. Failure dialog box

Table 23. Figure 21. Failure dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	OK	No	Closes the dialog box	None

4.4.5.3 Comments

Individuals > Active Individuals > Comments

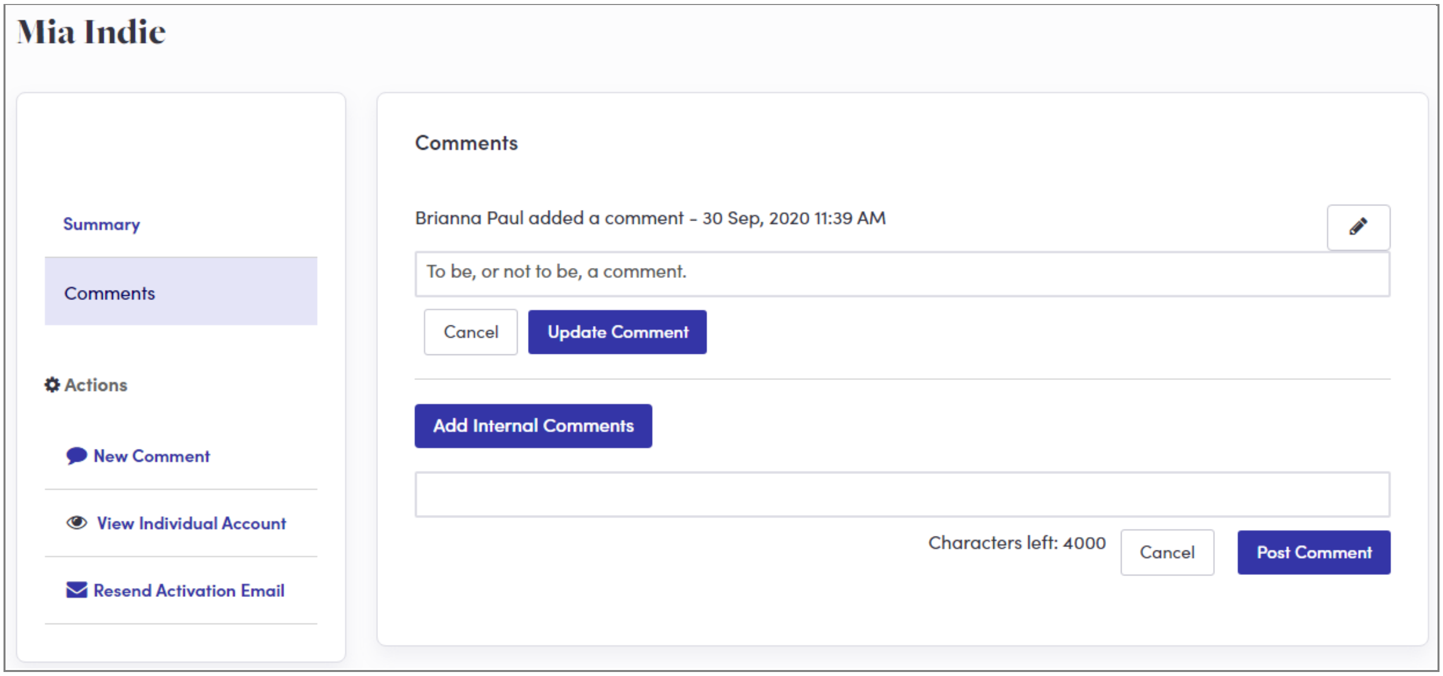


Figure 22. Individual profile, Comments tab

Table 24. Individual profile, Comments tab—elements

Element Type	Element Label	Required	Description	Validation
Button	[edit comment]	N/A	Opens the selected comment for editing	None
Text box	[comment]	N/A	Displays the existing comment for editing	Up to 4000 characters
Button	Cancel	N/A	Removes the existing comment without saving changes	None
Button	Update Comment	N/A	Saves the update to the comment	None
Button	Add Internal Comments	N/A	Opens a new comment box on the page	None
Text box	[comment]	N/A	A comment about the individual's account	Up to 4000 characters
Display-only text box	Characters left	N/A	• The number of characters available for the comment • Automatically updates as the comment is typed	N/A
Button	Cancel	N/A	Removes the comment without saving the entered information	None
Button	Post Comment	N/A	Saves the entered information	None

4.4.5.4 Add Comment

Individuals > Active Individuals > Comments > New Comment

Figure 23. Add comment dialog box

Table 25. Add comment dialog box—elements

Element Type	Element Label	Required	Description	Validation
Text box	[Enter comments here…]	N/A	Comment about the individual's account	Up to 4000 characters
Display-only text box	Characters left	N/A	• The number of characters available for the comment • Automatically updates as the comment is typed	N/A
Button	Cancel	N/A	Closes the dialog box without saving the entered information	None
Button	Save	N/A	Saves the entered comment	None

4.4.6 Resend Activation Email

Individuals > Active Individuals > Resend Activation Email

This action is available only when the consumer has not verified their account and has not provided the information required to complete the account setup.

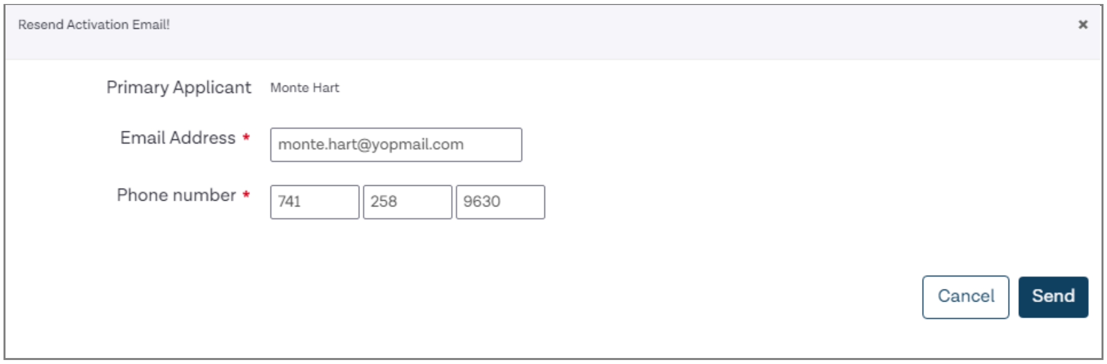


Figure 24. Resend Activation Email dialog box

Table 26. Resend Activation Email dialog box—elements

Element Type	Element Label	Required	Description	Validation
Text box	Email Address	Yes	• The email address of the individual to receive the reactivation email • Prepopulated with the selected individual's email address	Must be a valid email address
Text box	Phone number	Yes	• The telephone number of the individual to receive the reactivation email • Prepopulated with the selected individual's telephone number	10 digits in NNN NNN NNNN format
Button	Cancel	N/A	Closes the dialog box	None
Button	Send	N/A	Opens the Activation Email Sent dialog box	None

4.4.6.1 Activation Email Sent

Individuals > Active Individuals > Resend Activation Email > Send

Individuals > Active Individuals > Comments > Resend Activation Email

Figure 25. Activation Email Sent dialog box

Table 27. Activation Email Sent dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Ok	N/A	Closes the dialog box	None

4.4.7 Please Confirm

Individuals > Active Individuals > Mark as Inactive

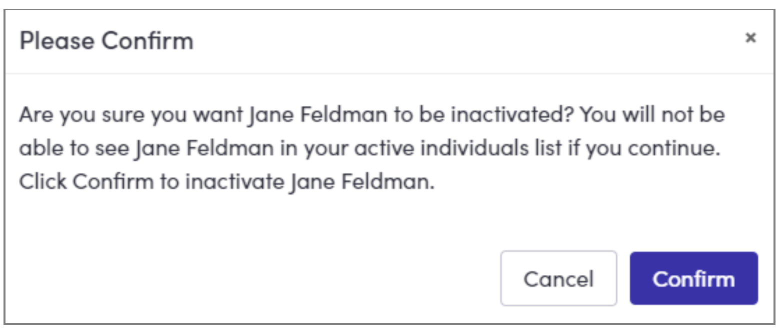


Figure 26. Please Confirm dialog box

Table 28. Please Confirm dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the dialog box	None
Button	Confirm	N/A	• The dialog box closes • The delegation ends • The delegation status of the individual delegated to the broker changes to inactive • The individual will show on the Inactive Individuals page	None

4.4.8 Create a <Health Exchange Name> Ticket

Individuals > Active Individuals > Submit New Ticket

The title of the dialog box shows the name of the health exchange for the state.

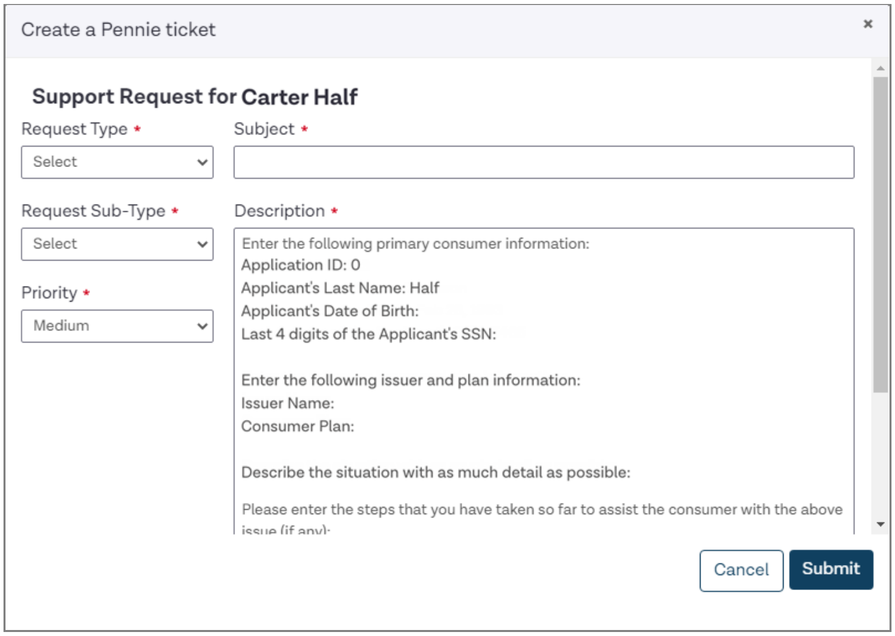


Figure 27. Create a <health exchange name> dialog box

Table 29. Create a <health exchange name> dialog box—elements

Element Type	Element Label	Required	Description	Validation
List box	Request Type	Yes	The type of request	Values: Complaint, Issues, Triage
List box	Request Sub-Type	Yes	A further refinement on the type of request	Values: Carrier, Technical, Enrollment, Other Issue
List box	Priority	Yes	• The priority-level of the request • The default level is Medium	Values: Critical, High, Medium, Low
Text box	Subject	Yes	The subject of the request	None
Text box	Description	Yes	• The ticket description • Prepopulated with applicant information and specific requests for additional information to be added to the ticket description	None
Button	Cancel	N/A	Closes the dialog box without saving changes	None

Element Type	Element Label	Required	Description	Validation
Button	Submit	N/A	• Saves the changes • The ticket shows on the My Tickets page for the designated broker	None

4.5 View Enrollment Details

Individuals > Active Individuals

States enable the "View Enrollment Details" configuration to allow brokers to view and access the enrollment details of a household.

Figure 28. Active Individuals, View Enrollment Details option

Table 30. Active Individuals, View Enrollment Details option—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	View Enrollment Details	N/A	• Goes to the About Consumer profile page • The state must request this functionality for the hyperlink to show as an option for the individuals on the Active Individuals page	N/A

4.5.1 About Consumer Profile

Individuals > Active Individuals > View Enrollment Details

This page shows individual account information and enrollment details. The tabs available are determined by the role accessing the function. All Broker and Agency module roles, except for the broker admin, will see the Basic Information tab and Enrollments tab. The broker admin does not have access to this function.

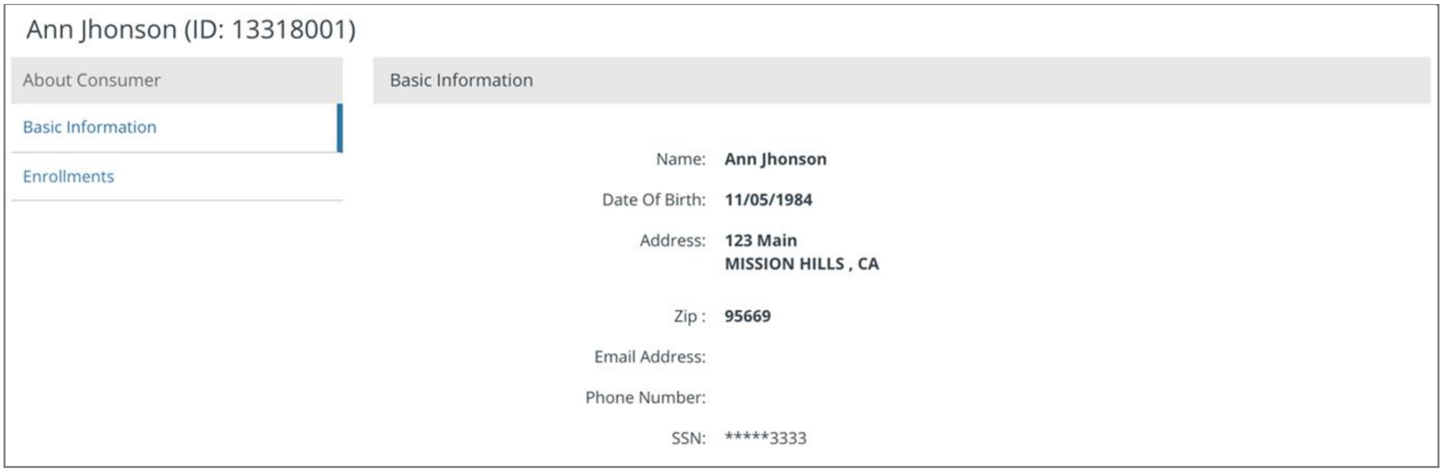


Figure 29. About Consumer profile page

Table 31. About Consumer profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Basic Information	N/A	Goes to the Basic Information tab	None
Tab	Enrollments	N/A	Goes to the Enrollments tab	None

4.5.1.1 Basic Information

Individuals > Active Individuals > View Enrollment Details > Basic Information

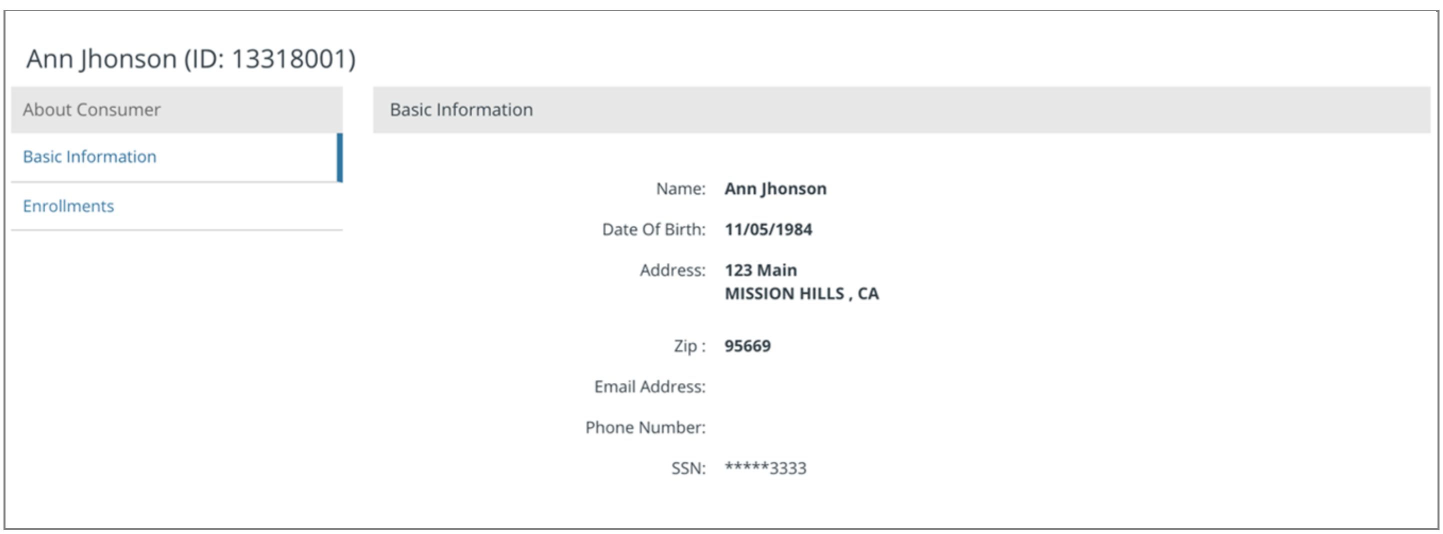


Figure 30. About Consumer, Basic Information tab

4.5.1.2 Enrollments

Individuals > Active Individuals > View Enrollment Details > Enrollments

This tab shows consumer health and dental enrollments for the current year and any available previous years from the CAP Enrollment Details pages. This information is read-only and has the following restrictions:

- The Submitted By, Last Updated By, and Created By (Enrollment History) elements only show the role of the person who made the change (the full name of the person won't be shown).
- Available Roles:
  - Admin
  - Assister
  - Broker
  - Individual
  - Supervisor
  - L1_CSR
  - L2_CSR
  - Approvedadminstaffl1
  - Approvedadminstaffl2
- The "Event" column in the enrollment history table won't contain hyperlinks, only text.
- The "Show Premium History" button shows the enrollment premium history for the agency manager, broker, admin staff L1, admin staff L2, and assister.

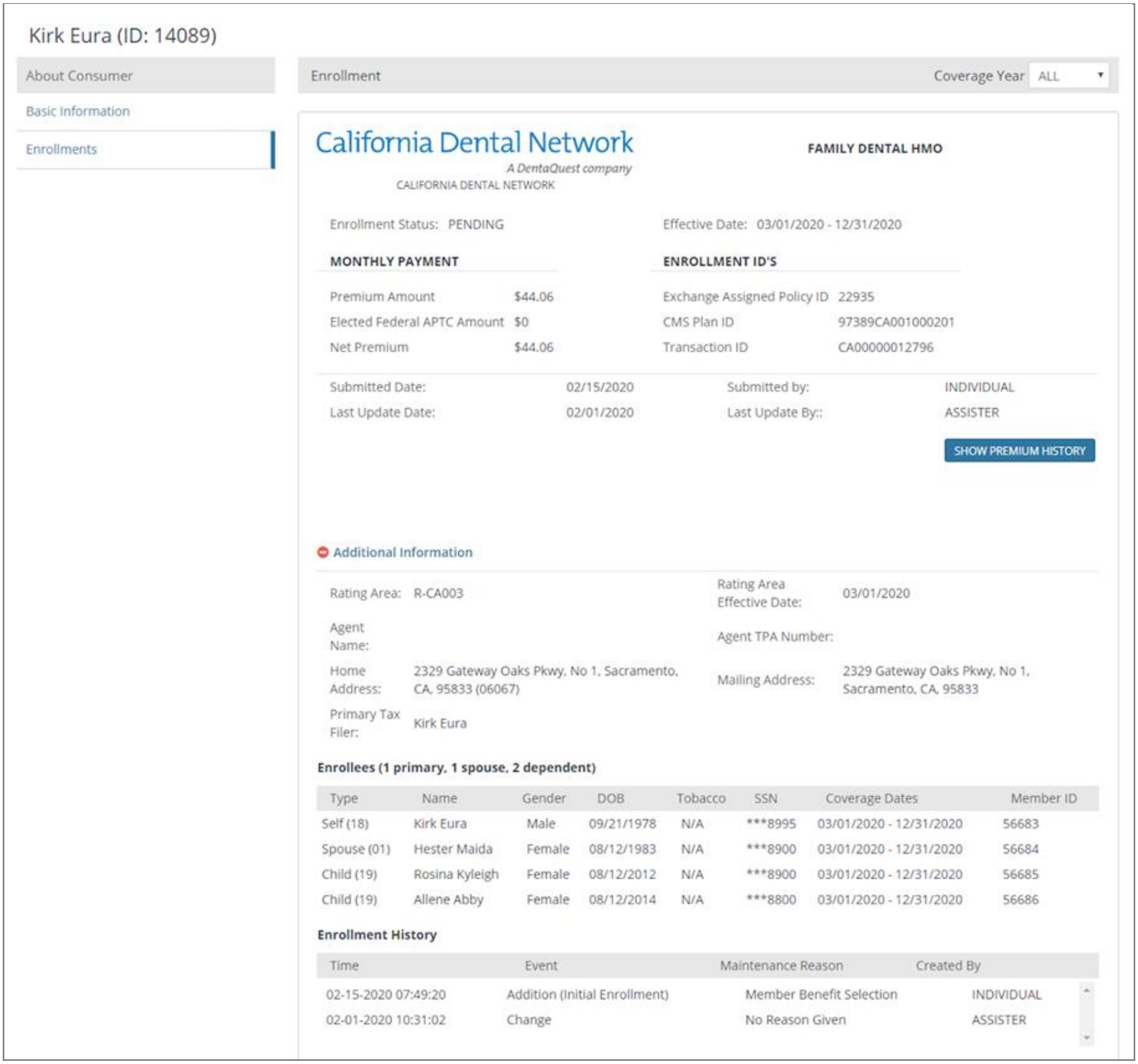
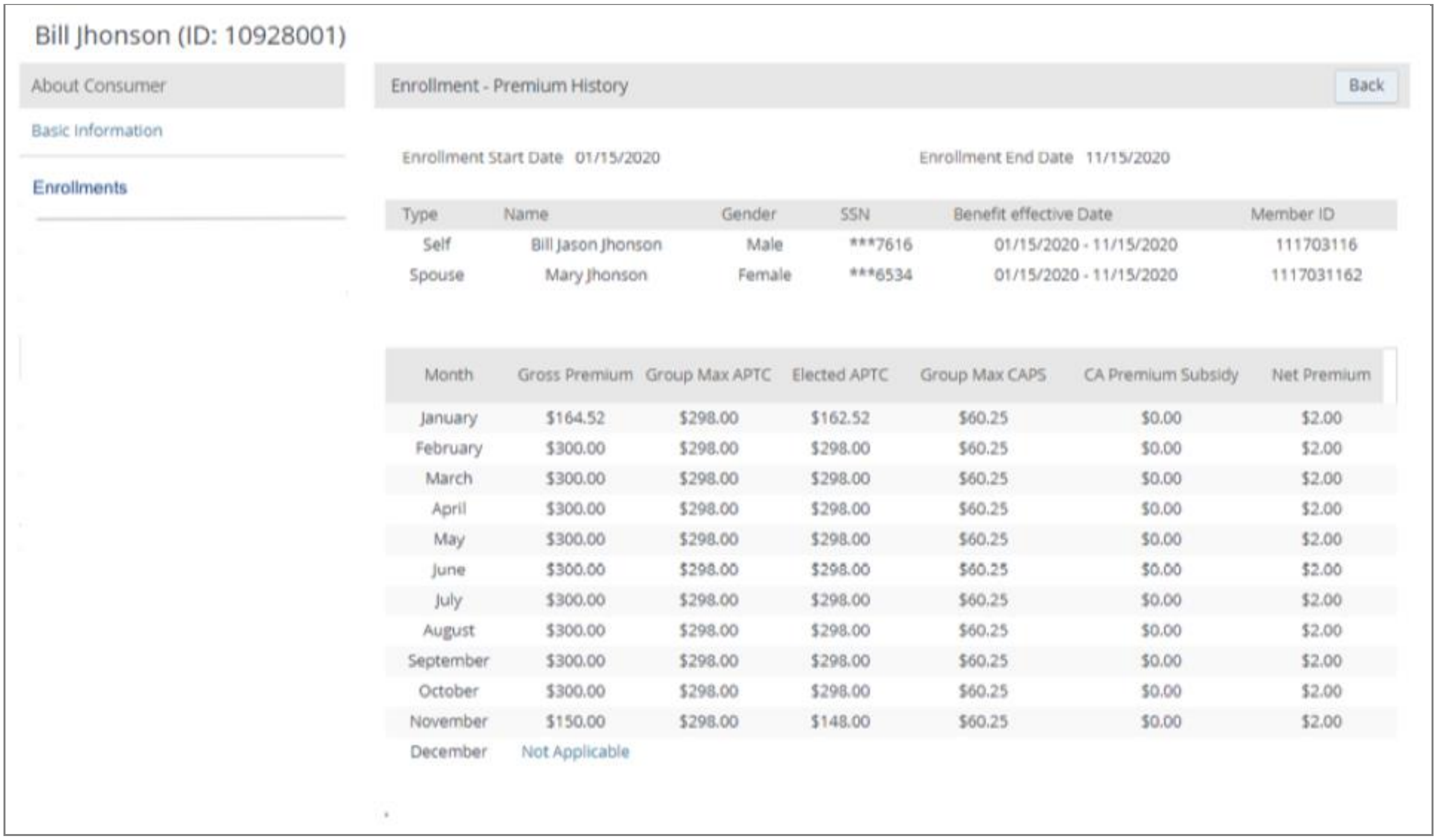


Figure 31. About Consumer, Enrollments tab



Type	Name	Gender	SSN	Benefit effective Date	Member ID
Self	Bill Jason Jhonson	Male	***7616	01/15/2020 - 11/15/2020	111703116
Spouse	Mary Jhonson	Female	***6534	01/15/2020 - 11/15/2020	1117031162

Month	Gross Premium	Group Max APTC	Elected APTC	Group Max CAPS	CA Premium Subsidy	Net Premium
January	$164.52	$298.00	$162.52	$60.25	$0.00	$2.00
February	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
March	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
April	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
May	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
June	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
July	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
August	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
September	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
October	$300.00	$298.00	$298.00	$60.25	$0.00	$2.00
November	$150.00	$298.00	$148.00	$60.25	$0.00	$2.00
December	Not Applicable					

Figure 32. Enrollments, Premium History view

For details on this feature, see the *Customer Administration Specifications*.

4.6 Inactive Individuals

Individuals > Inactive Individuals

This page shows a list of individuals who are no longer delegated to the broker. Delegation can be terminated either by the individual or by the delegated broker. Pagination options show on the page when there are more than 10 inactive individuals on the page. Each page will show 10 inactive individuals.

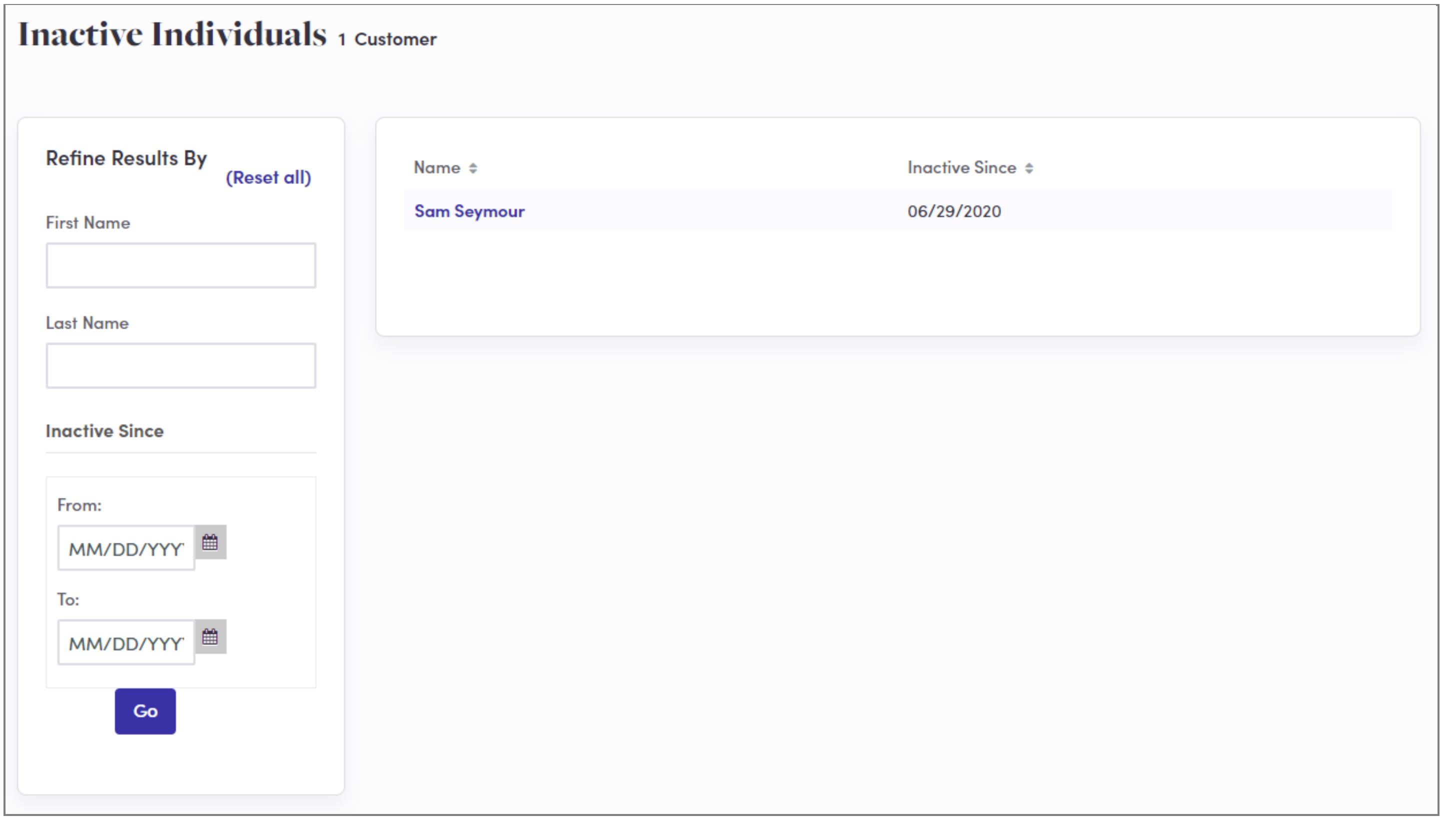


Figure 33. Inactive Individuals page

Table 32. Inactive Individuals page—elements

Element Type	Element Label	Required	Description	Validation
Display-only text box	Inactive Individual	N/A	• The number of inactive individuals in the platform • Automatically updates as individuals become inactive	N/A
Text box	First Name	No	The first name of the individual to use in refining the data grid	None
Text box	Last Name	No	The last name of the individual to use in refining the data grid	None
Date Picker	From	No	The earliest date by which the individual's account was inactivated	8 digits in MMDDYYYY or MM/DD/YYYY format
Date Picker	To	No	The latest date by which the individual's account was inactivated	8 digits in MMDDYYYY or MM/DD/YYYY format
Button	Go	N/A	Initiates the filter	None

Element Type	Element Label	Required	Description	Validation
Data grid	[list of inactive individuals]	N/A	A list of inactive individuals defined in the platform, or when a filter is applied, the inactive individuals that meet the entered criteria	N/A
Hyperlink	[name]	N/A	Opens the Individual Contact Information dialog box	N/A

4.6.1 Individual Contact Information

Individuals > Inactive Individuals > individual contact information

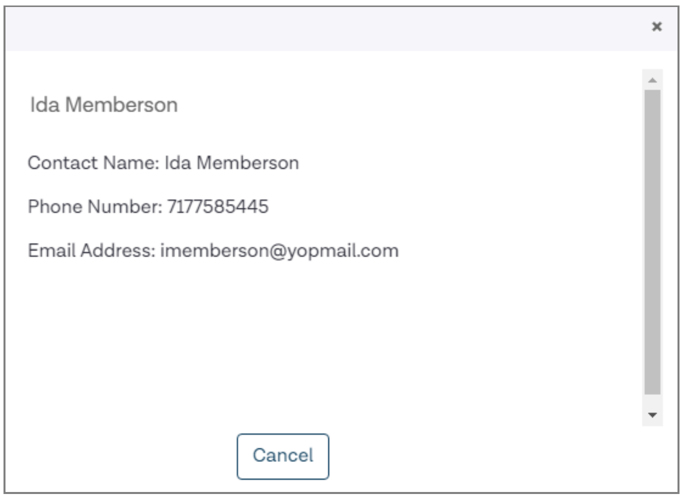


Figure 34. Individual Contact Information dialog box

Table 33. Individual Contact Information dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the dialog box	None

4.7 Broker Profile

My Information > Agent Information

Dashboard > My Profile > Agent Information

A broker views their personal account information, public profile, and certification status from the Broker portal. The account information and public profile are editable under the independent broker model, but not the agency model, where only the agency manager can edit the broker's account. The certification status is view-only under both models. Information added or changed on the Profile tab is visible in the broker directory in the Member portal. This section shows the editable state of the broker profile. See [1.3 Broker Models].

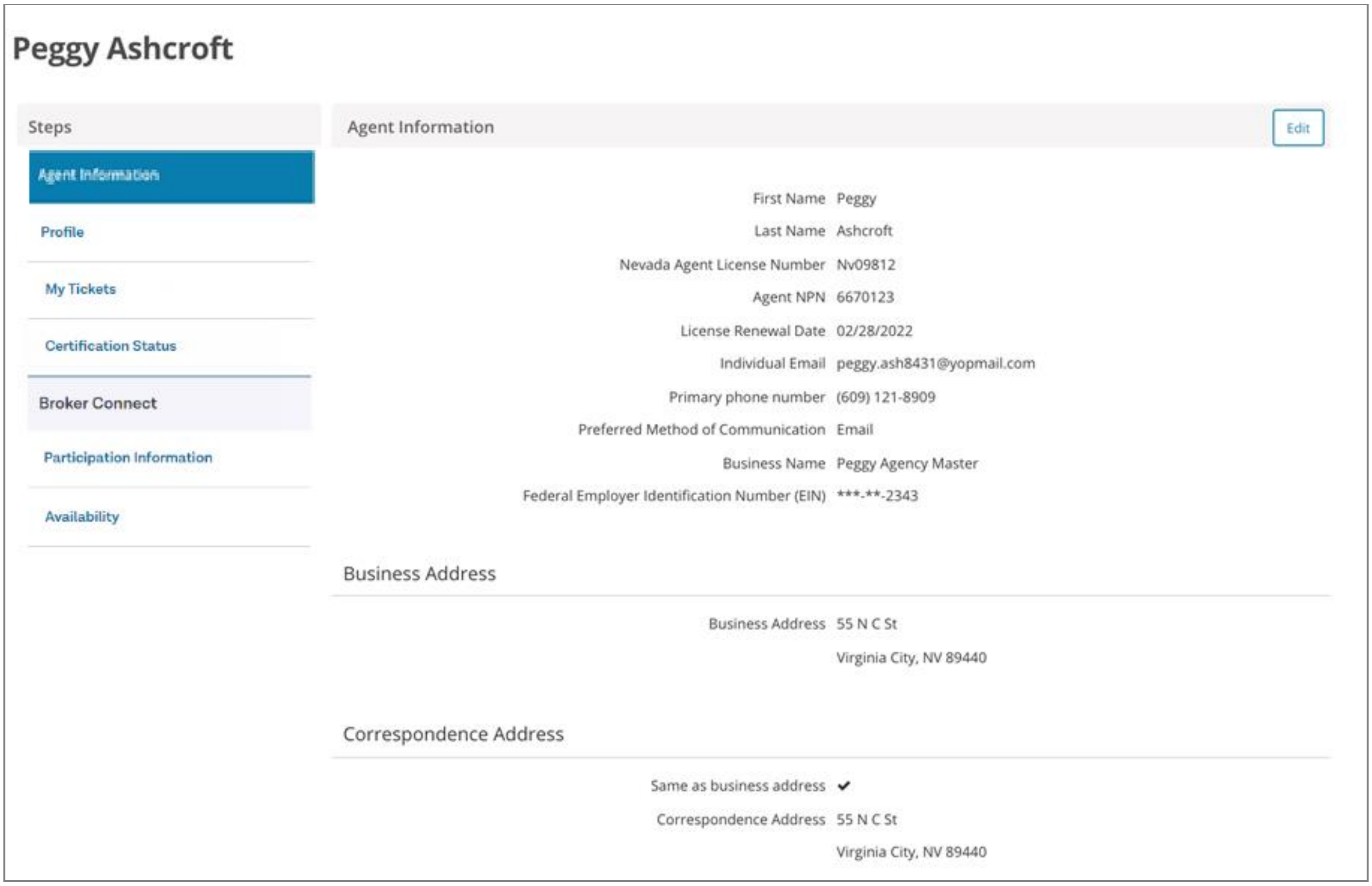


Figure 35. Broker profile page

Table 34. Broker profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Agent Information	N/A	Goes to the Agent Information tab	None
Tab	Profile	N/A	Goes to the Profile tab	None
Tab	My Tickets	N/A	Goes to the Ticket History page	None
Tab	Certification Status	N/A	Goes to the Certification Status tab	None
Tab	Participation Information	N/A	• Goes to the Participation Information (Broker Connect) tab • A broker admin must enable this function for the Broker Connect command to show in the menu	None

Element Type	Element Label	Required	Description	Validation
Tab	Availability	N/A	• Goes to the Availability (Broker Connect) tab • A broker admin must enable this function for the Broker Connect command to show in the menu	None

4.7.1 Agent Information

My Information > Agent Information

Dashboard > My Profile > Agent Information

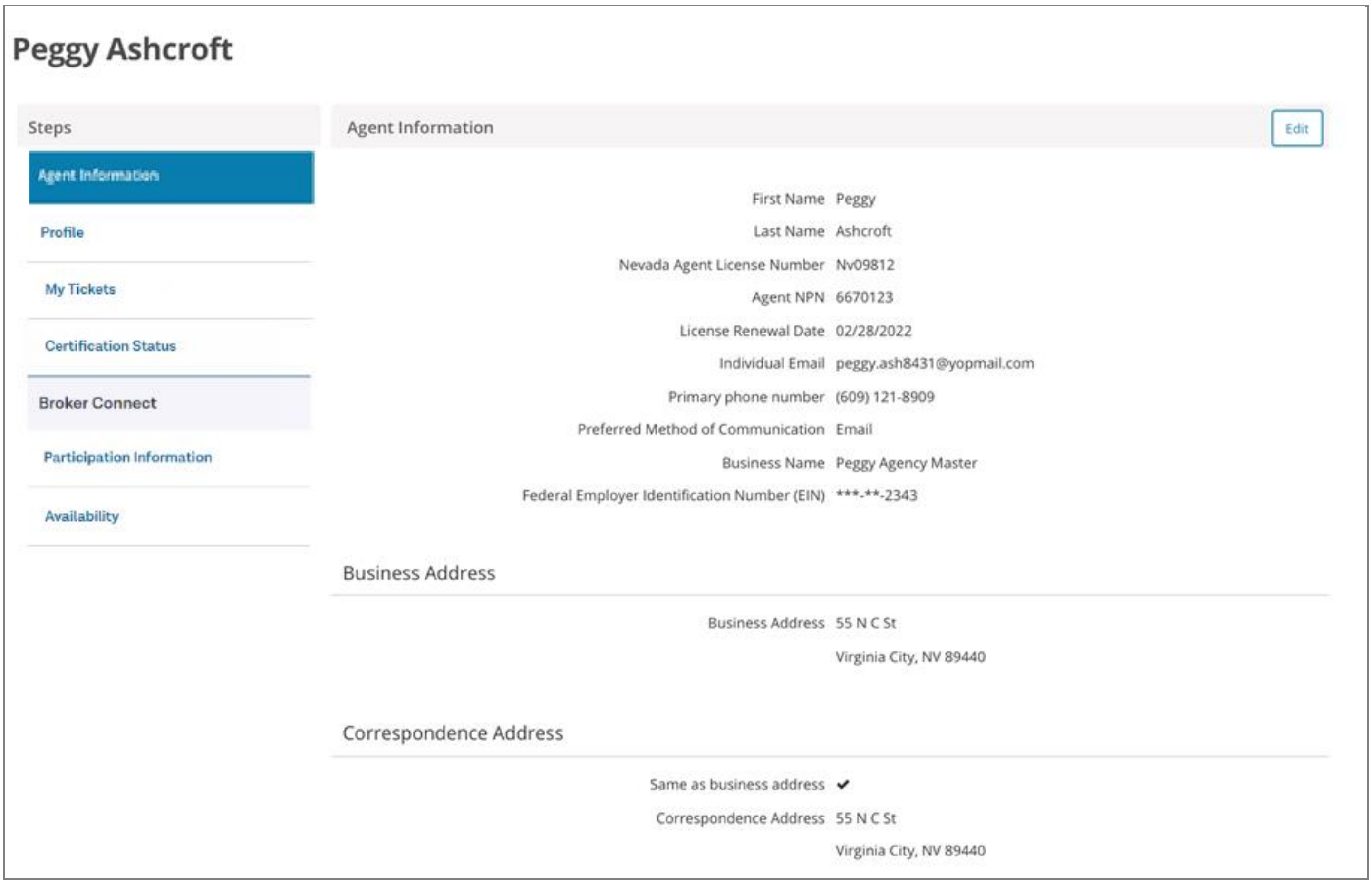


Figure 36. Agent Information tab

Table 35. Agent Information tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None

4.7.1.1 Edit Agent Information

My Information > Agent Information > Edit

Dashboard > My Profile > Agent Information > Edit

The state can request a configuration for an 834 trigger to carriers when a broker's information updates. With this configuration, updates to the First Name, Last Name, <state> Agent License Number/NPN, or FEIN mean that:

- All delegated broker enrollments (pending/confirm/terminate/future terminate) for the current year will reflect the modified information.
- During open enrollment, if a household has an active enrollment for the current year as well as a pending/confirmed enrollment for the upcoming year, both enrollments will update with the broker information.
- As all enrollments update, they trigger an 834 with the updated broker profile information under a generic AI Maintenance Reason Code (MRC) to the carrier.
- After saving, the new information shows on the Agent Information tab, the Issuer Enrollment portal Enrollment Search page, the Delegation History dialog box, and the Enrollment View page.

Note: The broker cannot edit the license renewal date or business name. The broker admin updates the license renewal date and business name when necessary.

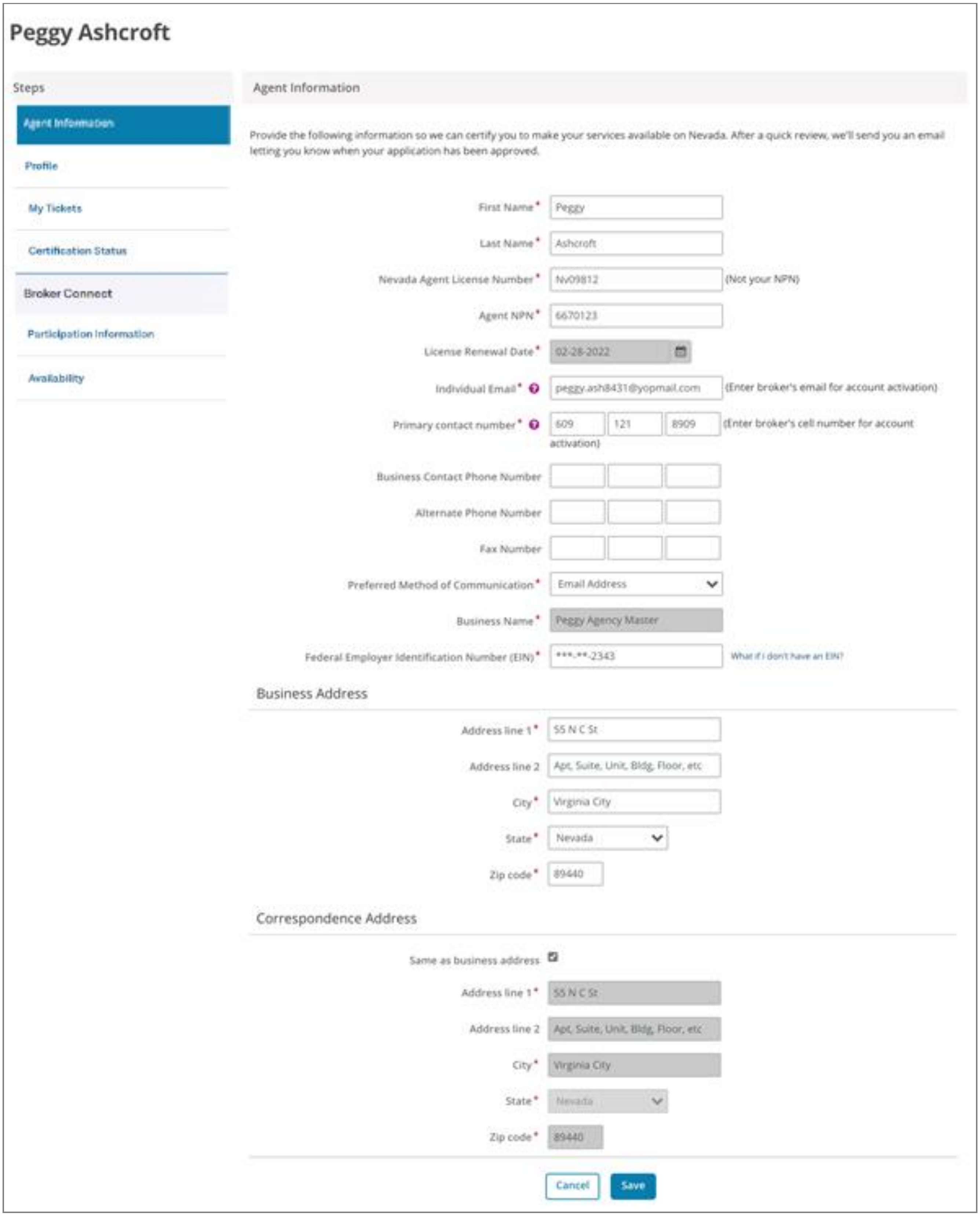


Figure 37. Agent Information, edit view

Table 36. Agent Information, edit view—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	• The broker’s first name • Prepopulated with existing information	None
Text box	Last Name	Yes	• The broker’s last name • Prepopulated with existing information	None
Text box	<State> Agent License Number	Yes	• The broker’s state-issued license number • Prepopulated with existing information	Up to 10 characters
Text box	Agent NPN	Yes	• The broker’s national producer number • Prepopulated with existing information	Up to 20 characters
Text box	Individual Email	Yes	• The broker’s direct email address • Must be an individual email address, not a shared email address	Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the email requirements	N/A
Text box	Primary contact number	Yes	• The broker’s telephone number to be displayed on the broker’s profile • Prepopulated with existing information	10 digits in NNN NNN NNNN format
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the phone number requirements	N/A
Text box	Business Contact Phone Number	No	The telephone number of the broker’s place of business	10 digits in NNN NNN NNNN format
Text box	Alternate Phone Number	No	The broker’s alternate telephone number	10 digits in NNN NNN NNNN format
Text box	Fax Number	No	The broker’s fax number	10 digits in NNN NNN NNNN format
List box	Preferred Method of Communication	Yes	The broker’s preferred means of receiving communication	Values: Email Address, Mail, Phone
Text box	Federal Employer Identification Number (EIN)	Yes	The broker’s Federal Employer ID	9 digits
Hyperlink	What if I don’t have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A
Text box	Address line 1	Yes	• The first line of the broker’s business address • Prepopulated with existing information	None

Element Type	Element Label	Required	Description	Validation
Text box	Address line 2	No	• The second line of the broker's business address • Prepopulated with existing information	None
Text box	City	Yes	• The broker's business city • Prepopulated with existing information	None
List box	State	Yes	• A list of all states • Prepopulated with existing information	Any value in the list
Text box	Zip code	Yes	• The broker's business ZIP code • Prepopulated with existing information	5 digits
Check box	Same as business address	No	• The correspondence address is the same address as the business address • The system populates the correspondence address with the business address details	N/A
Text box	Address line 1	Yes	• The first line of the broker's correspondence address • Prepopulated with existing information	This box can't be edited when the Same as business address check box is selected
Text box	Address line 2	No	• The second line of the broker's correspondence address • Prepopulated with existing information	This box can't be edited when the Same as business address check box is selected
Text box	City	Yes	• The broker's correspondence city • Prepopulated with existing information	This box can't be edited when the Same as business address check box is selected
List box	State	Yes	• A list of all states • Prepopulated with existing information	• Any value in the list • This box can't be edited when the Same as business address check box is selected
Text box	Zip code	Yes	• The broker's correspondence ZIP code • Prepopulated with existing information	• 5 digits • This box can't be edited when the Same as business address check box is selected
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Save	N/A	Saves the data and closes the edit view	None

4.7.1.2 Federal Employer ID Number (EIN)

My Information > Agent Information > Edit > What if I don’t have an EIN

Dashboard > My Profile > Agent Information > Edit > What if I don’t have an EIN

This dialog box is identical to the Federal Employer ID Number (EIN) dialog box for the broker registration. See 4.1.1.1 Federal Employer ID Number.

4.7.2 Profile

My Information > Profile

Dashboard > My Profile

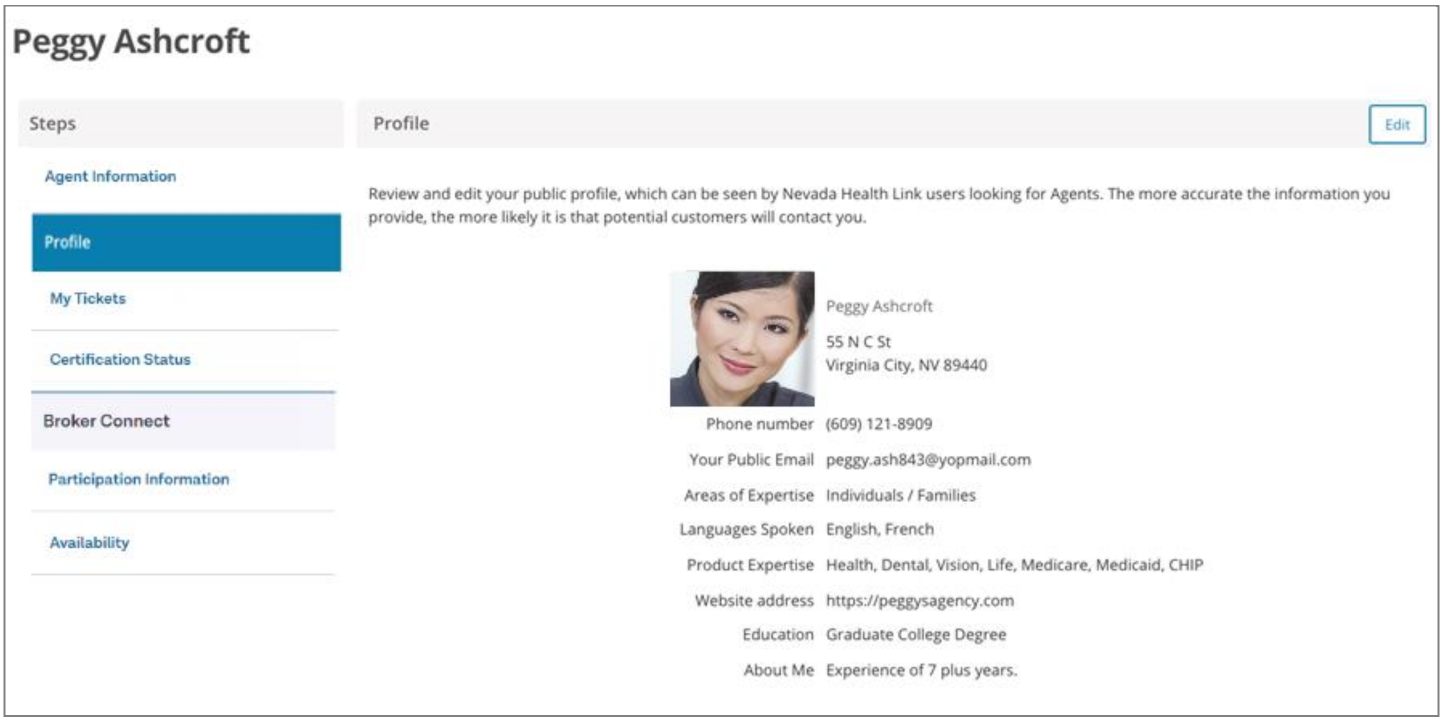


Figure 38. Broker profile, Profile tab

Table 37. Broker profile, Profile tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None

4.7.2.1 Edit Profile

My Information > Profile > Edit

My profile > Edit

Any information added or changed on the Profile tab will be visible on the broker directory in the Member portal for individuals searching for a broker.

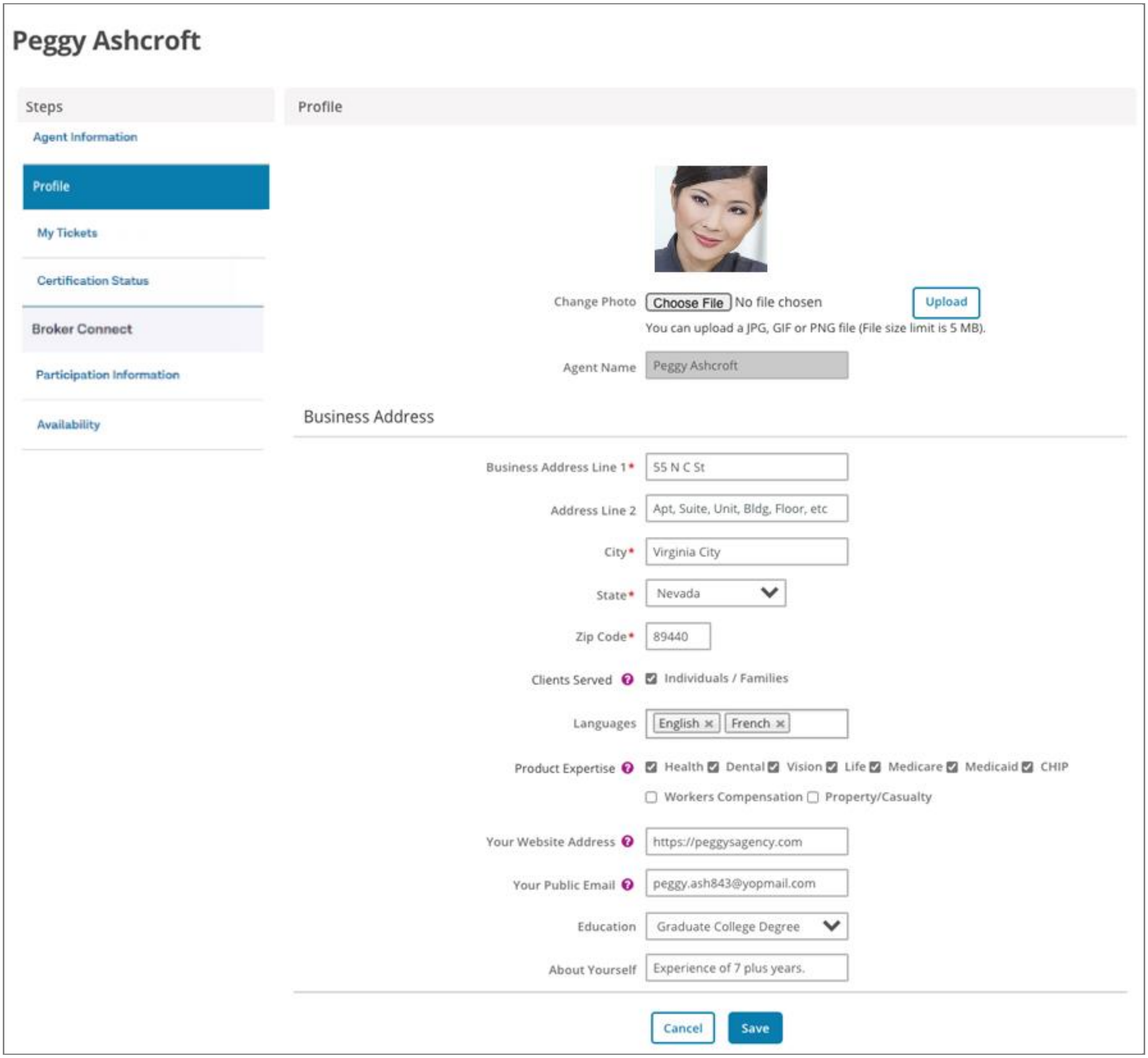


Figure 39. Profile, edit view

Table 38. Profile, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Choose File	N/A	The broker's chosen photo image file	• Must be a JPG, GIF, or PNG image file • 5 MB file size limit
Button	Upload	N/A	Uploads the broker's photo image file	Image shows in the thumbnail box
Text box	Business Address line 1	Yes	• The first line of the broker's business address • Prepopulated with existing information	None
Text box	Address line 2	No	• The second line of the broker's business address • Prepopulated with existing information	None
Text box	City	Yes	• The broker's business city • Prepopulated with existing information	None
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	• The broker's business ZIP code • Prepopulated with existing information	5 digits
Option group	Clients Served	No	• The types of clients that the broker serves • When multiple options are available for a state, at least one check box must be selected for the broker to show in search results in the Member portal • Prepopulated with existing information	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the clients served options appear and how to manage them	N/A
Check box	Individuals/ Families	No	The broker's clients include individuals and/or families	N/A
Multiple selection list box	Languages	No	• Languages in which the broker can conduct business • Matching names show as list values after three characters • Selecting a language removes it from the list and adds it as a selection button inside the box • Prepopulated with existing information	Values: any language that matches the characters entered in the box

Element Type	Element Label	Required	Description	Validation
Selection button	[language]	N/A	• A language in which the broker can conduct business • The "X" removes the language from the Languages box	None
Option group	Product Expertise	No	• The broker's areas of expertise • Prepopulated with existing information	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box explaining how the products expertise section benefits the broker	N/A
Check box	Health	No	The broker has expertise in health claims	N/A
Check box	Dental	No	The broker has expertise in dental claims	N/A
Check box	Vision	No	The broker has expertise in vision claims	N/A
Check box	Life	No	The broker has expertise in life claims	N/A
Check box	Medicare	No	The broker has expertise in Medicare claims	N/A
Check box	Medicaid	No	The broker has expertise in Medicaid claims	N/A
Check box	CHIP	No	The broker has expertise in Children's Health Insurance Program (CHIP) claims	N/A
Text box	Your Website address	No	The address of the broker's web site	None
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about how the website address benefits the broker	N/A
Text box	Your Public Email	No	• The broker's email address • Prepopulated with existing information	Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the public email appears	N/A
List box	Education	No	The broker's highest level of education	Values: Two Year Associate Degree; One Year Vocational Diploma; Did Not Complete High School/GED; Some College, No Degree; Bachelor Degree; Completed GED/HSED; Graduated From High School; Some Graduate Degree Courses; Graduate College Degree
Text box	About Yourself	No	The personal information that the broker wants to add to the profile	

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Save	N/A	Saves the data and closes the edit view	None

4.7.3 Certification Status

My Information > Certification Status

Dashboard > My profile > Certification Status

When a Broker's certification status changes to "Terminated-Vested," "Terminated-For-Cause," or "Deceased," the system removes all consumer delegations for that broker. A Notification T62 is sent to the individual, who can then request another broker. See 2.1 Broker Access Restrictions for certification access conditions.

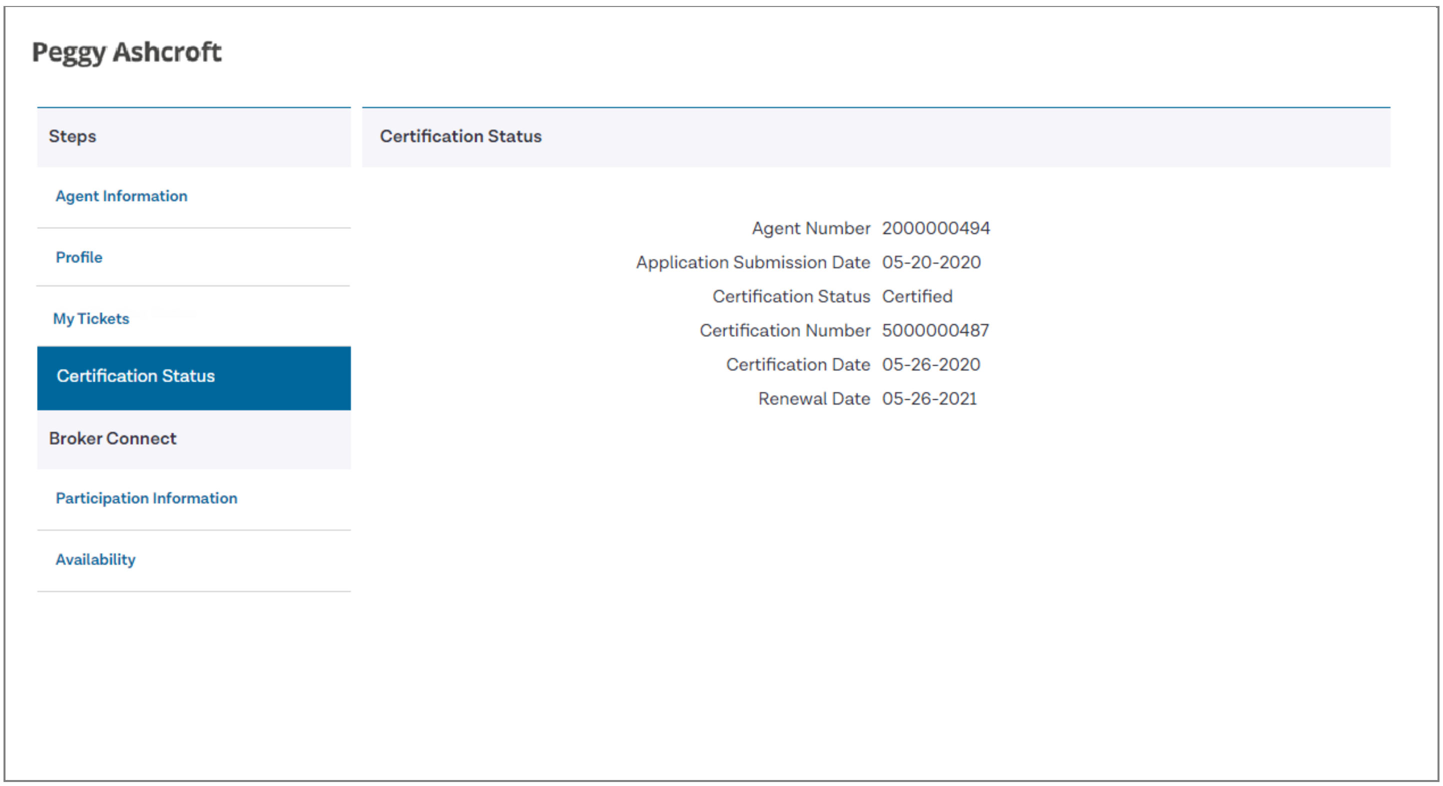


Figure 40. Broker profile, Certification Status tab

4.7.4 Participation Information (Broker Connect)

My Information > Broker Connect > Participation Information

My Profile > Participation Information

The Broker Connect product gives individuals a way to contact a broker for on-demand help when shopping for a qualified plan. Brokers receive calls through the call center's Interactive Voice Response (IVR) system when additional help is needed from a broker.

Individuals provide their ZIP code and preferred language (the system supports only English and Spanish currently), and the call is redirected using an algorithm designed to connect the individual to the closet broker, factoring in availability.

Brokers must respond to the call within a pre-defined time period, or the call is forwarded to the next available broker. Should the system fail to connect to a broker, it messages the individual to go to the broker directory in the Member portal to find a broker or return to the call center for help. See the *Customer Administration Specifications* and the *Call Center Integration Specifications*.

Broker Connect is available to brokers only after a broker admin activates the function in the broker's profile. Brokers must enroll in the program and agree to the Broker Connect terms and conditions to be eligible to receive calls. Certified brokers can enroll and unenroll in the program from within the Broker portal.

This tab is specific to the individual's profile. A broker views their participation information, and an agency manager will view their participation information as a broker. Admin staff do not have visibility to this function.

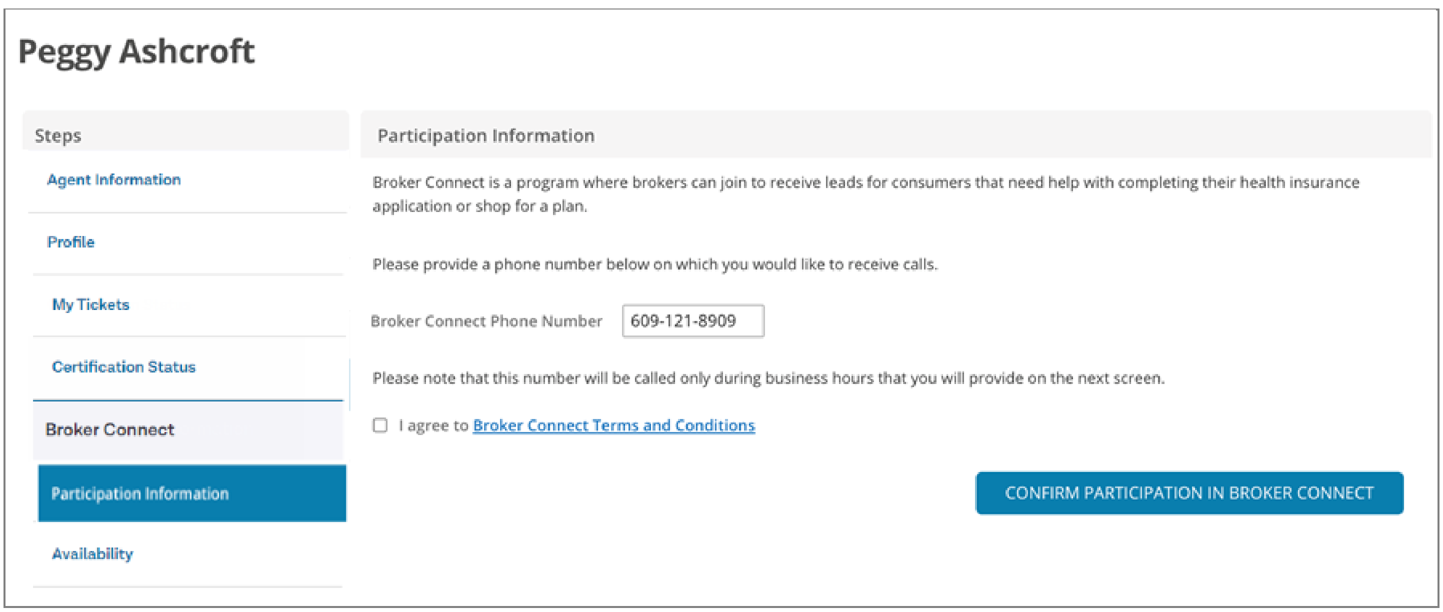


Figure 41. Broker profile, Participation Information (Broker Connect) tab

Table 39. Broker profile, Participation Information (Broker Connect) tab—elements

Element Type	Element Label	Required	Description	Validation
Text box	Broker Connect Phone Number	Yes	The telephone number where the broker is contacted	10 digits
Check box	I agree to Broker Connect Terms and Conditions	Yes	Whether or not the broker agrees to the Broker Connect Terms and Conditions	Must be selected for enrollment in the program
Hyperlink	Broker Connect Terms and Conditions	N/A	Goes to the Broker Connect Terms and Conditions	N/A
Button	Confirm Participation in Broker Connect	N/A	Goes to the Availability (Broker Connect) tab	The I agree to Broker Connect Terms and Conditions checkbox must be selected

4.7.4.1 Participating Broker Status

This content shows on the Participation Information page only when the broker is enrolled in Broker Connect. It allows the broker to remove themself from participation in the program.

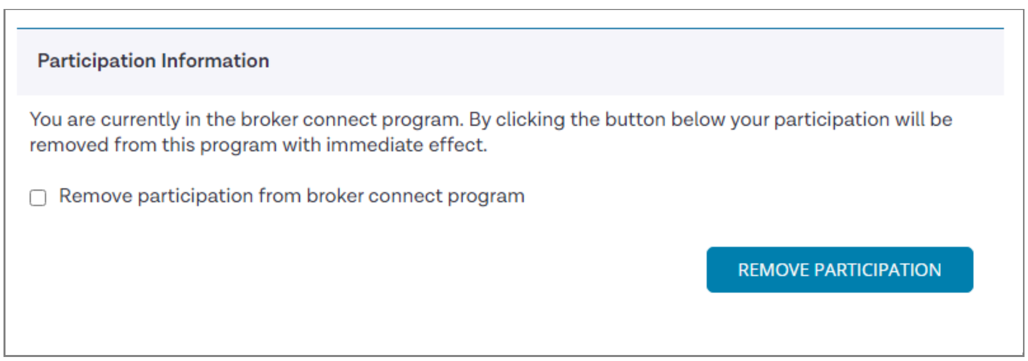


Figure 42. Participation Information (Broker Connect), participating broker view

Table 40. Participation Information (Broker Connect), participating broker view—elements

Element Type	Element Label	Required	Description	Validation
Check box	Remove participation from broker connect program	No	Whether or not the broker wants to continue participating in Broker Connect	N/A
Button	Remove Participation	N/A	Goes to the Participation Information (Broker Connect) tab	The Remove participation from broker connect program check box must be selected

4.7.5 Availability (Broker Connect)

My Information > Broker Connect > Availability

My Profile > Availability

Brokers provide default hours for each day they are available for individual requests. The broker’s availability is turned on automatically at the start of their listed business hours each day and turned off at the end of their business hours. Brokers can adjust their availability manually to work outside of the set business hours. This tab is specific to the individual’s profile. A broker views their participation information and an agency manager will view their participation information as a broker. Admin staff do not have visibility to this function.

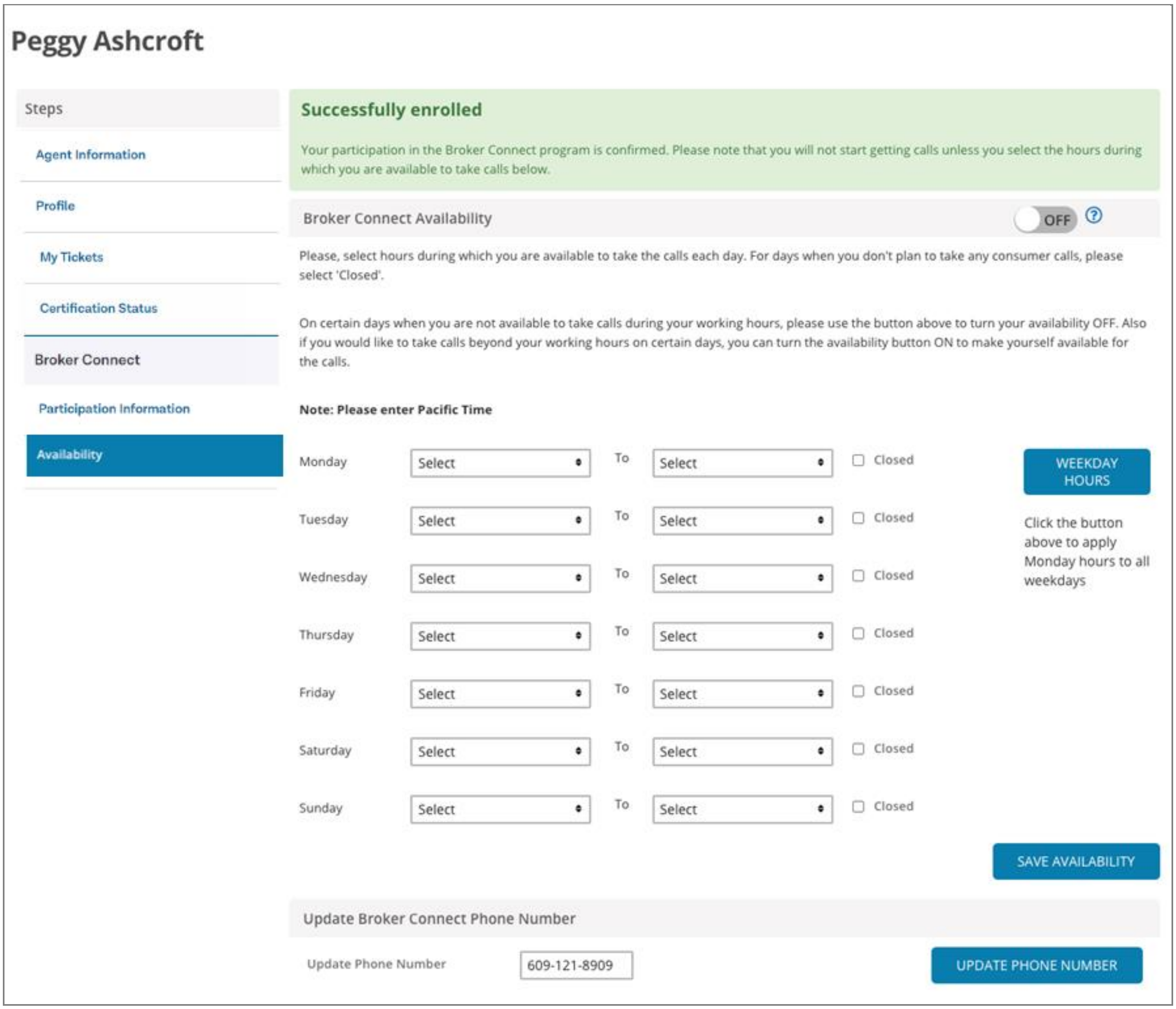


Figure 43. Broker profile, Availability (Broker Connect) tab

Table 41. Broker profile, Availability (Broker Connect) tab—elements

Element Type	Element Label	Required	Description	Validation
Toggle Switch	[Broker Connect override]	N/A	The manual override that adjusts the broker's availability outside of the set business hours	ON=available OFF=unavailable
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box to explain that the toggle sets the current availability	N/A
Option group	[work week hours]	N/A	The broker's weekly work hours	N/A
List box	[starting time]	Yes	• The list of available workday start hours • A separate list box shows for each day of the week	AM or PM
List box	To	Yes	• The list of available workday end hours • A separate list box shows for each day of the week	AM or PM
Check box	Closed	No	• The broker is closed for business • A separate check box shows for each day of the week	N/A
Button	Weekday Hours	N/A	Applies the Monday work schedule to all weekdays	None
Button	Save Availability	N/A	Saves the working hours	None
Text box	Update Phone Number	No	The telephone number to contact the broker	10 digits
Button	Update Phone Number	No	Saves changes to the broker's Broker Connect phone number	None

4.7.6 Ticket History

Dashboard > My Tickets

My Information > Agent Information > My Tickets

States enable the "My Tickets" configuration to allow brokers to view and create tickets. If requested, "My Tickets" shows on the Dashboard as a quick link. It won't show under a menu.

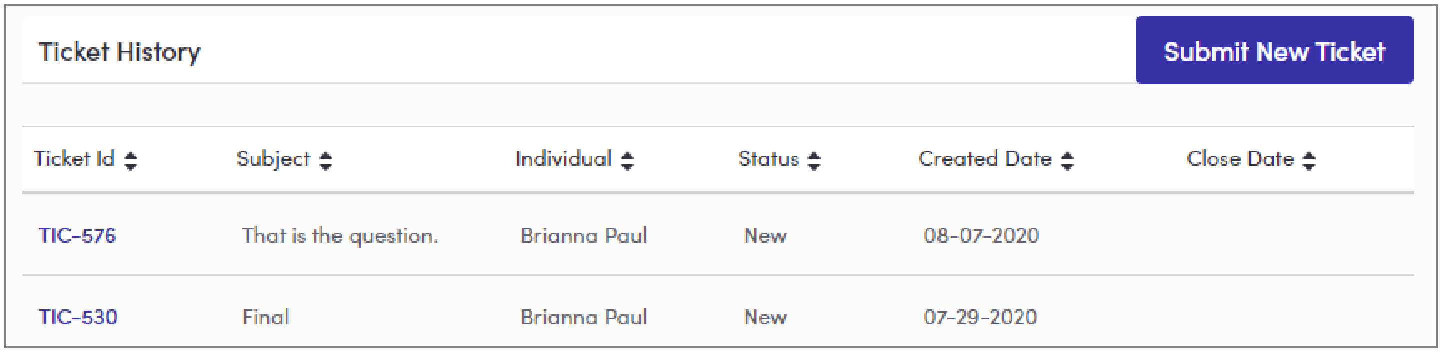


Figure 44. Ticket History page

Table 42. Ticket History page—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	[ticket ID]	N/A	Goes to the Ticket Summary view	N/A
Button	Submit New Ticket	N/A	Goes to the Support Request dialog box	None

4.7.6.1 Ticket Summary

My Tickets > ticket ID

My Information > Agent Information > My Tickets > ticketID

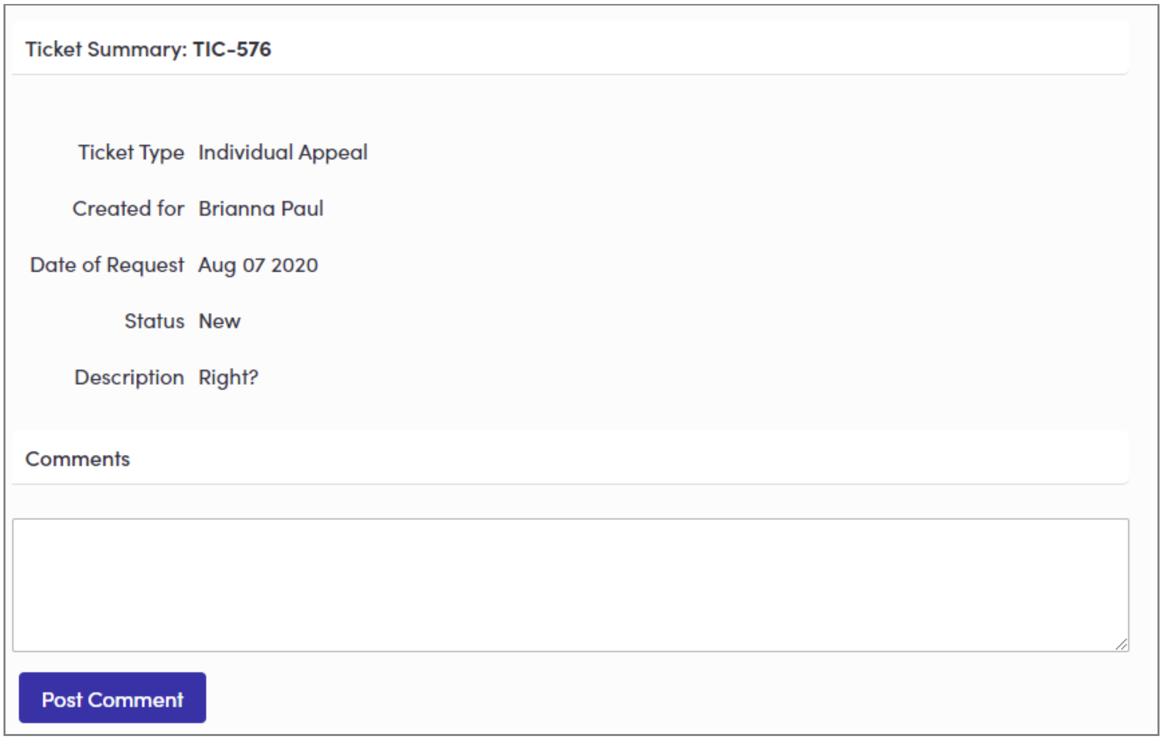


Figure 45. Ticket Summary view

Table 43. Ticket Summary view—elements

Element Type	Element Label	Required	Description	Validation
Text box	[comment]	No	The comment description	None
Button	Post Comment	N/A	Saves the comment	None

4.7.6.2 Support Request

My Tickets > Submit New Ticket

My Information > Agent Information > My Tickets > Submit New Ticket

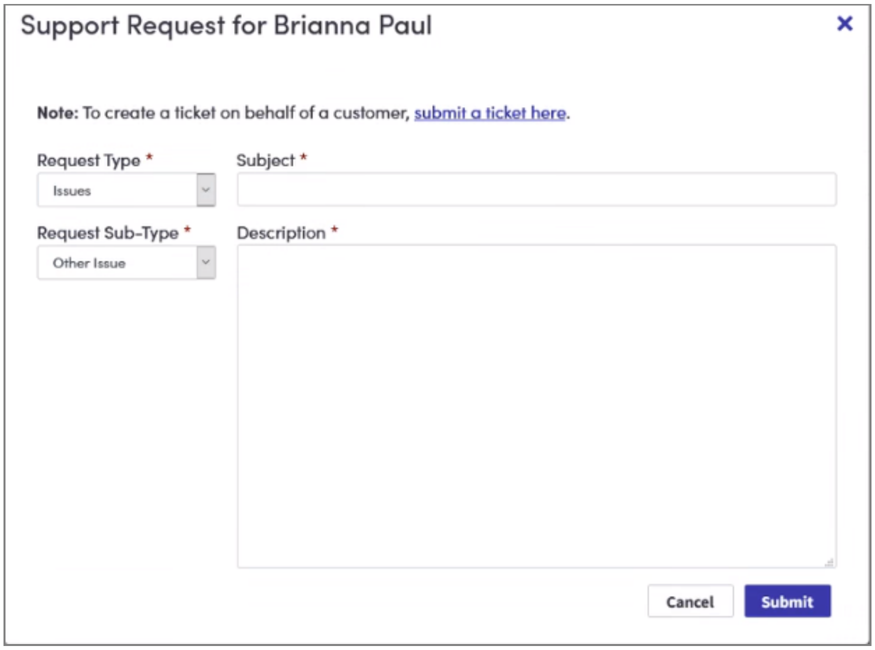


Figure 46. Support Request dialog box

Table 44. Support Request dialog box—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	submit a ticket here	N/A	Goes to the Active Individuals page	N/A
Text box	Subject	Yes	The subject of the ticket	None
List box	Request Type	Yes	The type of request	Values: Enrollment, Feedback, Issues
List box	Request Sub-Type	Yes	The category associated with the type of request	Values are dependent on the Request Type selected
Text box	Description	Yes	The ticket details	None
Button	Cancel	N/A	Closes the dialog box without saving the ticket	None
Button	Submit	N/A	Saves ticket information and goes to the Ticket Summary page	None

4.7.7 My Delegation History

Dashboard > My Delegation History

States enable the My Delegation History configuration to allow brokers to view the delegation history for individuals in their BOB. If the individual is inactive, a reason shows under the "Reason for End" column. The reasons a delegation could end for a broker are as follows:

- Transfer within agency/entity: when an agency manager or admin staff transfers one or more individuals within the agency.
- Consumer requested cancellation: when an individual or call center staff, on behalf of the individual, removes the delegation.
- Agent/CEC initiated de-delegation: when a broker/assister de-delegates an individual from the Broker portal or Assister portal.
- Agent/CEC certification ended: when a system de-delegation occurs because the broker's certification status changed from "Certified" to any of the following:
    - Terminated-Vested
    - Terminated-For-Cause
    - Deceased

In addition to the global search/filter criteria, the following criteria apply to this page:

- Search/filter results show with the most current delegation at the top of the data grid.
- Results from multiple filter criteria use an "AND" condition of all the filters.
- If no content displays when using multiple filter criteria, this message shows: "No results were found for the Case ID you entered. Please make sure to enter a Case ID that is currently or historically been delegated to you."
- The search/filter result data grid shows up to 2000 records, with 10 records per grid page.
- Only one row shows for delegations that cross years, even if the household had multiple enrollments within those years.

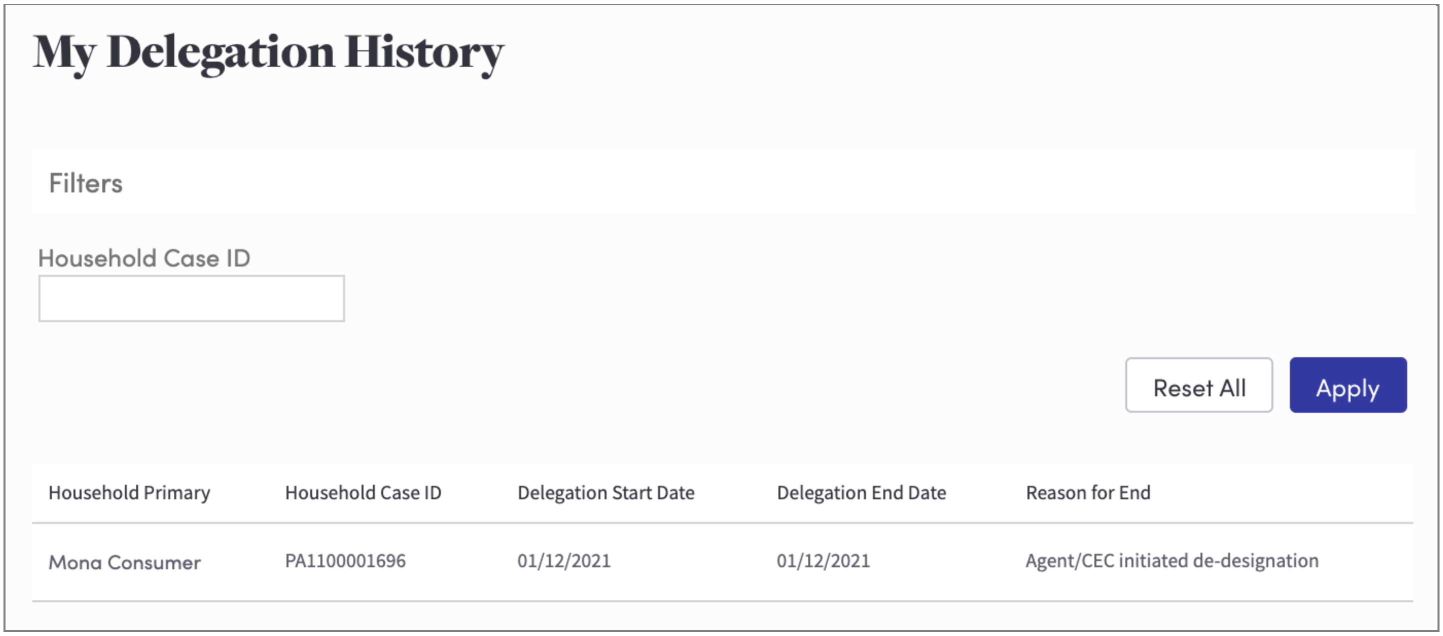


Figure 47. My Delegation History page

Table 45. My Delegation History page—elements

Element Type	Element Label	Required	Description	Validation
Text box	Household Case ID	No	The Household Case ID for an individual	Search terms must be exact
Button	Reset All	N/A	Clears the filter boxes	None
Button	Apply	N/A	Initiates the filter	None
Data Grid	[delegation history table]	N/A	A list of delegates defined in the platform, or when a filter is applied, the delegates that meet the entered criteria	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page

4.7.8 Create Customer Record

Dashboard > Add New Individual

Brokers can perform tasks on behalf of individuals, including creating an individual's account. After creating an individual's account, the broker is automatically designated as their broker and goes to the individual's profile in the Member portal, where they can impersonate the individual to start and complete a new application, shop for a plan, and enroll.

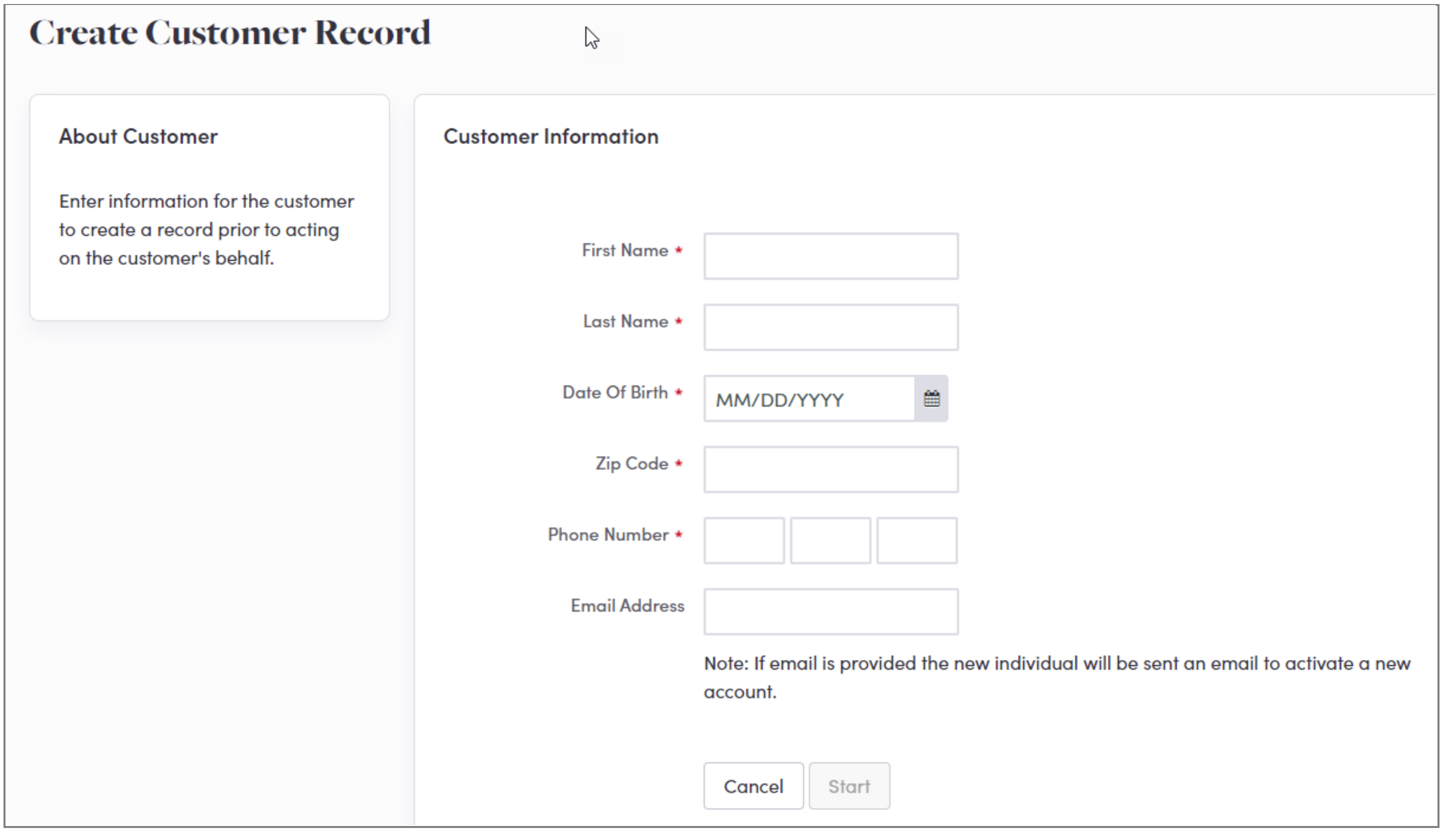


Figure 48. Create Customer Record page

Table 46. Create Customer Record page—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	The individual's first name	Up to 100 characters
Text box	Last Name	Yes	The individual's last name	Up to 100 characters
Date picker	Date of Birth	Yes	The individual's date of birth	8 digits in MMDDYYYY or MM/DD/YYYY format
Text box	Zip Code	Yes	The individual's ZIP code	5 digits
Text box	Phone Number	Yes	The individual's primary telephone number	10 digits in NNN NNN NNNN format
Text box	Email Address	No	The individual's email address	Must be a valid email address
Button	Cancel	N/A	Clears the page without saving the entered information	None
Button	Start	N/A	Saves the data and opens View Individual Account dialog box	Required elements must be complete

4.7.8.1 View Individual Account

Dashboard > Add New Individual > Start > View Individual Account

This dialog box is identical to the View Individual Account dialog box on the Active Individuals page. See 4.4.2 View Individual Account.

5 Agency Portal

The Agency portal is for large or small for-profit organizations with one or more brokers to help them manage their business easily and efficiently. The agency owns the business and can act on behalf of any of their brokers or delegated individuals. The agency manager's account created during the agency registration becomes the initial owner of the agency account. An agency can have multiple agency managers. The broker admin can administer the agency manager role through a request. Each state creates their own process for the delivery of the request to the broker admin. See 7.2 Agents.

5.1 New Agency Registration

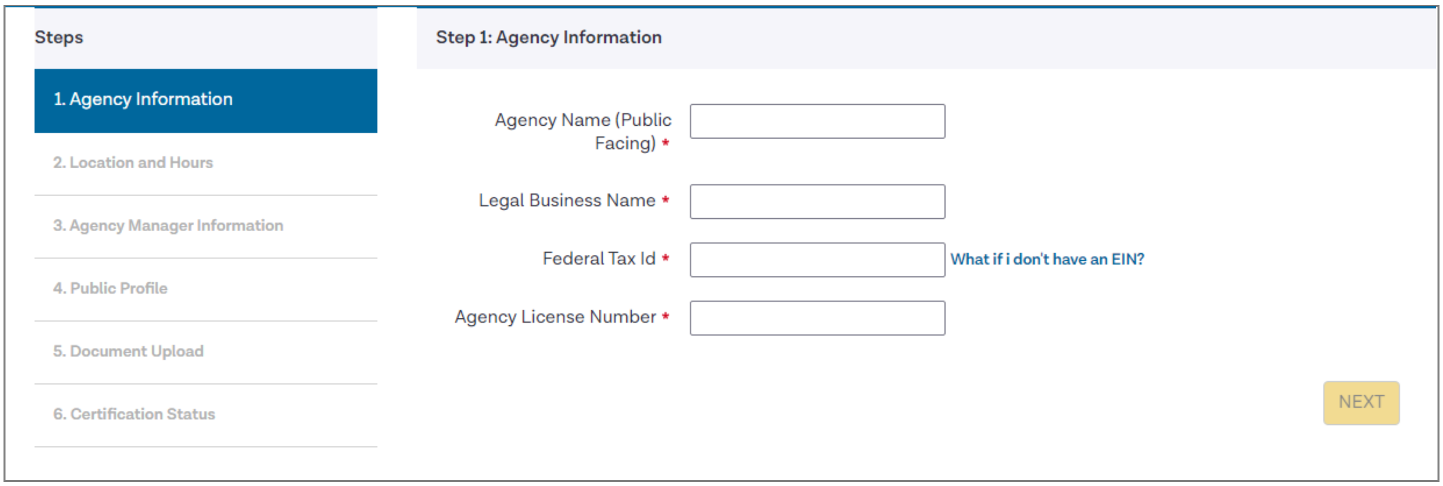


Figure 49. Agency Registration page

Table 47. Agency Registration page—elements

Element Type	Element Label	Required	Description	Validation
Tab	1. Agency Information	N/A	Goes to the 1. Agency Information tab	None
Tab	2. Location and Hours	N/A	Goes to the 2. Location and Hours tab	Required elements on the Agency Information tab must be complete
Tab	3. Agency Manager Information	N/A	Goes to the 3. Agency Manager Information tab	Required elements on the Location and Hours tab must be complete
Tab	4. Public Profile	N/A	Goes to the 4. Public Profile tab	Required elements on the Agency Manager Information tab must be complete
Tab	5. Document Upload	N/A	Goes to the 5. Document Upload tab	Required elements on the Public Profile tab must be complete

Element Type	Element Label	Required	Description	Validation
Tab	6. Certification Status	N/A	Goes to the 6. Certification Status tab	• Required elements on the Document Upload tab must be complete • Status will show as Pending until the agency is certified by the broker admin
Button	Next	N/A	Goes to the 2. Location and Hours tab	Required elements on the Agency Information tab must be complete

5.1.1 Agency Information

Agency Registration > 1. Agency Information

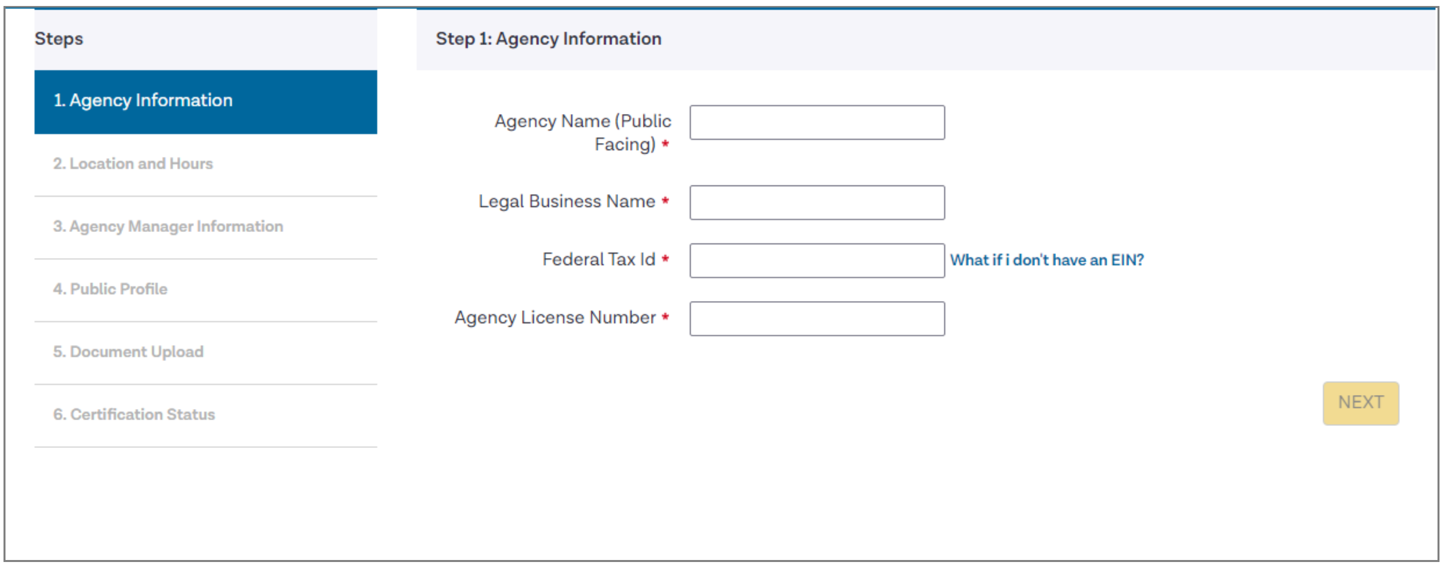


Figure 50. Agency Registration, 1. Agency Information tab

Table 48. Agency Registration, 1. Agency Information tab—elements

Element Type	Element Label	Required	Description	Validation
Text box	Agency Name (Public Facing)	Yes	The name of the agency	Up to 80 characters
Text box	Legal Business Name	Yes	The legal business name of the agency	Up to 80 characters
Text box	Federal Tax Id	Yes	The agency's Federal Employer Identification Number (EIN)	9 digits
Hyperlink	What if I don't have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A

Element Type	Element Label	Required	Description	Validation
Text box	Agency License Number	Yes	The agency's state-issued license number	Up to 10 characters
Button	Next	N/A	Saves the data and goes to the 2. Location and Hours tab	Required elements must be complete

5.1.1.1 Federal Employer ID Number (EIN)

Agency Registration > 1. Agency Information > What if I don't have an EIN?

This dialog box is identical to the Federal Employer ID Number (EIN) dialog box for the broker registration. See 4.1.1.1 Federal Employer ID Number.

5.1.2 Location and Hours

Agency Registration > Next

Each agency has one primary location address but can have an unlimited number of sub sites.

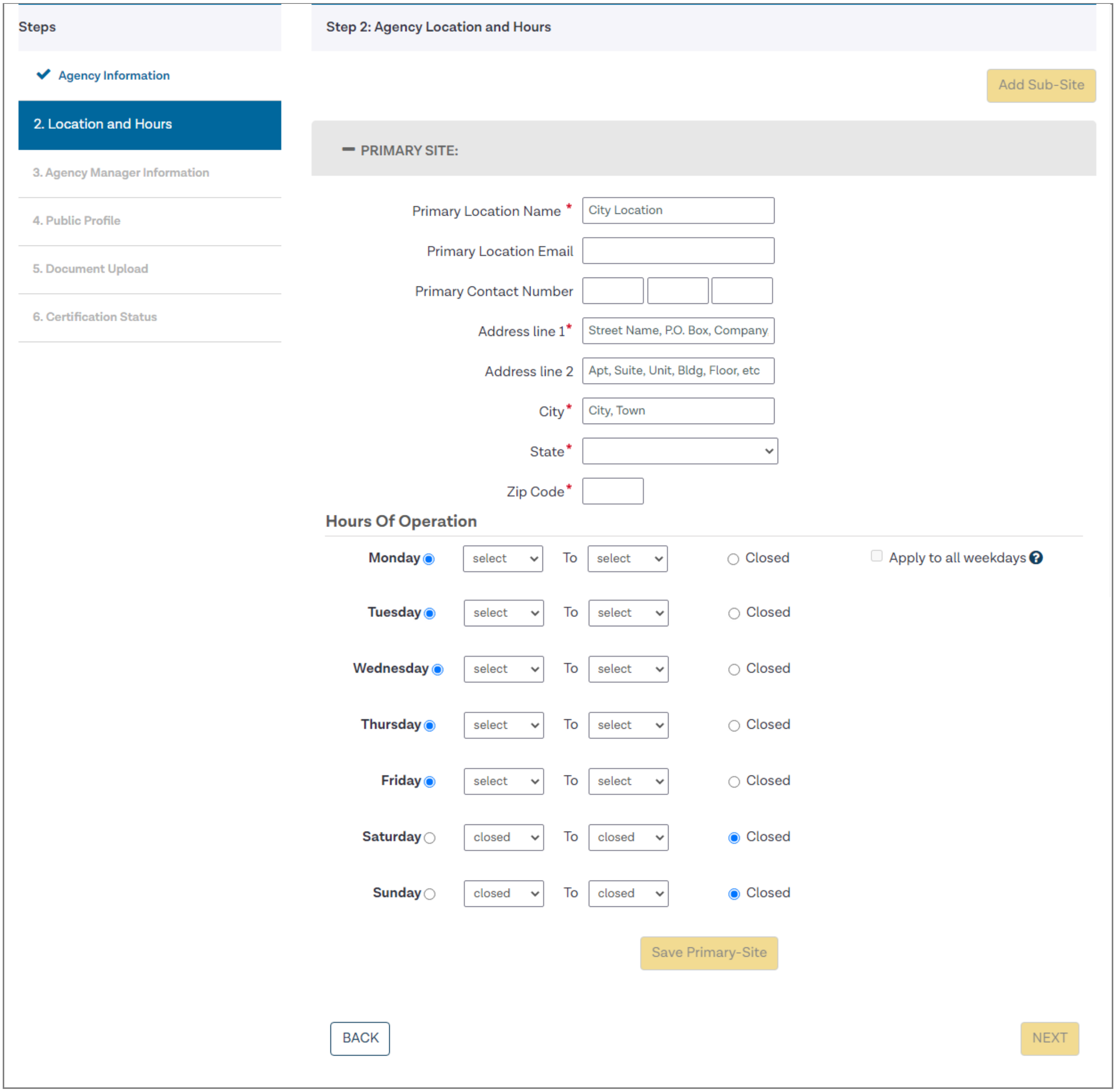


Figure 51. Agency Registration, 2. Location and Hours tab

Table 49. Agency Registration, 2. Location and Hours tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Add Sub-Site	N/A	Opens a Location and Hours (Add Sub-Site) section on the page	None
Content Panel	Primary Site	N/A	Opens a Location and Hours Primary Site section on the page	N/A
Text box	Primary Location Name	Yes	A city location for the agency's primary address	Up to 50 characters
Text box	Primary Location Email	No	The shared location email for the agency's primary address	• Requires standard email verification • Must be a valid email address
Text box	Primary Contact Number	No	The telephone number for the agency's primary address	10 digits in NNN NNN NNNN format
Text box	Address line 1	Yes	The first line of the agency's primary business address	Up to 50 characters
Text box	Address line 2	No	The second line of the agency's primary business address	Up to 50 characters
Text box	City	Yes	The agency's primary business city	Up to 30 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip Code	Yes	The agency's primary business ZIP code	5 digits
Option group	Hours of Operation	No	The agency's hours of operation	N/A
Radio button	[day of the week]	No	• The agency is open • A separate radio button shows for each day of the week	Values: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
List box	[open time]	No	• The hour the agency opens • A separate list box shows for each day of the week	Values: AM, PM, Closed
List box	To	No	• The hour the agency closes • A separate list box shows for each day of the week	• Values: AM, PM, Closed • Required if the option [open time] is selected • Should be later than [open time] • If [open time] hours are Closed, then To hours must be Closed
Radio button	Closed	N/A	• The agency is closed • A separate radio button shows for each day of the week	If selected, the [open time] and To time will be marked as Closed

Element Type	Element Label	Required	Description	Validation
Check box	Apply to all weekdays	No	All weekdays will have the same [open time] and To hours as the hours entered for Monday	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about applying hours to all weekdays	N/A
Button	Save Primary-Site	N/A	Saves the entered data	Button activates when the required fields are complete
Button	Back	N/A	Goes to the 1. Agency Information tab	None
Button	Next	N/A	Goes to the 3. Agency Manager Information tab	None

5.1.2.1 Location and Hours (Add Sub-Site)

Agency Registration > Next > Save Primary Site > Add Sub-Site

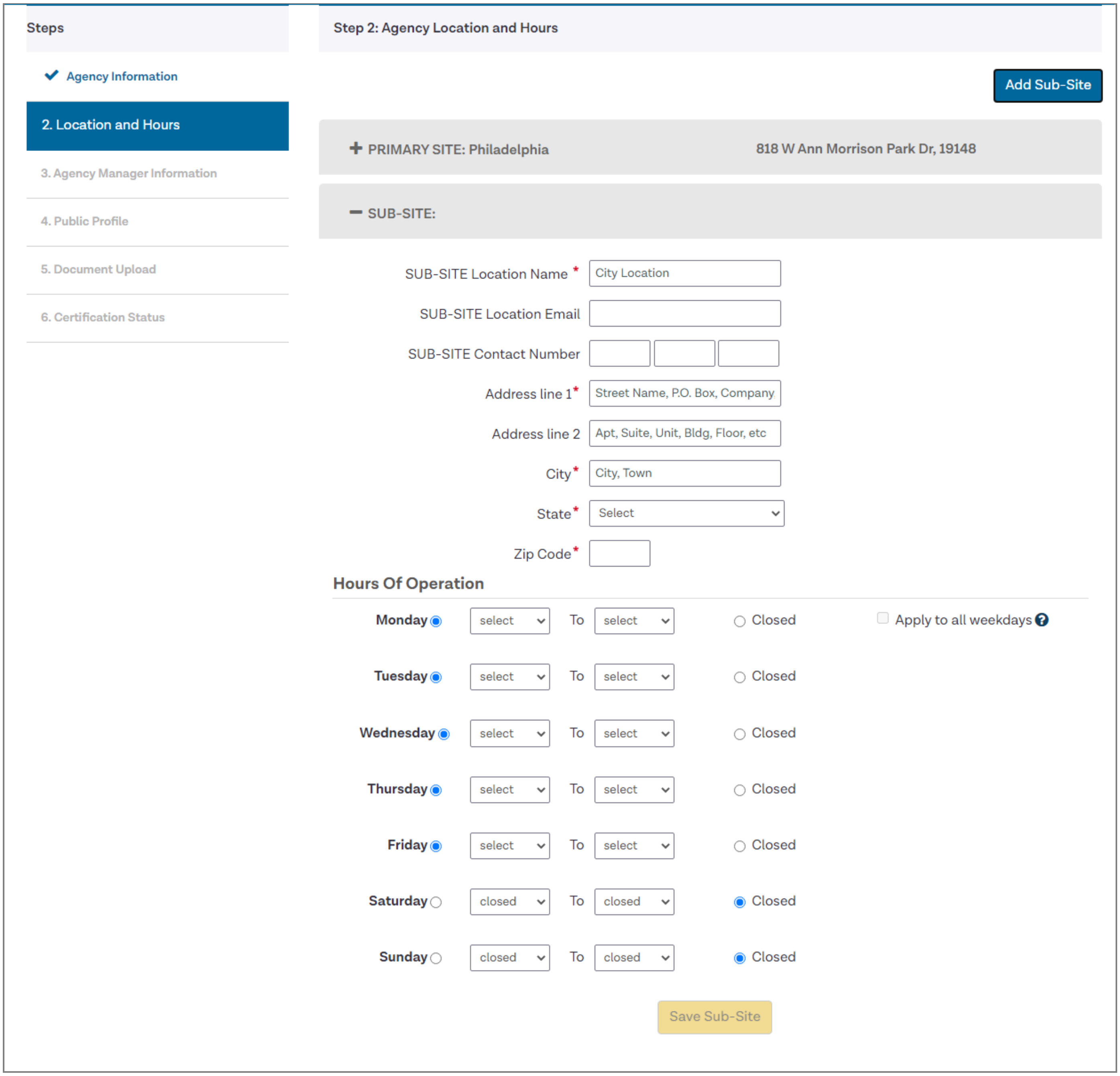


Figure 52. 2. Location and Hours, Add Sub-Site view

Table 50. 2. Location and Hours, Add Sub-Site view—elements

Element Type	Element Label	Required	Description	Validation
Button	Add Sub-Site	N/A	Opens a sub-site section on the page	None
Content Panel	SUB-SITE	N/A	Opens a Location and Hours Sub Site section on the page	N/A
Text box	SUB-SITE Location Name	Yes	A city location for the agency's sub-site address	Up to 50 characters
Text box	SUB-SITE Location Email	No	The shared location email for the agency's sub-site address	• Requires standard email verification • Must be a valid email address
Text box	SUB-SITE Contact Number	No	The telephone number for the agency's sub-site address	10 digits in NNN NNN NNNN format
Text box	Address line 1	Yes	The first line of the agency's sub-site business address	Up to 50 characters
Text box	Address line 2	No	The second line of the agency's sub-site business address	Up to 50 characters
Text box	City	Yes	The agency's sub-site business city	Up to 30 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip Code	Yes	The agency's sub-site business ZIP code	5 digits
Option group	Hours of Operation	No	The agency's hours of operation	N/A
Radio button	[day of the week]	No	• The agency is open • A separate radio button shows for each day of the week	Values: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
List box	[open time]	No	• The hour the agency opens • A separate list box shows for each day of the week	Values: AM, PM, Closed
List box	To	No	• The hour the agency closes • A separate list box shows for each day of the week	• Values: AM, PM, Closed • Required if the option [open time] is selected • Should be later than [open time] • If [open time] hours are Closed, then To hours must be Closed
Radio button	Closed	N/A	• The agency is closed • A separate radio button shows for each day of the week	If selected, the [open time] and To time will be marked as Closed

Element Type	Element Label	Required	Description	Validation
Check box	Apply to all weekdays	No	All weekdays will have the same [open time] and To hours as the hours entered for Monday	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about applying hours to all weekdays	N/A
Button	Save Sub-Site	N/A	Saves the entered data and goes to the 3. Agency Manager Information tab	Required elements must be complete

5.1.3 Agency Manager Information

Agency Registration > Next > Save Primary Site > Next

Agency Registration > Next > Save Primary Site > Add Sub-Site > Save Sub-Site

This section shows the tab required for the “broker” role of the agency manager. The agency manager’s business address must be one of the agency’s locations (primary location or any of the subsites).

Note: Confirm the accuracy of the individual email address and primary contact number phone number added to the broker’s account. The system uses the email address to send the account activation email/link to the broker. The phone number is used to send the verification code when the broker verifies their account.

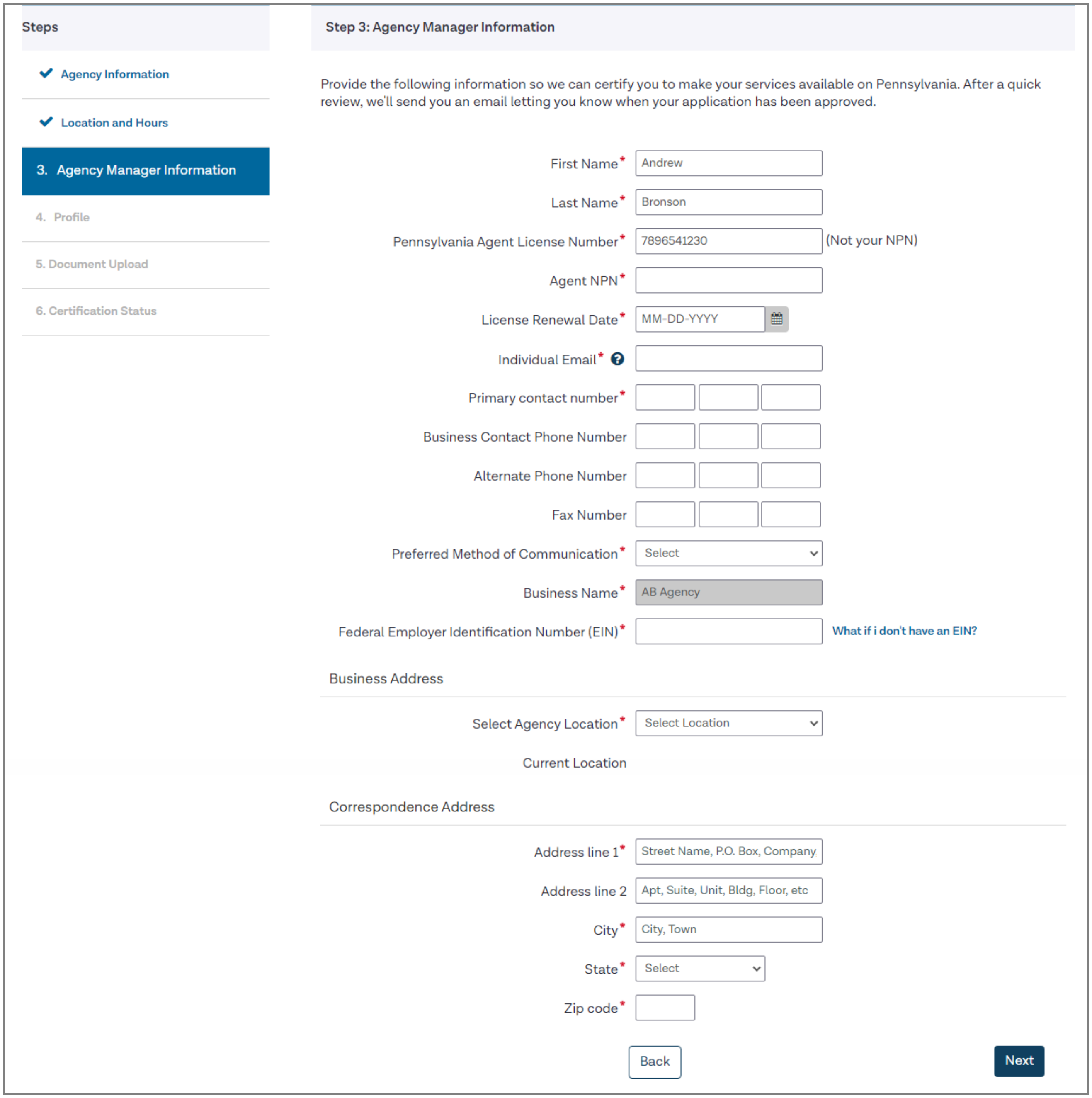


Figure 53. Agency Registration, 3. Agency Manager Information tab

Table 51. Agency Registration, 3. Agency Manager Information tab—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	• The agency manager's first name • Prepopulated with existing information	None
Text box	Last Name	Yes	• The agency manager's last name • Prepopulated with existing information	None

Element Type	Element Label	Required	Description	Validation
Text box	Agent License Number	Yes	• The agency manager's state-issued license number • Prepopulated with existing information	• Up to 10 characters • Alphanumeric
Text box	Agent NPN	Yes	The agency manager's national producer number	Up to 20 digits
Date picker	License Renewal Date	Yes	The last renewal date of the agency manager's license	8 digits in MMDDYYYY or MM/DD/YYYY format
Text box	Individual Email	Yes	• The agency manager's direct email address • Needs to be unique because it is used for the agency manager's account.	• Up to 50 characters • Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the email requirements	N/A
Text box	Primary contact number	Yes	The agency manager's telephone number	10 digits in NNN NNN NNNN format
Text box	Business Contact Phone Number	No	The telephone number of the agency manager's agency location	10 digits in NNN NNN NNNN format
Text box	Alternate Phone Number	No	The agency manager's alternate telephone number	10 digits in NNN NNN NNNN format
Text box	Fax Number	No	The agency manager's fax number	10 digits in NNN NNN NNNN format
List box	Preferred Method of Communication	Yes	The agency manager's preferred means of receiving communication	Values: Email Address, Mail, Phone
Text box	Federal Employer Identification Number (EIN)	Yes	The agency's Federal Employer ID	9 digits
Hyperlink	What if I don't have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A
Text box	Address line 1	Yes	The first line of the agency manager's business address	Up to 25 characters
Text box	Address line 2	No	The second line of the agency manager's business address	Up to 25 characters
Text box	City	Yes	The agency manager's business city	Up to 30 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	The agency manager's business ZIP code	5 digits

Element Type	Element Label	Required	Description	Validation
Check box	Same as business address	No	• The correspondence address is the same address as the business address • The system populates the correspondence address with the business address details	N/A
Text box	Address line 1	Yes	The first line of the agency manager's correspondence address	Up to 25 characters
Text box	Address line 2	No	The second line of the agency manager's correspondence address	Up to 25 characters
Text box	City	Yes	The agency manager's correspondence city	Up to 30 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	The agency manager's correspondence ZIP code	5 digits
Button	Back	N/A	Goes to the 2. Location and Hours tab	None
Button	Next	N/A	Saves the data and goes to the 4. Profile tab	Required elements must be complete

5.1.3.1 Federal Employer ID Number (EIN)

Agency Registration > Next > Save Primary Site > Next > What if I don't have an EIN?

This dialog box is identical to the Federal Employer ID Number (EIN) dialog box for the broker registration. See 4.1.1.1 Federal Employer ID Number.

5.1.4 Profile

Agency Registration > Next > Save Primary Site > Next > Next

This page captures the public profile for the agency manager. Most of the information on this screen will be visible on the broker directory in the Member portal. See *Member Portal Specifications*.

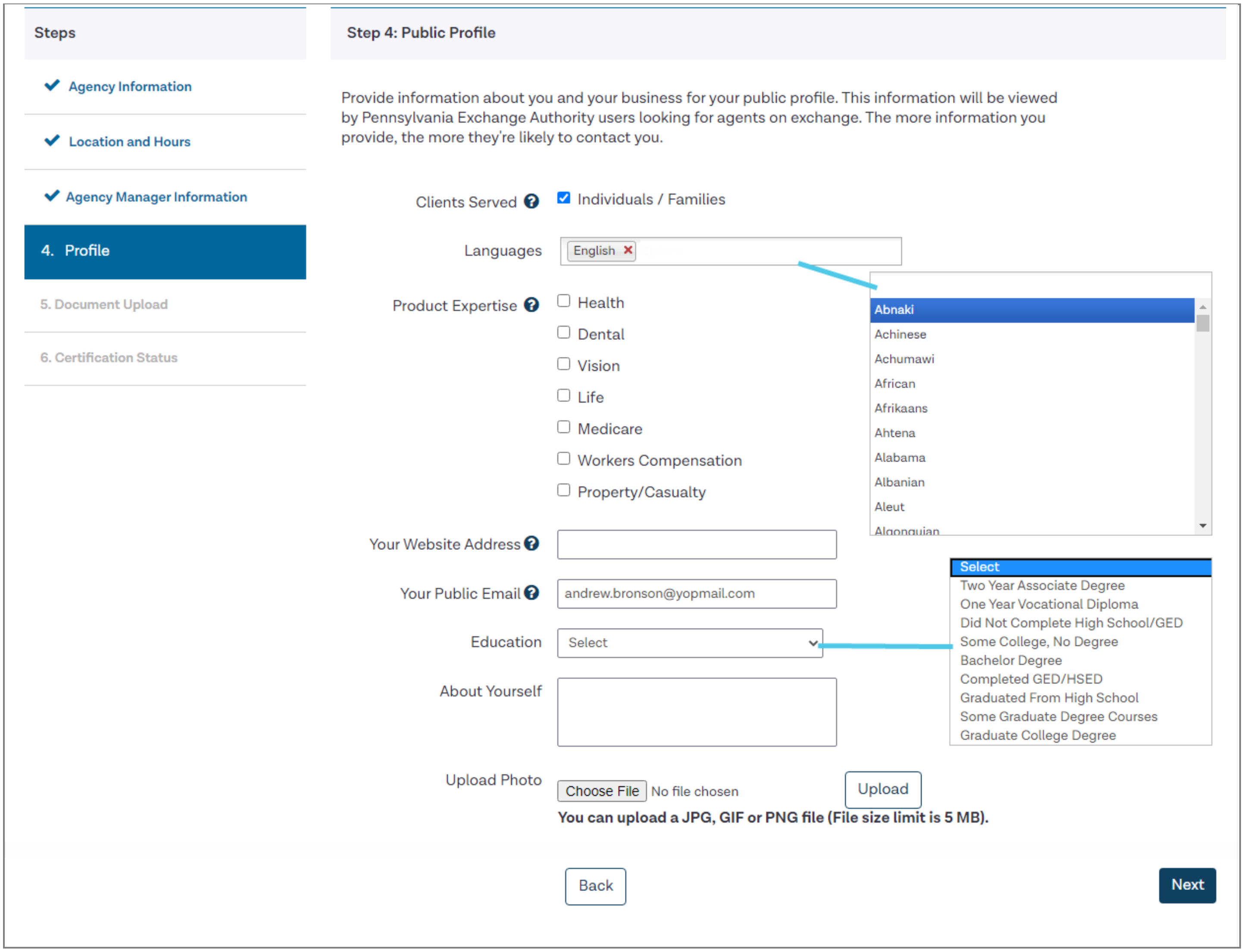


Figure 54. Agency Registration, 4. Profile tab

Table 52. Agency Registration, 4. Profile tab—elements

Element Type	Element Label	Required	Description	Validation
Option group	Clients Served	No	• The types of clients that the agency manager serves • Individuals/Families is the default option selected • When multiple options are available for a state, at least one check box must be selected for the agency manager to show in search results in the Member portal	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the clients served options appear and how to manage them	N/A
Check box	Individuals/ Families	No	The agency manager's clients include individuals and/or families	N/A
Multiple selection list box	Languages	No	• Languages in which the agency manager can conduct business • Matching names show as list values after three characters • Selecting a language removes it from the list and adds it as a selection button inside the box	Values: any language that matches the characters entered in the box
Selection button	[language]	N/A	• A language in which the agency manager can conduct business • The "X" removes the language from the Languages box	None
Option group	Product Expertise	No	The agency manager's areas of expertise	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box explaining how the products expertise section benefits the broker	N/A
Check box	Health	No	The agency manager has expertise in health claims	N/A
Check box	Dental	No	The agency manager has expertise in dental claims	N/A
Check box	Vision	No	The agency manager has expertise in vision claims	N/A
Check box	Life	No	The agency manager has expertise in life claims	N/A
Check box	Medicare	No	The agency manager has expertise in Medicare claims	N/A

Element Type	Element Label	Required	Description	Validation
Check box	Workers Compensation	No	The agency manager has expertise in workers' compensation claims	N/A
Check box	Property/Casualty	No	The agency manager has expertise in property/casualty claims	N/A
Text box	Your Website Address	No	The address of the agency manager's web site	Up to 100 characters
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about how the website address benefits the broker	N/A
Text box	Your Public Email	No	• The agency manager's email address • Prepopulated with existing information	• Up to 50 characters • Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the public email appears	N/A
List box	Education	No	The agency manager's highest level of education	Values: Two Year Associate Degree; One Year Vocational Diploma; Did Not Complete High School/GED; Some College, No Degree; Bachelor Degree; Completed GED/HSED; Graduated From High School; Some Graduate Degree Courses; Graduate College Degree
Text box	About Yourself	No	The personal information that the agency manager wants to add to the profile	Up to 4000 characters
Button	Choose Photo	N/A	The agency manager's chosen photo image file	• Must be a JPG, GIF, or PNG image file • 5 MB file size limit
Button	Upload Photo	N/A	Uploads the agency manager's photo image file	Image shows in the thumbnail box
Button	Back	N/A	Clears any entered data and goes to the 3. Agency Manager Information tab	None
Button	Finish	N/A	Saves the data and opens the 5. Document Upload tab	Required elements must be complete

5.1.5 Document Upload

Agency Registration > Next > Save Primary Site > Next > Next > Next

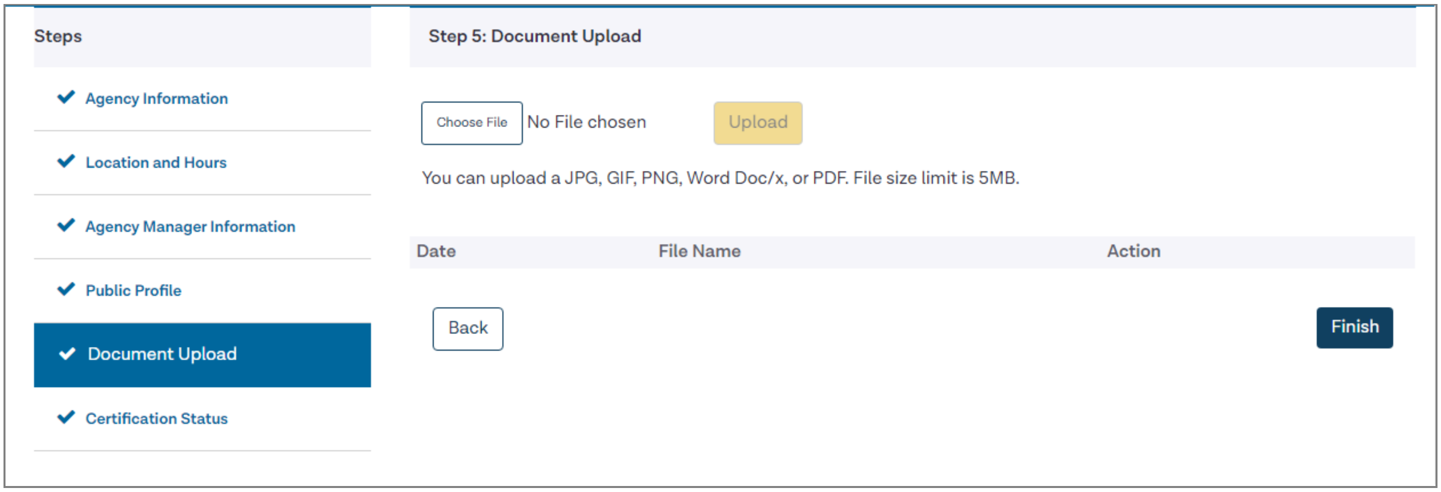


Figure 55. Agency Registration, 5. Document Upload tab

Table 53. Agency Registration, 5. Document Upload tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Choose file	N/A	Selects a file to upload to the agency's account	• Must be JPG, GIF, PNG, Microsoft Word, or PDF • 5 MB size limit
Button	Upload	N/A	Uploads the chosen file and opens the File Uploaded Successfully dialog box	None
Hyperlink	<filename>	N/A	Opens the selected file	File must be uploaded for the hyperlink to appear
Hyperlink	Remove	N/A	Opens the Remove Uploaded Document dialog box	File must be uploaded for the hyperlink to appear
Button	Back	N/A	Goes to the 5. Document Upload tab	None
Button	Finish	N/A	Saves the registration information and opens the Account Registration Complete dialog box or goes to the Payment History tab	None

5.1.6 File Uploaded Successfully

Agency Registration > Next > Save Primary Site > Next > Next > Next > Upload

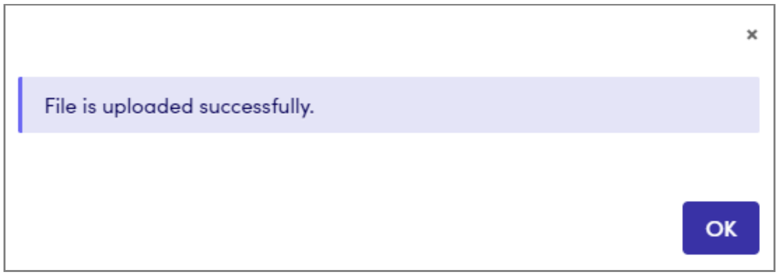


Figure 56. File Uploaded Successfully dialog box

Table 54. File Uploaded Successfully dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	OK	N/A	Closes the dialog box	None

5.1.7 Remove Uploaded Document

Agency Registration > Next > Save Primary Site > Next > Next > Next > Remove

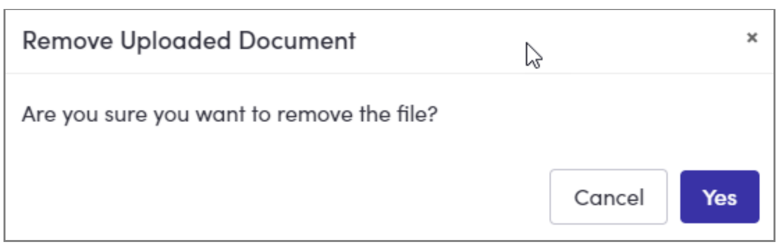


Figure 57. Remove Uploaded Document dialog box

Table 55. Remove Uploaded Document dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the dialog box	None
Button	Yes	N/A	Removes the chosen file and closes the dialog box	None

5.1.8 Payment Information

Agency Registration > Next > Save Primary Site > Next > Next > Next > Next

If configured, the Payment Information tab shows for entering the agency's payment preferences.

5.1.8.1 Account Registration Complete

Agency Registration > Next > Save Primary Site > Next > Next > Next > Account Registration Complete

Agency Registration > Next > Save Primary Site > Next > Next > Next > Next >Account Registration Complete

The confirmation window acknowledges the registration submission and provides information on the next steps of the process.

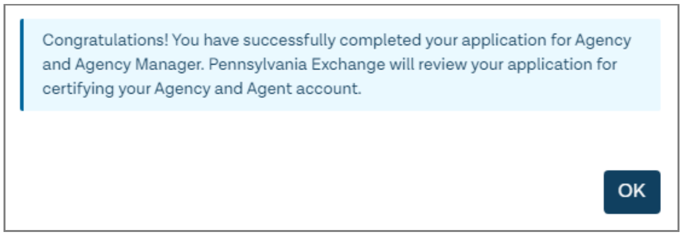


Figure 58. Account Registration Complete dialog box

Table 56. Account Registration Complete dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	OK	N/A	Closes the dialog box and goes to the Certification Status page	None

5.1.9 Certification Status

Agency Registration > Next > Save Primary Site > Next > Next > Next > Next >Account Registration Complete > OK

The certification status is "Pending" until the broker admin updates the certification status of the agency.

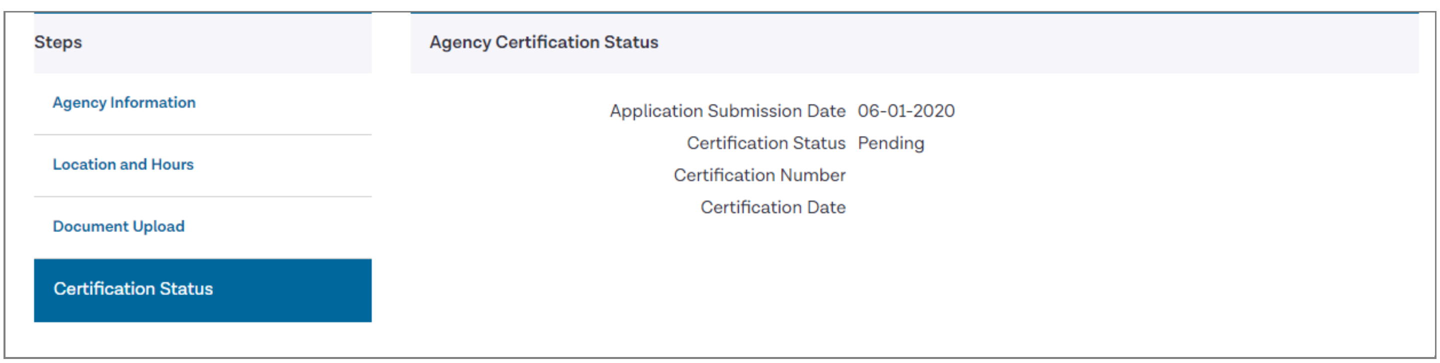


Figure 59. Agency Registration, Certification Status tab

5.2 Agency Manager Dashboard

The agency manager sees the Agents page after portal sign in. They access all pages of the portal through different menus and commands. This section describes the menus and commands that provide access to the Agency portal features, starting with an explanation of the Agents page.

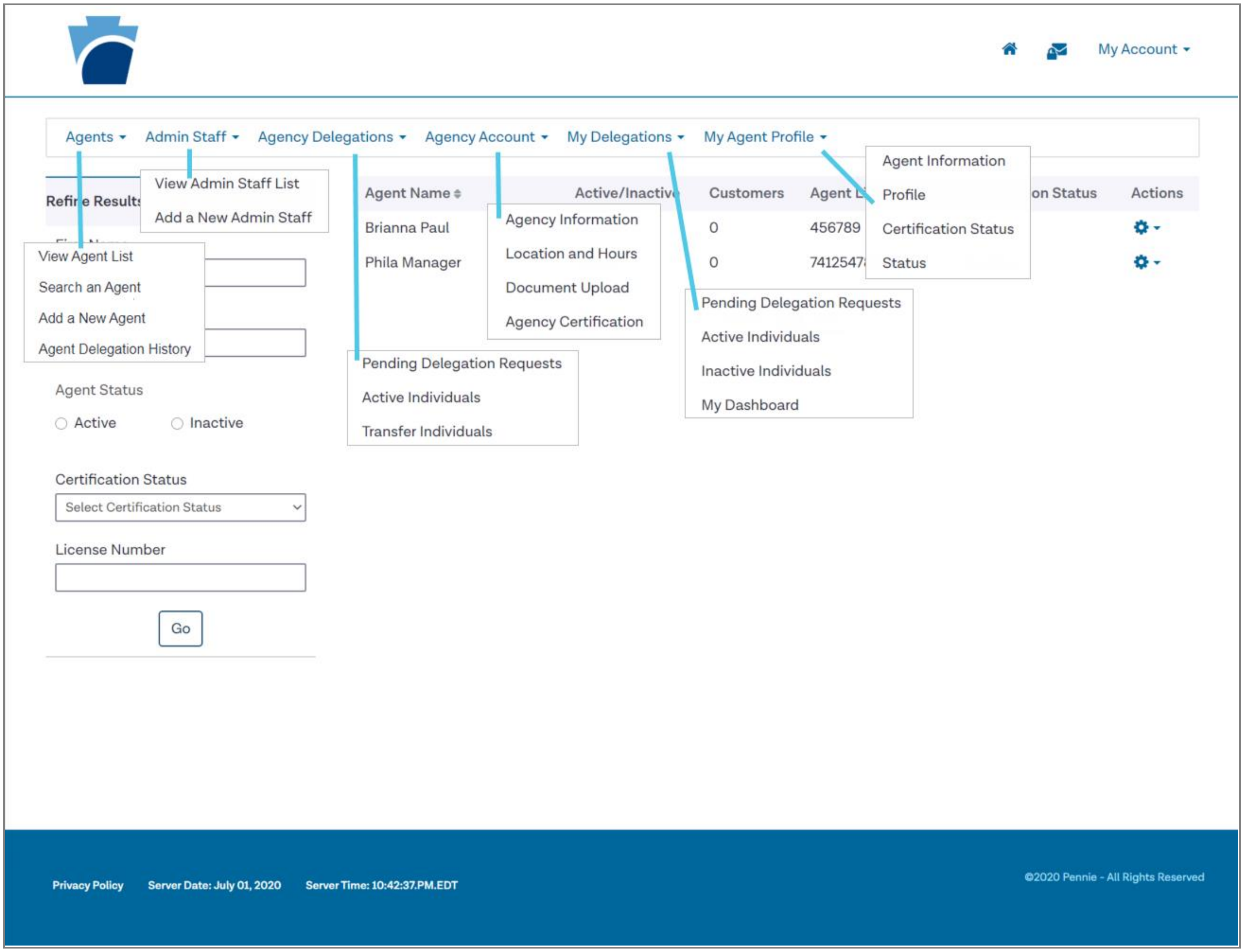


Figure 60. Agency Manager dashboard

Table 57. Agency Manager dashboard—elements

Element Type	Element Label	Required	Description	Validation
Menu	Agents	N/A	A list of commands used to perform functions related to brokers	N/A
Command	View Agent List	N/A	Goes to the Agents page	N/A
Command	Search an Agent	N/A	Goes to the Agents page	N/A

Element Type	Element Label	Required	Description	Validation
Command	Add a New Agent	N/A	Goes to the New Agent page	N/A
Command	Agent Delegation History	N/A	• Goes to the Delegation History page • The state must request this function for the hyperlink to show on the page	N/A
Menu	Admin Staff	N/A	A list of commands used to perform functions related to admin staff	N/A
Command	View Admin Staff	N/A	Goes to the Admin Staff Profile page	N/A
Command	Add a New Admin Staff	N/A	Goes to the New Admin Staff Profile page	N/A
Menu	Agency Delegations	N/A	A list of commands used to perform functions related to individuals	N/A
Command	Pending Delegation Requests	N/A	Goes to the Pending Agency Delegations page	N/A
Command	Active Individuals	N/A	Goes to the Active page	N/A
Command	Transfer Individuals	N/A	Goes to the Transfer Individual Delegations page	N/A
Menu	Agency Account	N/A	A list of commands used to perform functions related to the agency account	N/A
Command	Agency Information	N/A	Goes to the Agency Information tab	N/A
Command	Location and Hours	N/A	Goes to the Location and Hours tab	N/A
Command	Document Upload	N/A	Goes to the Document Upload tab	N/A
Command	Agency Certification	N/A	Goes to the Certification Status tab	N/A
Menu	My Delegations	N/A	A list of commands used to perform functions related to individuals in the agency manager's BOB	N/A
Command	Pending Delegation Requests	N/A	Goes to the Pending Individuals (for Agency Manager) page	N/A
Command	Active Individuals	N/A	Goes to the Active Individuals (for Agency Manager) page	N/A
Command	Inactive Individuals	N/A	Goes to the Inactive Individuals (for Agency Manager) page	N/A
Command	My Dashboard	N/A	Goes to the My Dashboard page	N/A

Element Type	Element Label	Required	Description	Validation
Menu	My Agent Profile	N/A	A list of commands used to perform functions related to the agency manager's profile	N/A
Command	Agent Information	N/A	Goes to the Agent Information tab	N/A
Command	Profile	N/A	Goes to the Profile tab	N/A
Command	Certification Status	N/A	Goes to the Certification Status tab	N/A
Command	Status	N/A	Goes to the Status tab	N/A

For information on the header and footer elements, see *Member Portal Specifications*.

5.3 Agents

Agents > View Agent List

Agents > Search an Agent

The agency manager can access the Agents page using the Agents menu. When brokers work for an agency, the agency manager becomes the overall owner of the BOB. Agencies treat agency brokers as employees, so agents cannot edit their agent information, only the agency manager has that ability

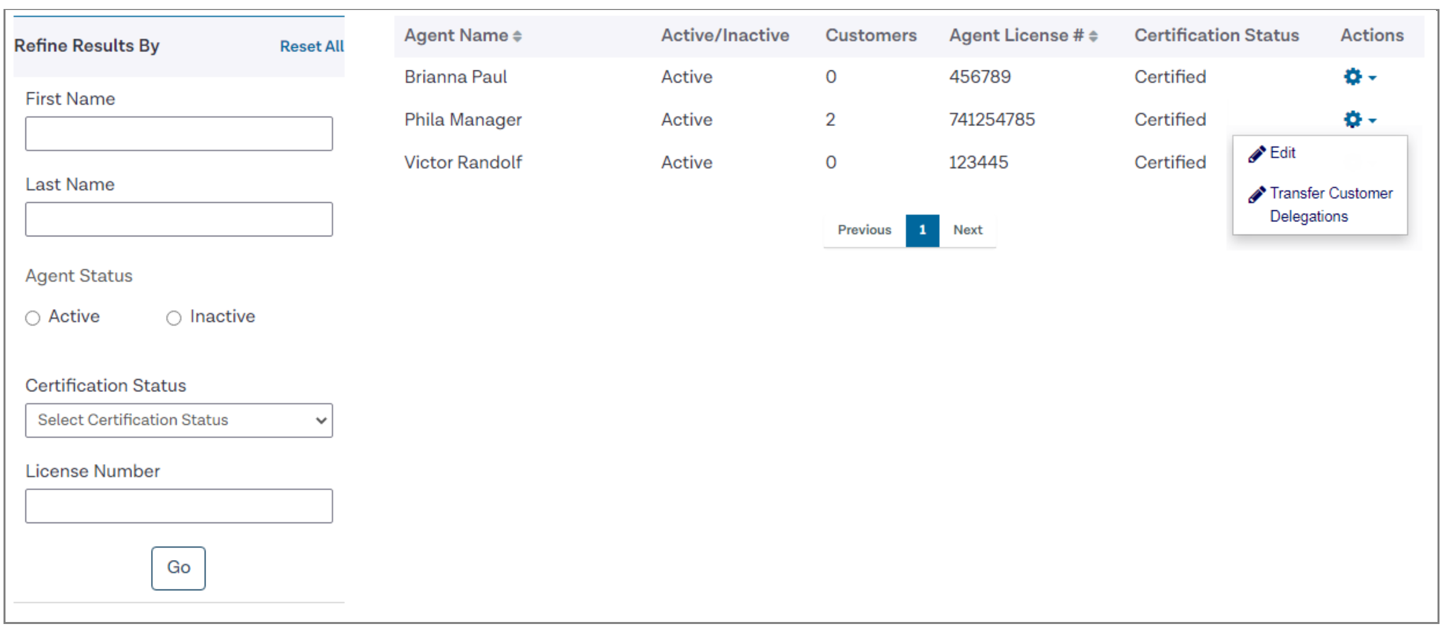


Figure 61. Agents page

Table 58. Agents page—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	Reset All	N/A	Clears all applied filters	N/A
Text box	First Name	No	The broker's first name	None
Text box	Last Name	No	The broker's last name	None
Option group	Agent Status	No	The status of the broker for the filter	N/A
Radio button	Active	No	The broker status is active	None
Radio button	Inactive	No	The broker status is inactive	None
List box	Certification Status	No	The broker's current certification status	Values: Pending, Incomplete, Withdrawn, Eligible, Certified, Denied, Terminated-Vested, Terminated-For-Cause, Deceased, Suspended
Text box	License Number	No	The broker's state-issued license number	Up to 10 characters
Button	Go	N/A	Initiates the filter	None
Data grid	[list of agents]	N/A	A list of brokers defined in the platform, or when a filter is applied, the brokers that meet the entered criteria	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to brokers	N/A
Command	Edit	N/A	Goes to the broker profile page	N/A
Command	Transfer Individual Delegations	N/A	• Goes to the Transfer Individual Delegations page • The command shows when there are one or more individuals delegated to a broker • The delegation change applies to all individuals in the broker's BOB	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page

5.4 Broker Profile

Agents > Search an Agent > Actions > Edit

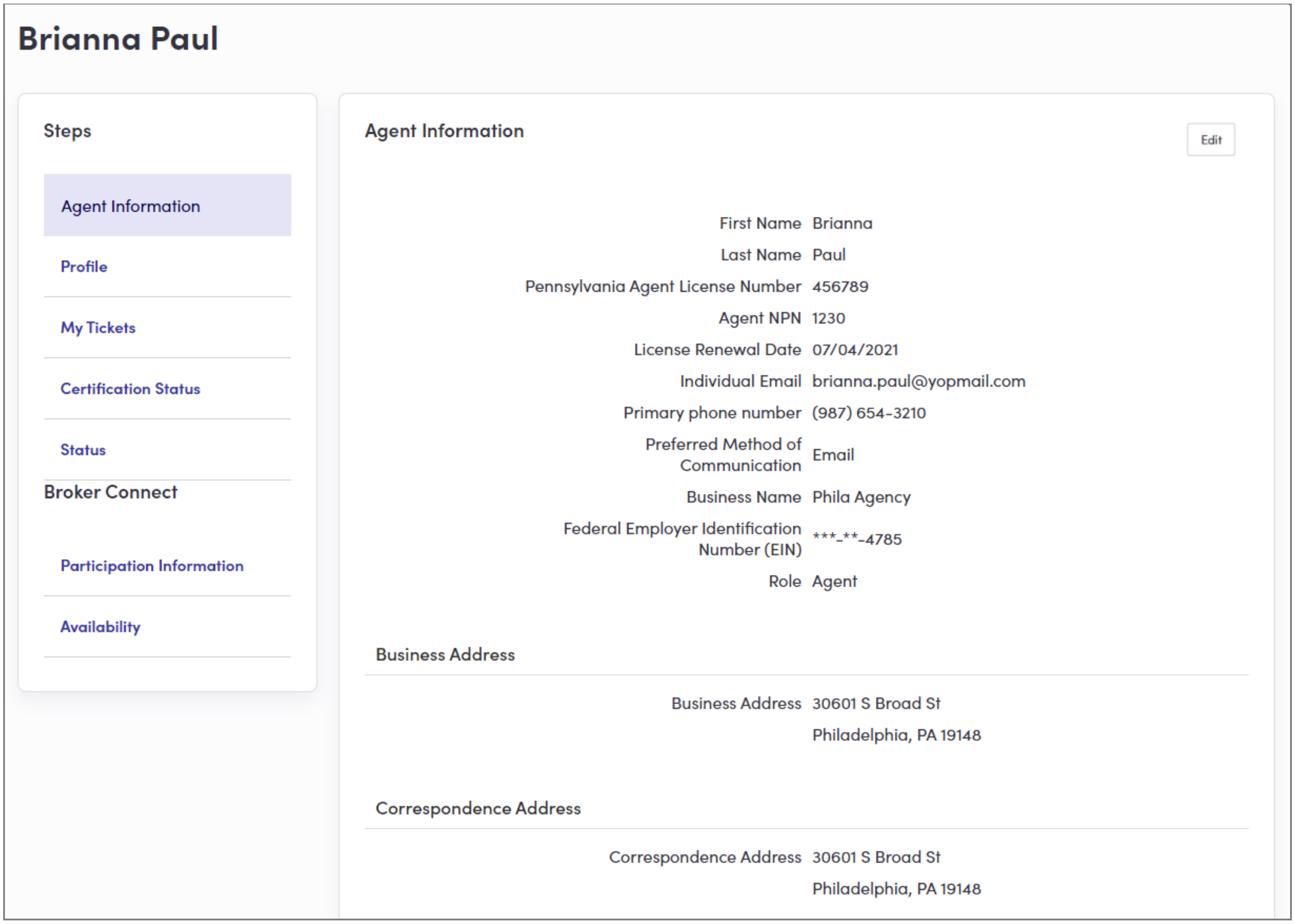


Figure 62. Broker profile page

Table 59. Broker profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Agent Information	N/A	Goes to the Agent Information tab	None
Tab	Profile	N/A	Goes to the Profile tab	None
Tab	My Tickets	N/A	Goes to the My Tickets tab	None
Tab	Certification Status	N/A	Goes to the Certification Status tab	None
Tab	Status	N/A	Goes to the Status tab	None

Element Type	Element Label	Required	Description	Validation
Tab	Participation Information	N/A	• Goes to the Participation Information (Broker Connect) tab • The Broker Connect participation information is specific to the agency manager who is signed in to the agency account • The agency manager can't see the Broker Connect information for other brokers in the agency	None
Tab	Availability	N/A	• Goes to the Availability (Broker Connect) tab • The Broker Connect participation information is specific to the agency manager who is signed into the agency account • The agency manager can't see the Broker Connect information for other brokers in the agency	None

5.4.1 Agent Information

Agents > Search an Agent > Actions> Edit > Agent Information

The state can request a configuration for an 834 trigger to carriers when a broker's information updates. With this configuration, updates to the First Name, Last Name, <state> Agent License Number/NPN, or FEIN mean that:

- All delegated broker enrollments (pending/confirm/terminate/future terminate) for the current year will reflect the modified information.
- During open enrollment, if a household has an active enrollment for the current year as well as a pending/confirmed enrollment for the upcoming year, both enrollments will update with the broker information.
- As all enrollments update, they trigger an 834 with the updated broker profile information under a generic AI Maintenance Reason Code (MRC) to the carrier.

After saving, the new information shows on the Agent Information tab, the Issuer Enrollment portal Enrollment Search page, the Delegation History dialog box, and the Enrollment View page.

Note: For agency manager(s) and broker(s) under an agency where the state requires them to have the same Federal Employer Identification Number (FEIN) as their agency, if a broker admin updates the agency's FEIN, the FEINs of the agency manager(s) and broker(s) tied to the agency won't update automatically.

When a broker is part of an agency, a "Role" shows on their information screen to indicate whether they're a broker or an agency manager. The agency manager and broker can't edit this element of the information. Broker admins assign the role of the broker.

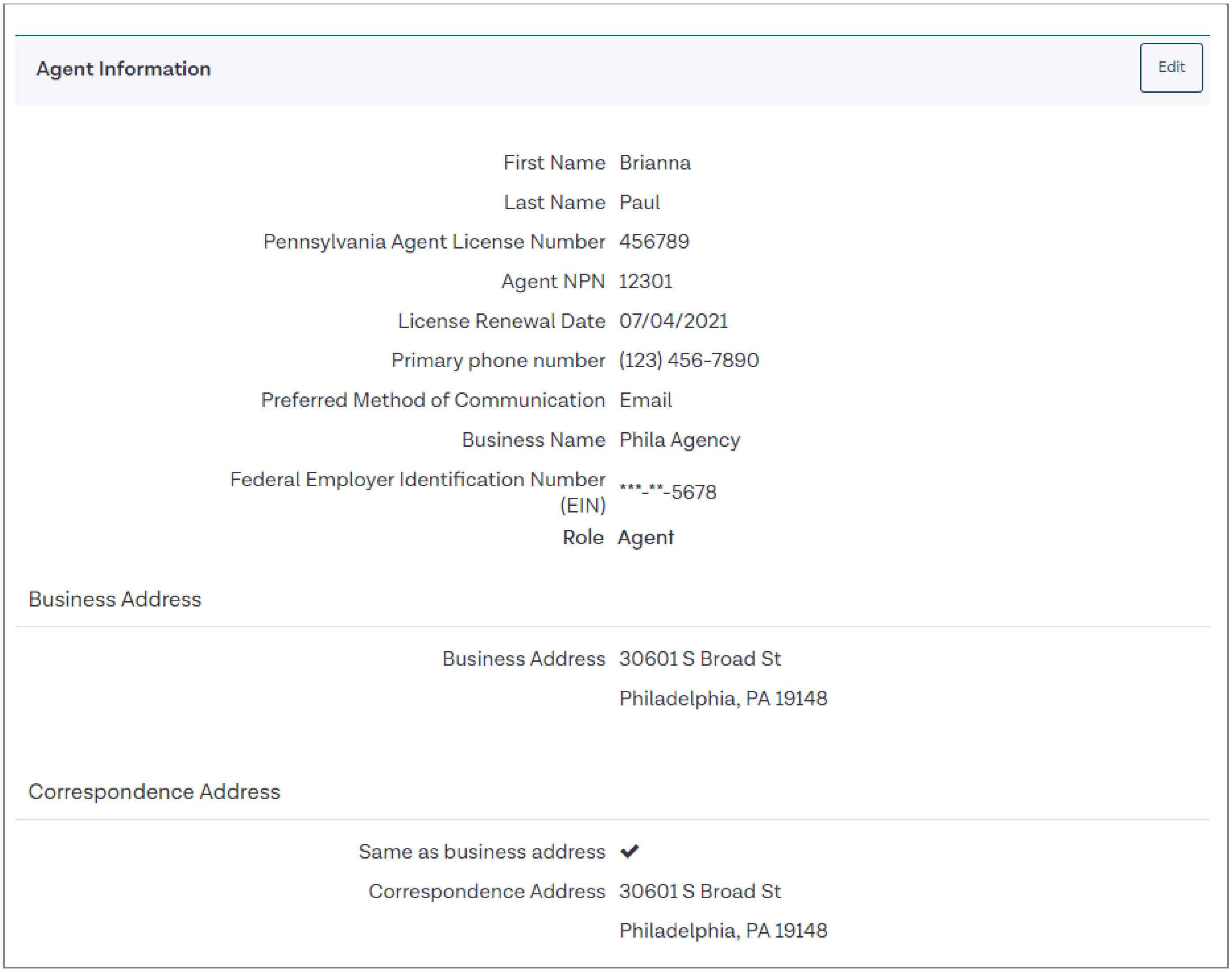


Figure 63. Agent Information tab, with role

Table 60. Agent Information tab, with role—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None

5.4.1.1 Edit Agent Information

Agents > Search an Agent > Actions > Edit > Agent Information > Edit

This view is identical to the edit view in the Broker portal. See 4.7.1.1 Edit Agent Information.

If the broker's first name, last name, license number/NPN, or FEIN are changed, there are additional events that occur when the relevant configuration is in place. See 5.4.1 Agent Information.

5.4.1.2 Federal Employer ID Number (EIN)

Agents > Search an Agent > Actions > Edit > Agent Information > Edit > Federal Employer ID Number (EIN)

This dialog box is identical to the FEIN dialog box in the Broker portal. See 4.1.1.1 Federal Employer ID Number.

5.4.2 Profile

Agents > Search an Agent > Actions > Edit > Profile

This tab is identical to the Profile tab in the Broker portal. See 4.7.2 Profile.

5.4.2.1 Edit Profile

Agents > Search an Agent > Actions > Edit > Profile > Edit

This view is identical to the edit view in the Broker portal. See 4.7.2.1 Edit Profile.

5.4.3 Ticket History

Agents > Search an Agent > Actions > Edit > My Tickets

This tab is identical to the Ticket History tab in the Broker portal. See 4.7.6 Ticket History.

5.4.4 Certification Status

Agents > Search an Agent > Actions > Edit > Certification Status

This tab is identical to the Certification Status tab in the Broker portal. See 4.7.3 Certification Status.

5.4.5 Status

Agents > Search an Agent > Actions > Edit > Status

An inactive broker:

- loses access to their BOB
- loses the ability to start a new application for an individual
- does not show in the broker directory in the Member portal

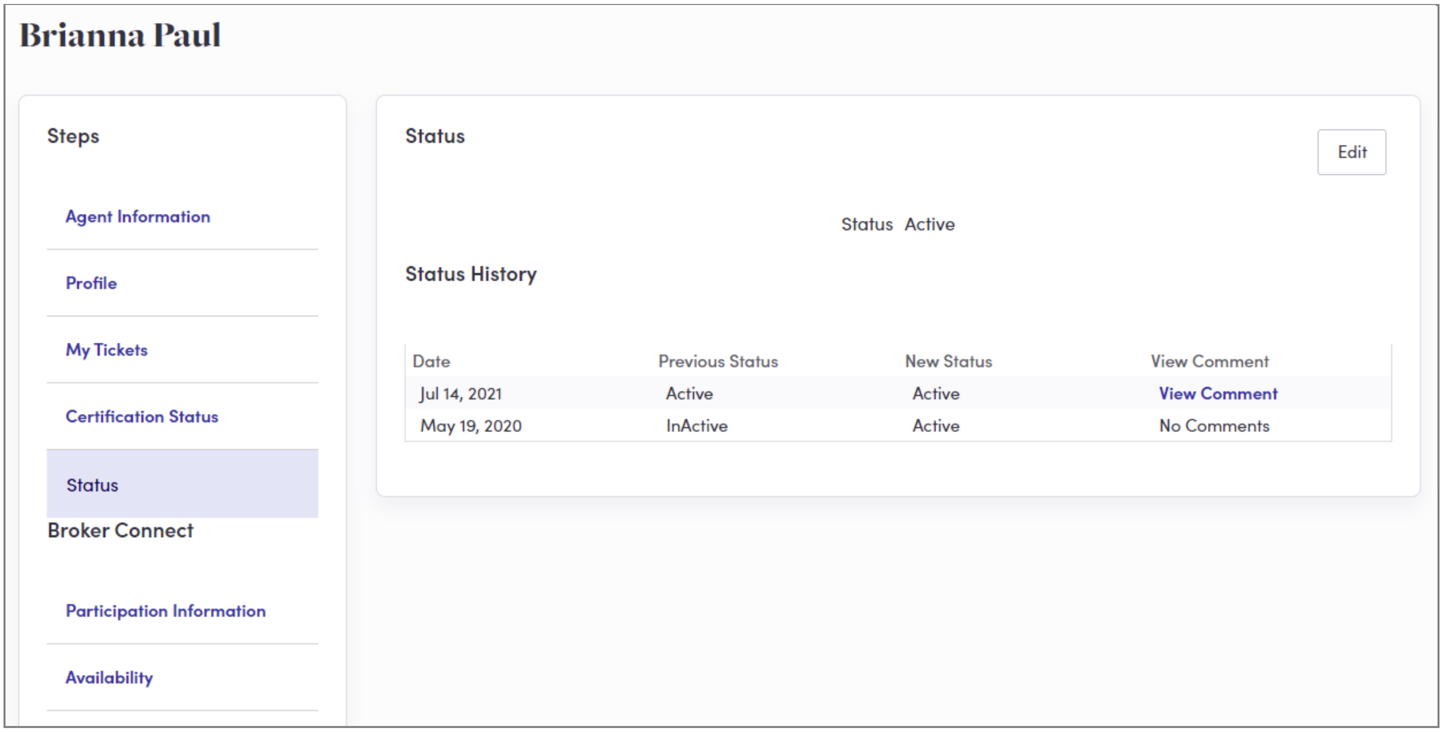


Figure 64. Broker profile, Status tab

Table 61. Broker profile, Status tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

5.4.5.1 Edit Status

Agents > Search an Agent > Actions > Edit > Status > Edit

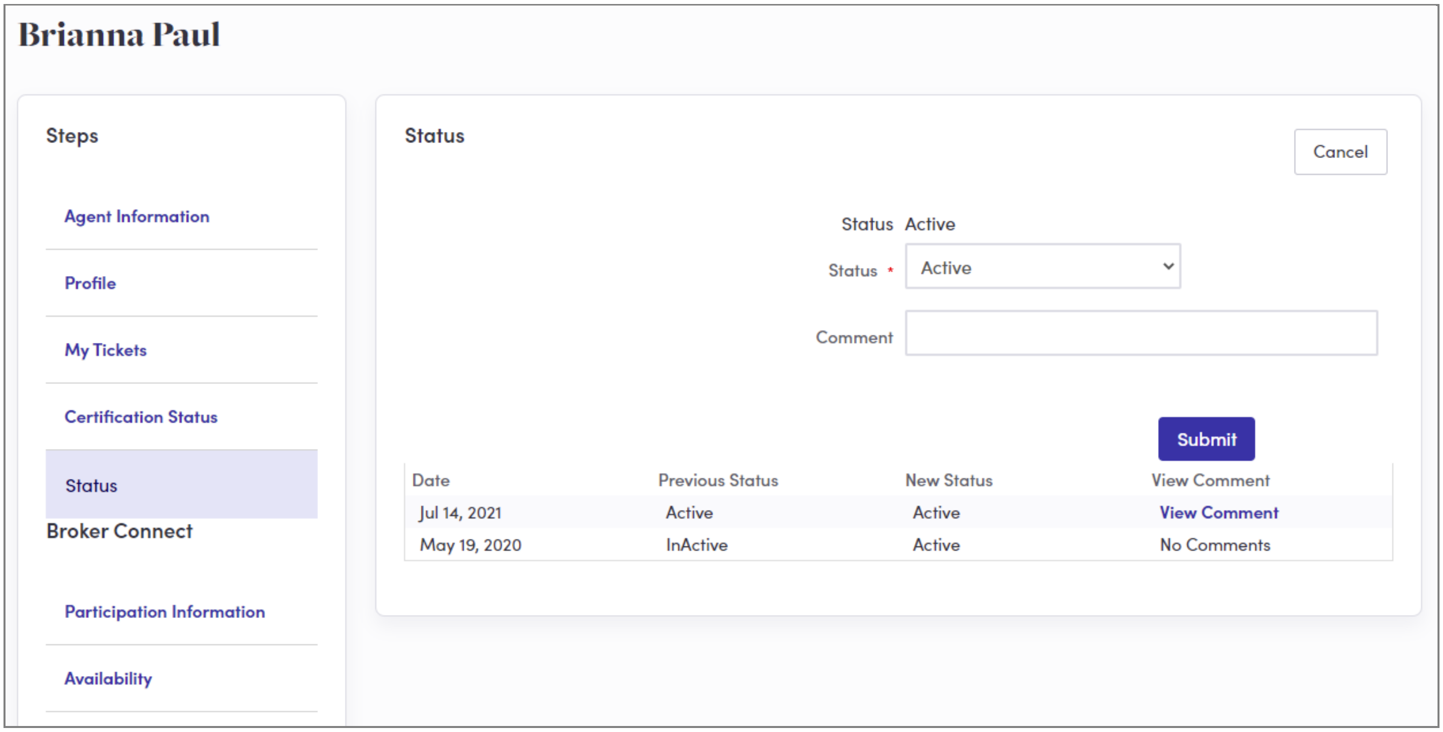


Figure 65. Status tab, edit view

Table 62. Status tab, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
List box	Status	Yes	The new status	Values: Active, Inactive
Text box	Comment	No	A note about the status	Up to 4000 characters
Button	Submit	N/A	Saves the data and closes the edit view	Required elements must be complete

5.4.6 View Comments

Agents > Search an Agent > Actions > Edit > Status > select comment

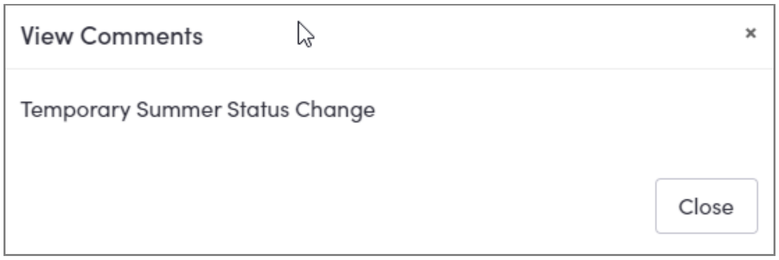


Figure 66. View Comments dialog box

Table 63. View Comments dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Close	N/A	Closes the View Comments dialog box	None

5.4.7 Participation Information (Broker Connect)

Agents > Search an Agent > Actions > Edit > Participation Information

This tab takes the agency manager to the Broker Connect account page in the agency manager's profile. See 5.19.7 Participation Information (Broker Connect).

5.4.8 Availability (Broker Connect)

Agents > Search an Agent > Actions > Edit > Availability

This tab takes the agency manager to the Broker Connect account page in the agency manager's profile. See 5.19.8 Availability (Broker Connect).

5.5 New Agent Registration

Agents > Add a New Agent

When a broker works for an agency, the agency manager initiates their account, and the agency is the overall owner of the BOB. Agencies treat agency brokers as employees.

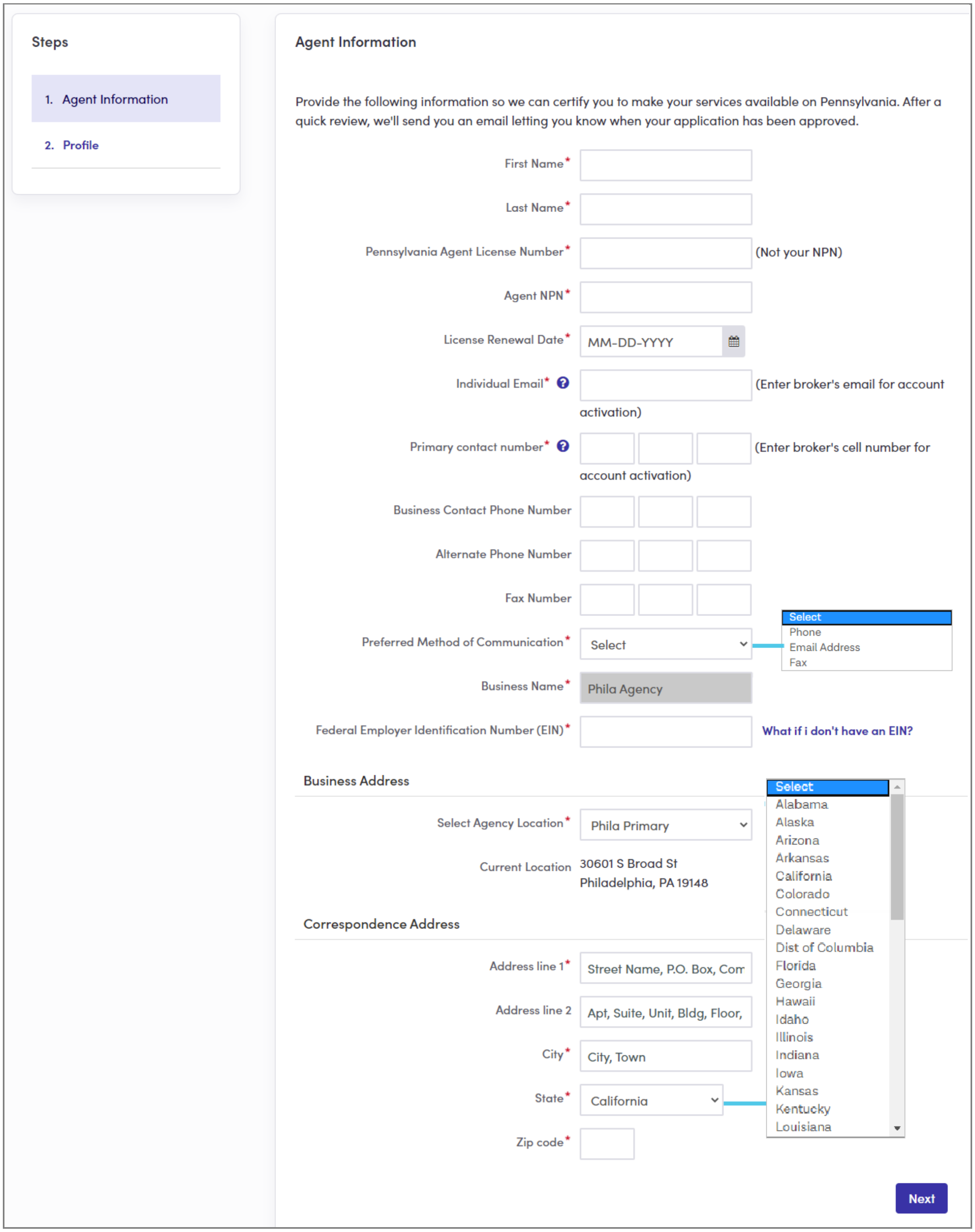


Figure 67. New Agent Registration page

Table 64. New Agent Registration page—elements

Element Type	Element Label	Required	Description	Validation
Tab	1. Agent Information	N/A	Goes to the 1. Agent Information tab	None
Tab	2. Profile	N/A	Goes to the 2. Profile tab	None

5.5.1 Agent Information

Agents > Add a New Agent > 1. Agent Information

Note: Confirm the accuracy of the individual email address and primary contact number phone number added to the broker's account. The system uses the email address to send the account activation email/link to the broker. The phone number is used to send the verification code when the broker verifies their account.

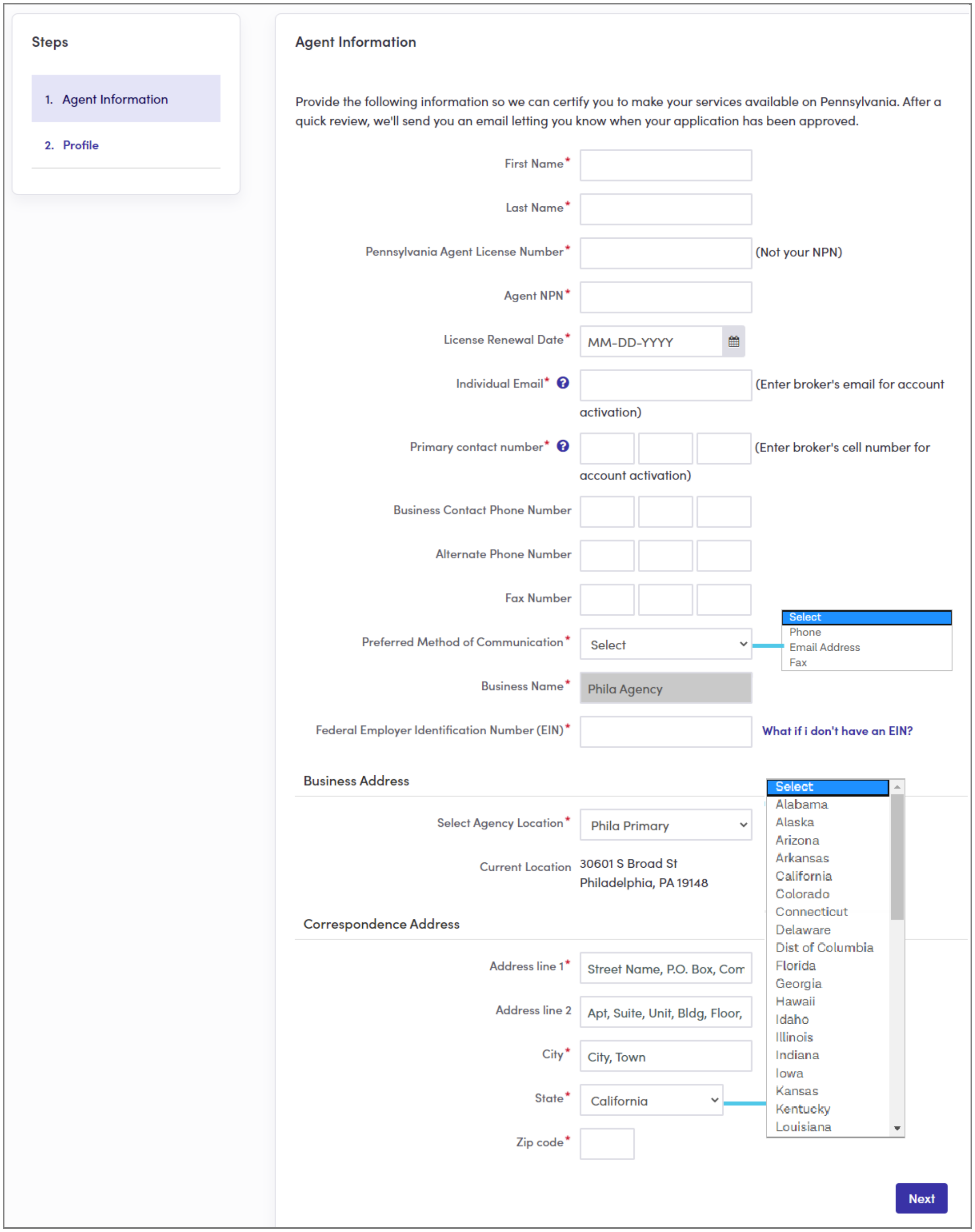


Figure 68. New Agent Registration, 1. Agent Information tab

Table 65. New Agent Registration, 1. Agent Information tab—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	The broker's first name	Up to 50 characters
Text box	Last Name	Yes	The broker's last name	Up to 50 characters
Text box	Agent License Number	Yes	The broker's state-issued license number	Up to 10 characters
Text box	Agent NPN	Yes	The broker's national producer number	Up to 20 digits
Date picker	License Renewal Date	Yes	The last renewal date of the broker's license	8 digits in MMDDYYYY or MM/DD/YYYY format
Text box	Individual Email	Yes	• The broker's direct email address • Must be an individual email address, not a shared email address	• Up to 100 characters • Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the how the email is used	N/A
Text box	Primary contact number	Yes	• The broker's telephone number to be displayed on the broker's profile • Prepopulated with existing information	10 digits in NNN NNN NNNN format
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the primary contact's phone number requirements	N/A
Text box	Business Contact Phone Number	No	The telephone number of the broker's place of business	10 digits in NNN NNN NNNN format
Text box	Alternate Phone Number	No	The broker's alternate telephone number	10 digits in NNN NNN NNNN format
Text box	Fax Number	No	The broker's fax number	10 digits in NNN NNN NNNN format
List box	Preferred Method of Communication	Yes	The broker's preferred means of receiving communication	Values: Email Address, Fax, Phone
Text box	Federal Employer Identification Number (EIN)	Yes	The agency's Federal Employer ID	9 digits
Hyperlink	What if I don't have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A
List box	Select Agency Location	Yes	• A list of the agency's primary sites and sub-sites • Only one location can be selected as the broker's business address	Any value in the list
Display-only text box	Current Location	N/A	• The address of the agency location • Automatically updated when a location is selected	N/A

Element Type	Element Label	Required	Description	Validation
Text box	Address line 1	Yes	The first line of the broker's correspondence address	Up to 50 characters
Text box	Address line 2	No	The second line of the broker's correspondence address	Up to 50 characters
Text box	City	Yes	The broker's correspondence city	Up to 30 characters
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	The broker's correspondence ZIP code	5 digits
Button	Next	N/A	Saves the data and goes to the Profile tab	Required elements must be complete

5.5.1.1 Federal Employer ID Number (EIN)

Agents > Add a New Agent > 1. Agent Information > What if I don't have an EIN?

This dialog box is identical to the Federal Employer ID Number (EIN) dialog box for the broker registration. See 4.1.1.1 Federal Employer ID Number.

5.5.2 Profile

Agents > Add a New Agent > Next

This tab is identical to the Profile tab for the broker registration., see 4.1.2 Profile.

5.5.2.1 Account Registration Complete

Agents > Add a New Agent > Next > Finish > Account Registration Complete

This dialog box is identical to the Account Registration Complete dialog box for the broker registration. See 4.1.2.1 Account Registration Complete.

5.6 Delegation History

Agents > Agent Delegation History

States can enable the "Delegation History" configuration to allow agency managers to view the delegation history of brokers. If the individual's delegation has ended, a reason shows under the "Reason for End" column. The reasons a delegation could end for a broker are as follows:

- Transfer within agency/entity: when an agency manager or admin staff transfers one or more individuals within the agency.
- Consumer requested cancellation: when an individual or call center staff, on behalf of the individual, removes the delegation.

- Agent/CEC initiated de-delegation: when a broker/assister de-delegates an individual from the Broker portal or Assister portal.
- Agent/CEC certification ended: when a system de-delegation occurs because the broker's certification status changed from "Certified" to any of the following:
  - Terminated-Vested
  - Terminated-For-Cause
  - Deceased

In addition to the global search/filter criteria, the following criteria apply to this page:

- Search/filter results show with the most current delegation at the top of the data grid.
- Results from multiple filter criteria use an "AND" condition of all the filters.
- If no content displays when using multiple filter criteria, this message shows: "Your search criteria did not return any results. Please make sure you have entered the correct value in your filters or if you are using more than one filter, please try to expand your search criteria by using fewer filters."
- The search/filter result data grid shows up to 2000 records, with 10 records per grid page.
- Only one row shows for delegations that cross years, even if the household had multiple enrollments within those years.

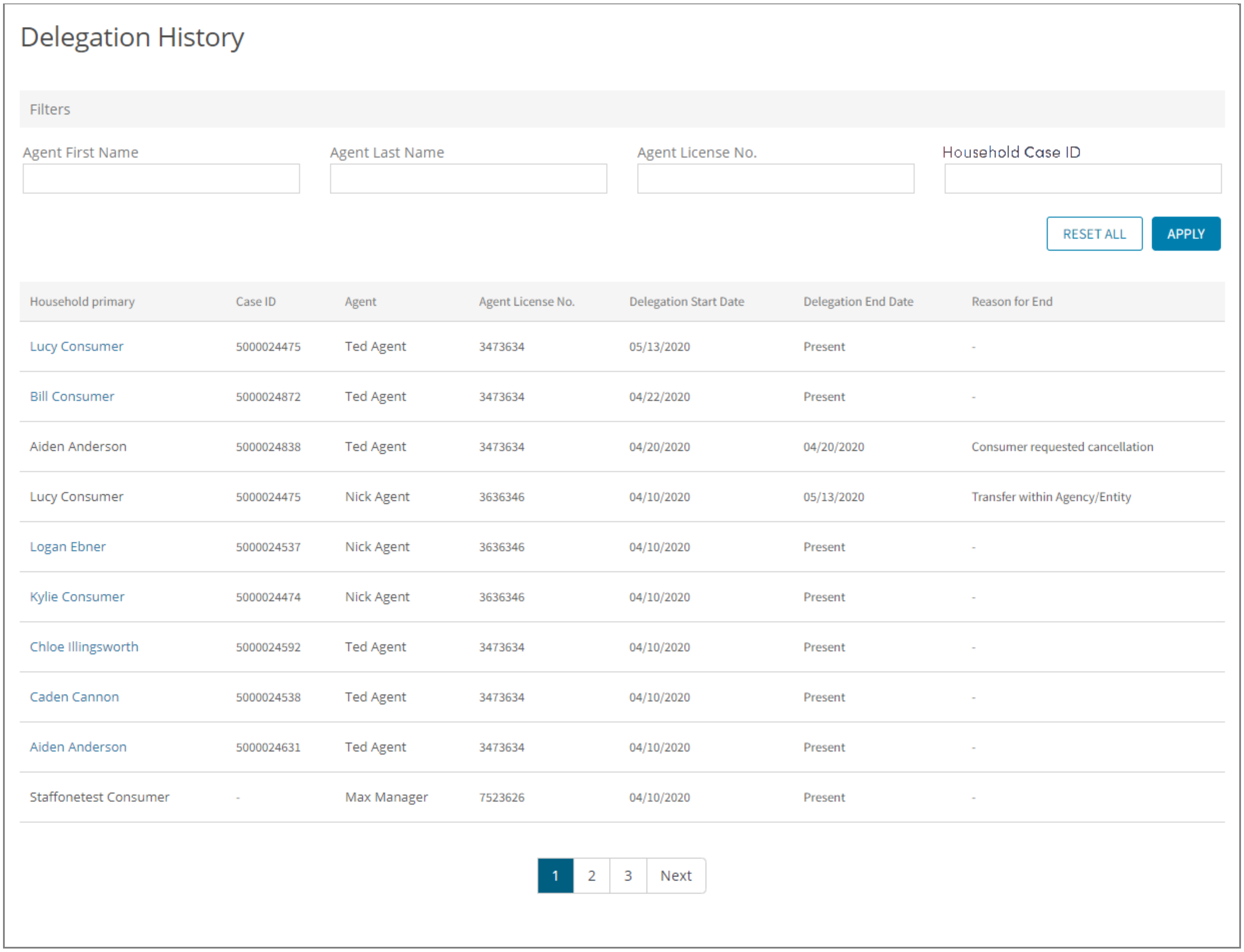


Figure 69. Delegation History page

Table 66. Delegation History page—elements

Element Type	Element Label	Required	Description	Validation
Text box	Agent First Name	No	The first name of the broker to use in refining the data grid results	• Up to 50 characters • A LIKE search
Text box	Agent Last Name	No	The last name of the broker to use in refining the data grid results	• Up to 50 characters • A LIKE search
Text box	Agent License No.	No	The broker's state-issued license number to use in refining the data grid results	• Up to 10 characters • An exact search
Text box	Household Case ID	No	The case ID for the household of an individual to use in refining the data grid results	Search terms must be exact

Element Type	Element Label	Required	Description	Validation
Button	Reset All	N/A	Clears the filter boxes	None
Button	Apply	N/A	Initiates the filter	None
Data grid	[delegate history list]	N/A	A list of delegates defined in the platform, or when a filter is applied, the delegates that meet the entered criteria	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page

5.7 Admin Staff

Admin Staff > View Admin Staff List

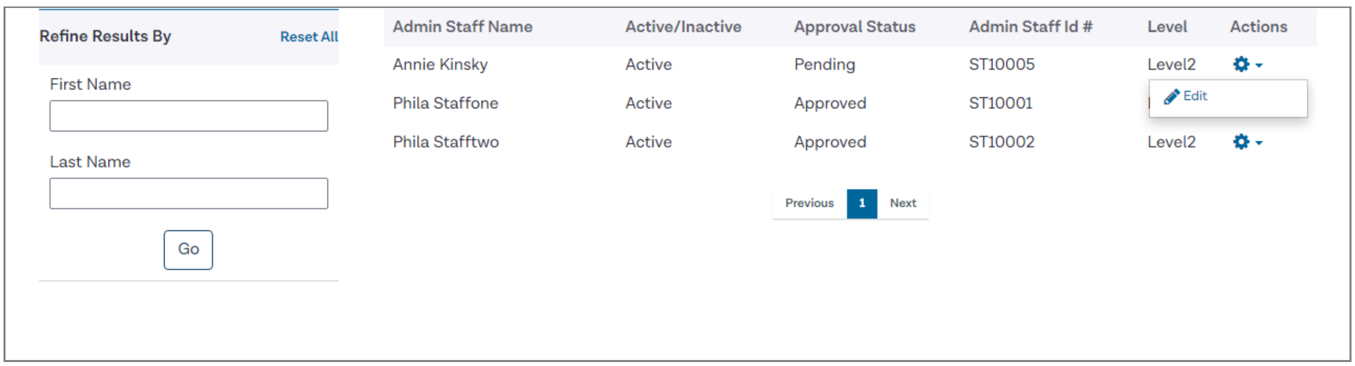


Figure 70. Admin Staff page

Table 67. Admin Staff page—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	Reset All	N/A	Clears all applied filters	N/A
Text box	First Name	No	The first name of the admin staff	None
Text box	Last Name	No	The last name of the admin staff	None
Button	Go	N/A	Initiates the filter	None
Data grid	[list of admin staff]	N/A	A list of admin staff defined in the platform, or when a filter is applied, the admin staff that meet the entered criteria	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to admin staff	N/A
Command	Edit	N/A	Goes to the admin staff profile page	N/A

Element Type	Element Label	Required	Description	Validation
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid list	• Up to 2000 results • 10 results per page.

5.8 Admin Staff Profile

Admin Staff > View Admin Staff List > Edit

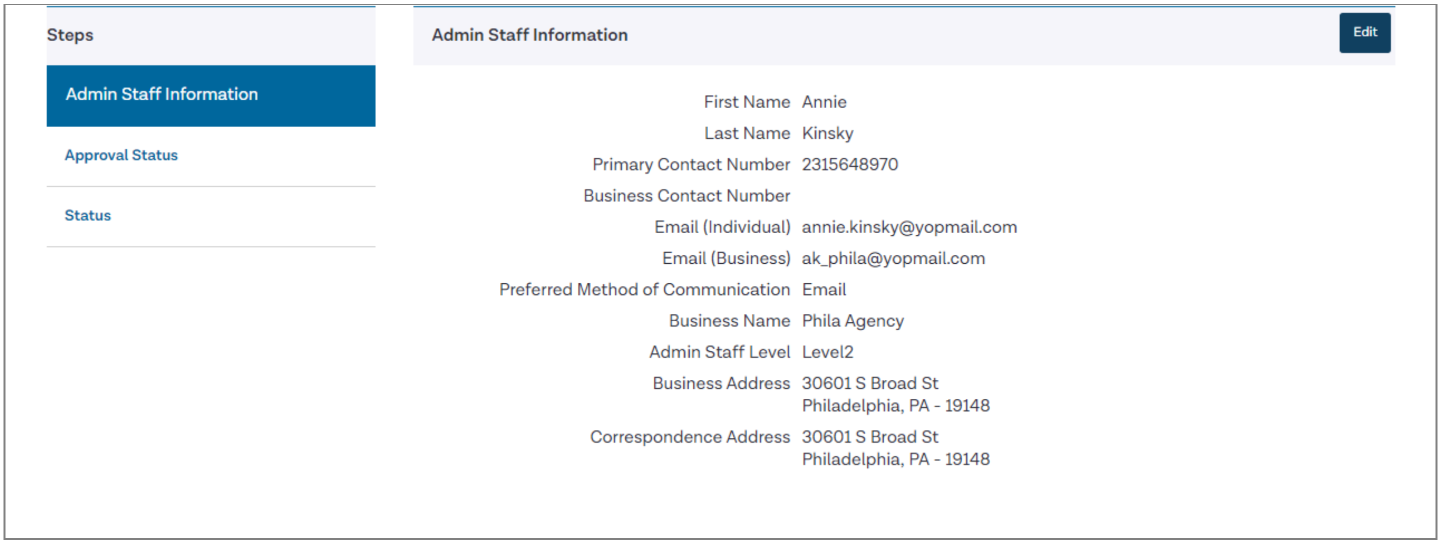


Figure 71. Admin Staff profile page

Table 68. Admin Staff profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Admin Staff Information	N/A	Goes to the Admin Staff Information tab	None
Tab	Approval Status	N/A	Goes to the Approval Status tab	None
Tab	Status	N/A	Goes to the Status tab	None

5.8.1 Admin Staff Information

Admin Staff > View Admin Staff List > Edit > Admin Staff Information

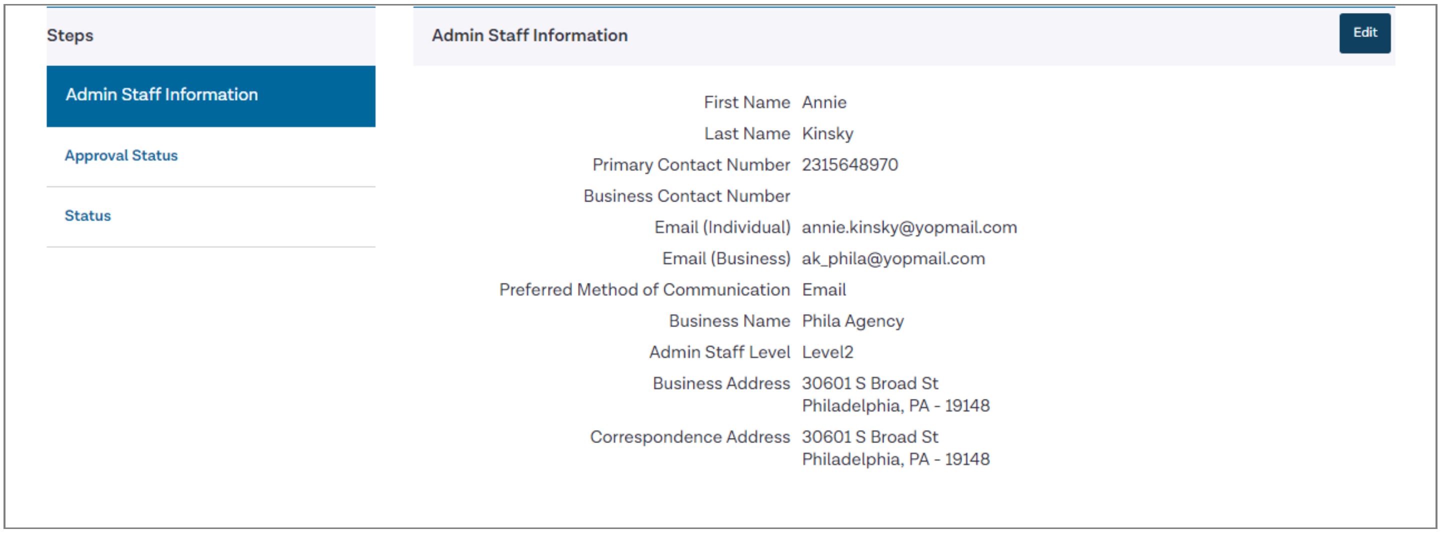


Figure 72. Admin Staff profile, Admin Staff Information tab

Table 69. Admin Staff profile, Admin Staff Information tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Goes to the edit view	None

5.8.1.1 Edit Admin Staff Information

Admin Staff > View Admin Staff List > Edit > Admin Staff Information > Edit

Note: Confirm the accuracy of the individual email address and primary contact number phone number added to the admin staff L2. The system uses the email address to send the account activation email/link to the admin staff L2. The phone number is used to send the verification code when the admin staff L2 verifies their account.

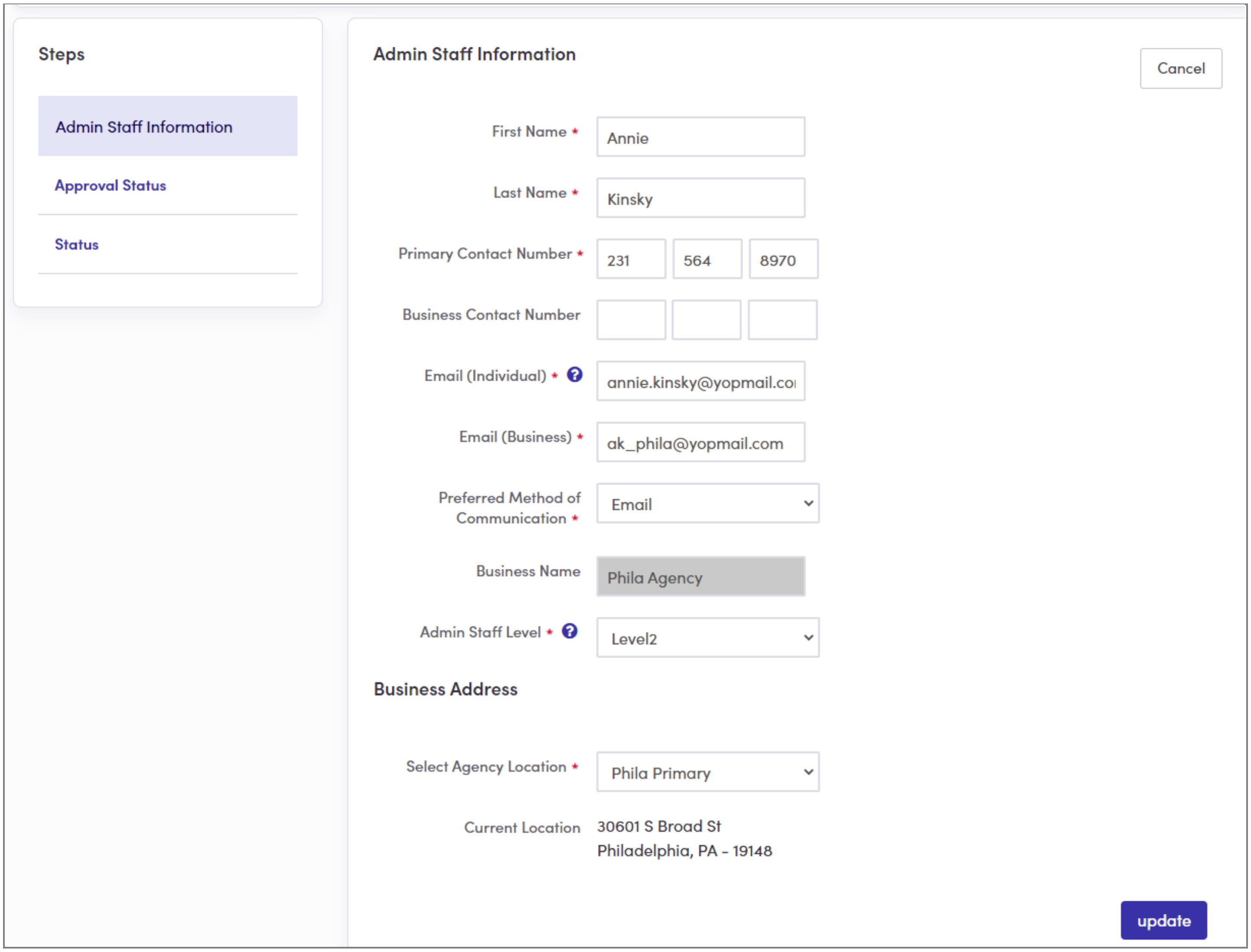


Figure 73. Admin Staff Information, edit view

Table 70. Admin Staff Information, edit view—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	• The first name of the admin staff • Prepopulated with existing information	• Up to 50 characters • No spaces
Text box	Last Name	Yes	• The last name of the admin staff • Prepopulated with existing information	• Up to 50 characters • No spaces
Text box	Primary Contact Number	Yes	• The direct telephone number of the admin staff • Prepopulated with existing information	10 digits in NNN NNN NNNN format

Element Type	Element Label	Required	Description	Validation
Text box	Business Contact Number	Yes	• The business telephone number of the admin staff • Prepopulated with existing information	10 digits in NNN NNN NNNN format
Text box	Email (Individual)	Yes	• The admin staff's direct email address • Must be an individual email address, not a shared email address • Prepopulated with existing information	Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the use of the email	N/A
Text box	Email (Business)	Yes	• The business email address of the admin staff • Prepopulated with existing information	Must be a valid email address
List box	Preferred Method of Communication	Yes	• The preferred means of receiving communication • Prepopulated with existing information	Values: Email Address, Mail, Phone
List box	Admin Staff Level	Yes	• The admin staff permission level • Prepopulated with existing information	Values: Level1, Level2
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about admin staff levels	N/A
List box	Select Agency Location	Yes	• The agency location for the admin staff • Prepopulated with existing information	Any value in the list
Display-only text box	Current Location	N/A	• The address of the agency location • Automatically updated when a location is selected • Prepopulated with existing information	N/A
Text box	Address Line 1	Yes	• The first line of the correspondence address • Prepopulated with existing information	Up to 50 characters
Text box	Address Line 2	No	• The second line of the correspondence address • Prepopulated with existing information	Up to 50 characters
Text box	City	Yes	• The correspondence city • Prepopulated with existing information	Up to 30 characters
List box	State	Yes	• A list of states • Prepopulated with existing information	Any value in the list

Element Type	Element Label	Required	Description	Validation
Text box	Zip Code	Yes	• The correspondence ZIP code • Prepopulated with existing information	5 digits
Button	Update	N/A	• Saves the data and closes the edit view • Prepopulated with existing information	Required elements must be complete

5.8.2 Approval Status

Admin Staff > View Admin Staff List > Edit > Approval Status

An agency manager can't change the approval status for the admin staff. The broker admin updates the approval status.

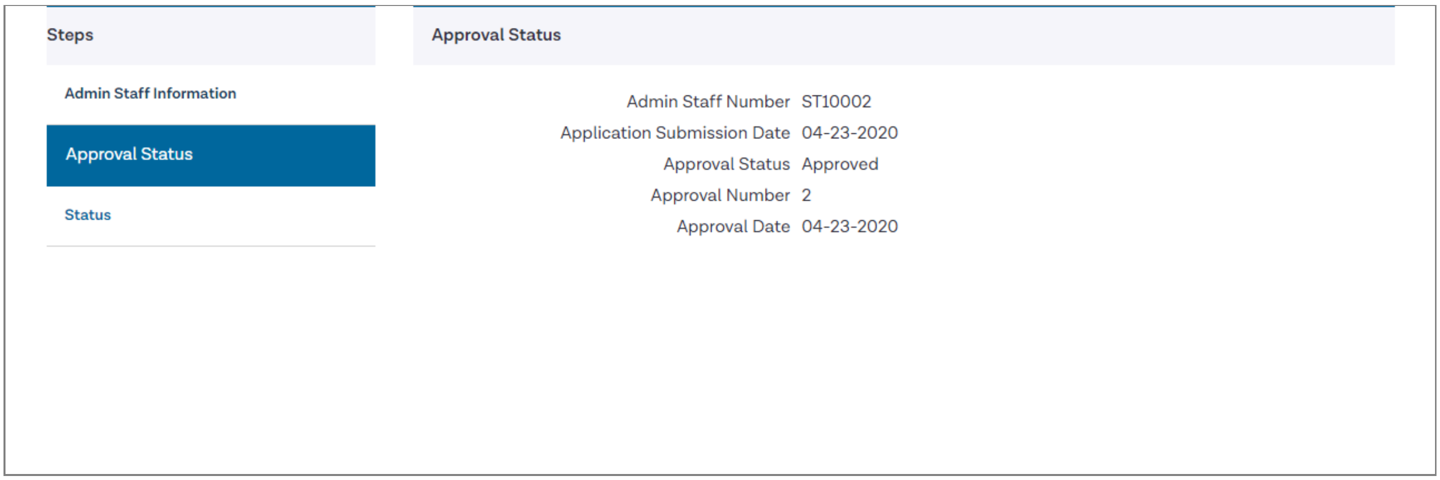


Figure 74. Admin Staff profile, Approval Status tab

5.8.3 Status

Admin Staff > View Admin Staff List > Edit > Status

An agency manager can't update the approval status of admin staff, but they can change the admin staff's status from active to inactive. By changing their status to inactive, seasonal admin staff hired by the agency during high-traffic periods remain approved by the state exchange during low-traffic periods, when additional assistance isn't required. Approved admin staff marked as inactive lose access to the agency's BOB and the capability to add a broker under the agency.

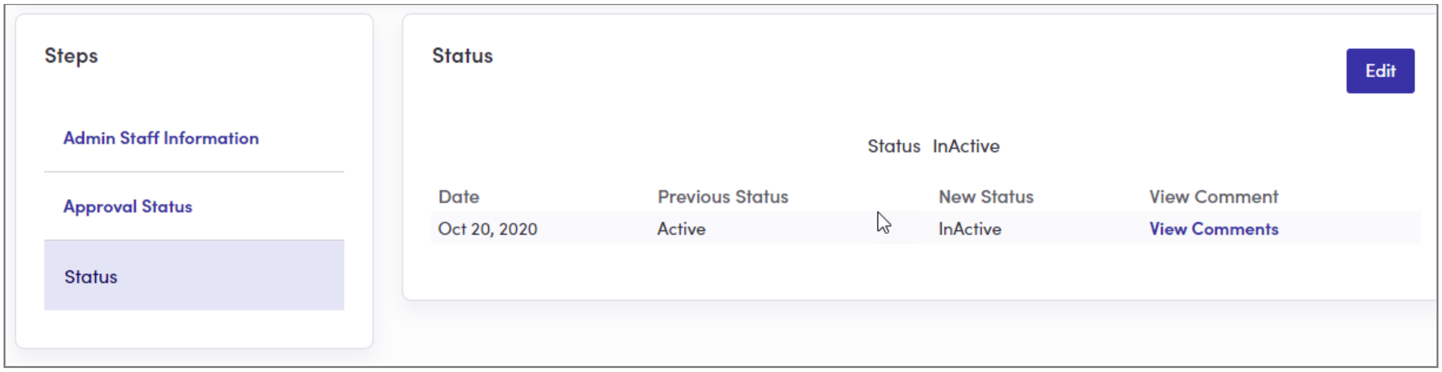


Figure 75. Admin Staff profile, Status tab

Table 71. Admin Staff profile, Status tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Goes to the edit view	None
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

5.8.3.1 Edit Status

Admin Staff > View Admin Staff List > Edit > Status > Edit

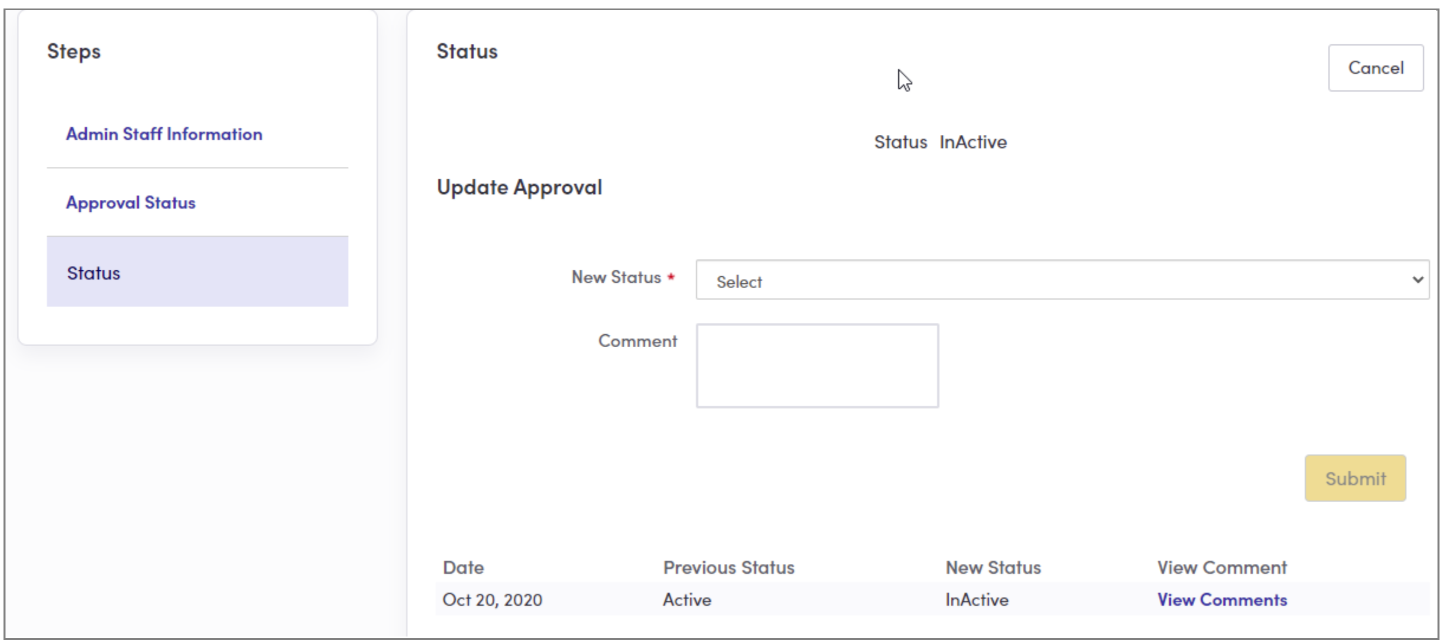


Figure 76. Status, edit view

Table 72. Status, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
List box	New Status	Yes	The new status of the admin staff	Values: Active, Inactive
Text box	Comment	No	A note about the status	Up to 4000 characters
Button	Submit	N/A	Saves the data and closes the edit view	Required elements must be complete

5.9 View Comments

Admin Staff > View Admin Staff List > Edit > Status > select comment

This dialog box is identical to the dialog box for the broker profile in the Agency portal. See 5.4.6 View Comments.

5.10 New Admin Staff Profile

Admin Staff > Add a New Admin Staff

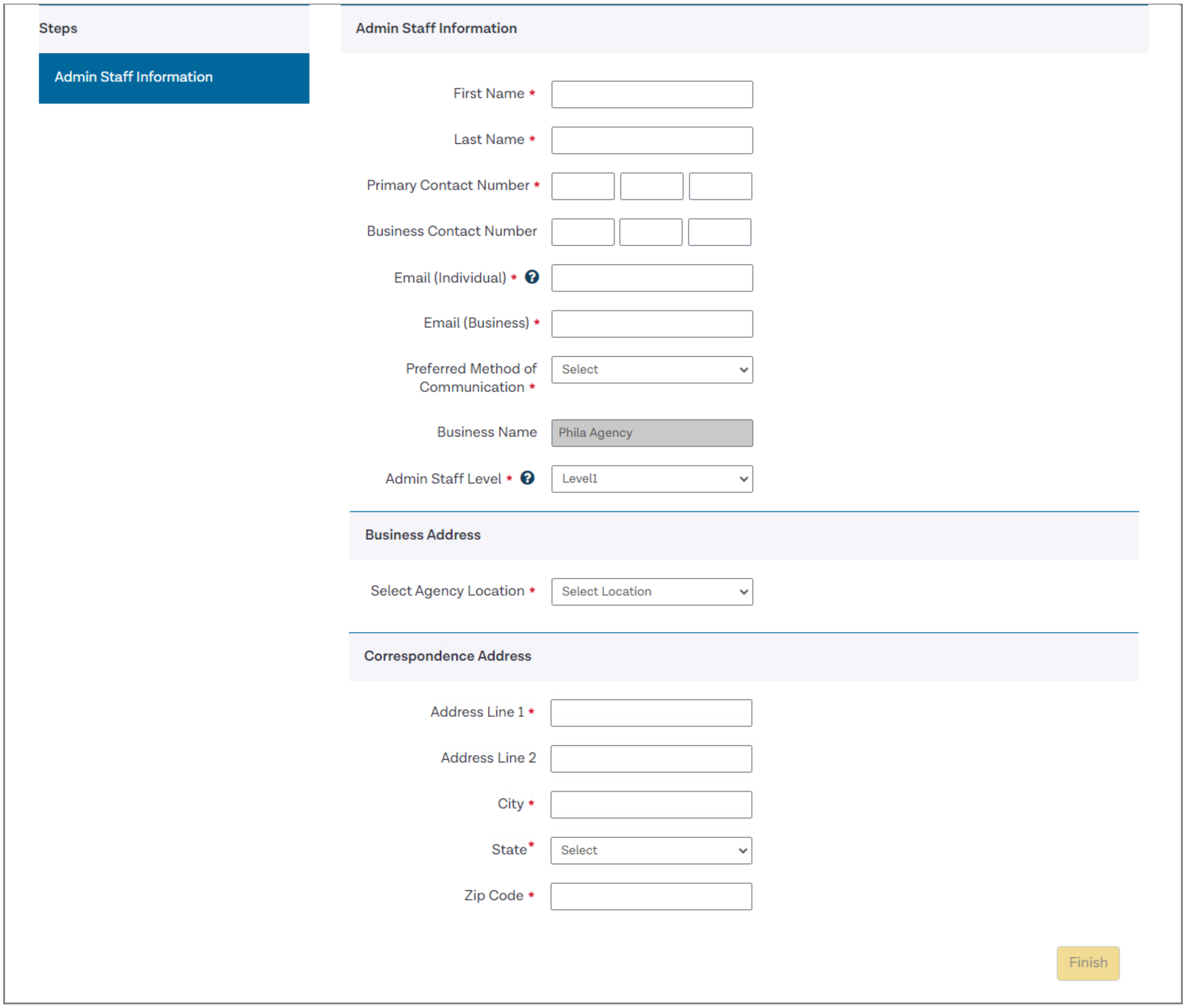


Figure 77. New Admin Staff profile page

Table 73. New Admin Staff profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Admin Staff Information	N/A	Goes to the Admin Staff Information page	None

5.10.1 Admin Staff Information

Admin Staff > Add a New Admin Staff > Admin Staff Information

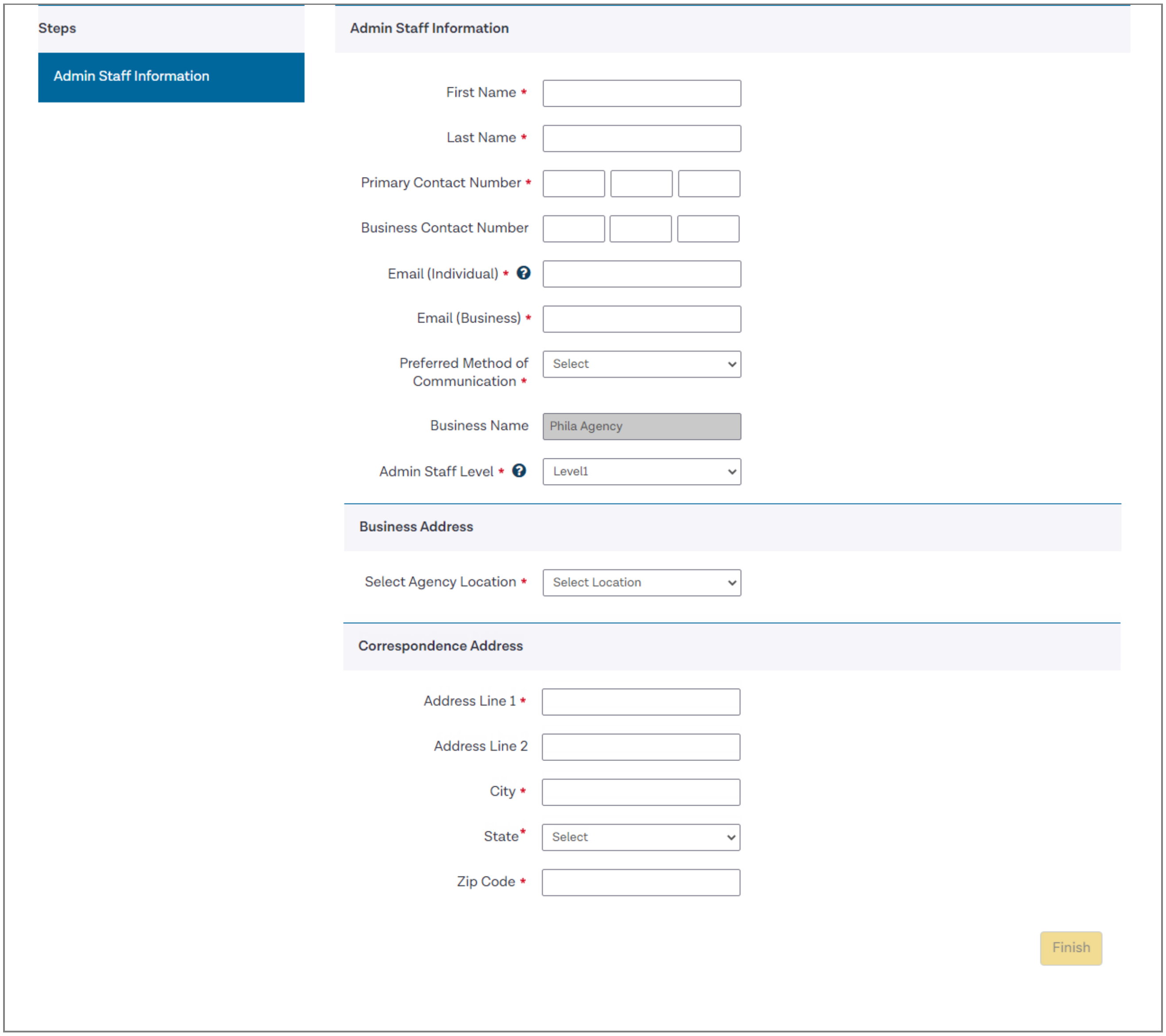


Figure 78. New Admin Staff profile, Admin Staff Information tab

Table 74. New Admin Staff profile, Admin Staff Information tab—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	The first name of the admin staff	Up to 50 characters
Text box	Last Name	Yes	The last name of the admin staff	Up to 50 characters
Text box	Primary Contact Number	Yes	The direct telephone number of the admin staff	10 digits in NNN NNN NNNN format

Element Type	Element Label	Required	Description	Validation
Text box	Business Contact Number	Yes	The business telephone number of the admin staff	10 digits in NNN NNN NNNN format
Text box	Email (Individual)	Yes	• The admin staff's direct email address • Must be an individual email address, not a shared email address	Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the use of the email	N/A
Text box	Email (Business)	Yes	The business email address of the admin staff	Must be a valid email address
List box	Preferred Method of Communication	Yes	The preferred means of receiving communication	Values: Email, Mail, Phone
List box	Admin Staff Level	Yes	The admin staff permission level	Values: Level1, Level2
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about admin staff level permissions	N/A
List box	Select Agency Location	Yes	The agency location for the admin staff	Any value in the list
Display-only text box	Current Location	N/A	• The address of the agency location • Automatically updated when a location is selected	N/A
Text box	Address Line 1	Yes	The first line of the correspondence address	Up to 50 characters
Text box	Address Line 2	No	The second line of the correspondence address	Up to 50 characters
Text box	City	Yes	The correspondence city	Up to 30 characters
List box	State	Yes	A list of states	Any value in the list
Text box	Zip Code	Yes	The correspondence ZIP code	5 digits
Button	Finish	N/A	Saves the data	Required elements must be complete

5.11 Pending Agency Delegations

Agency Delegations > Pending Delegation Requests

When an individual requests a delegation to an agency manager or any broker under an agency, the request shows on the Pending Agency Delegations page. Agency managers can accept delegations on behalf of a broker under their agency.

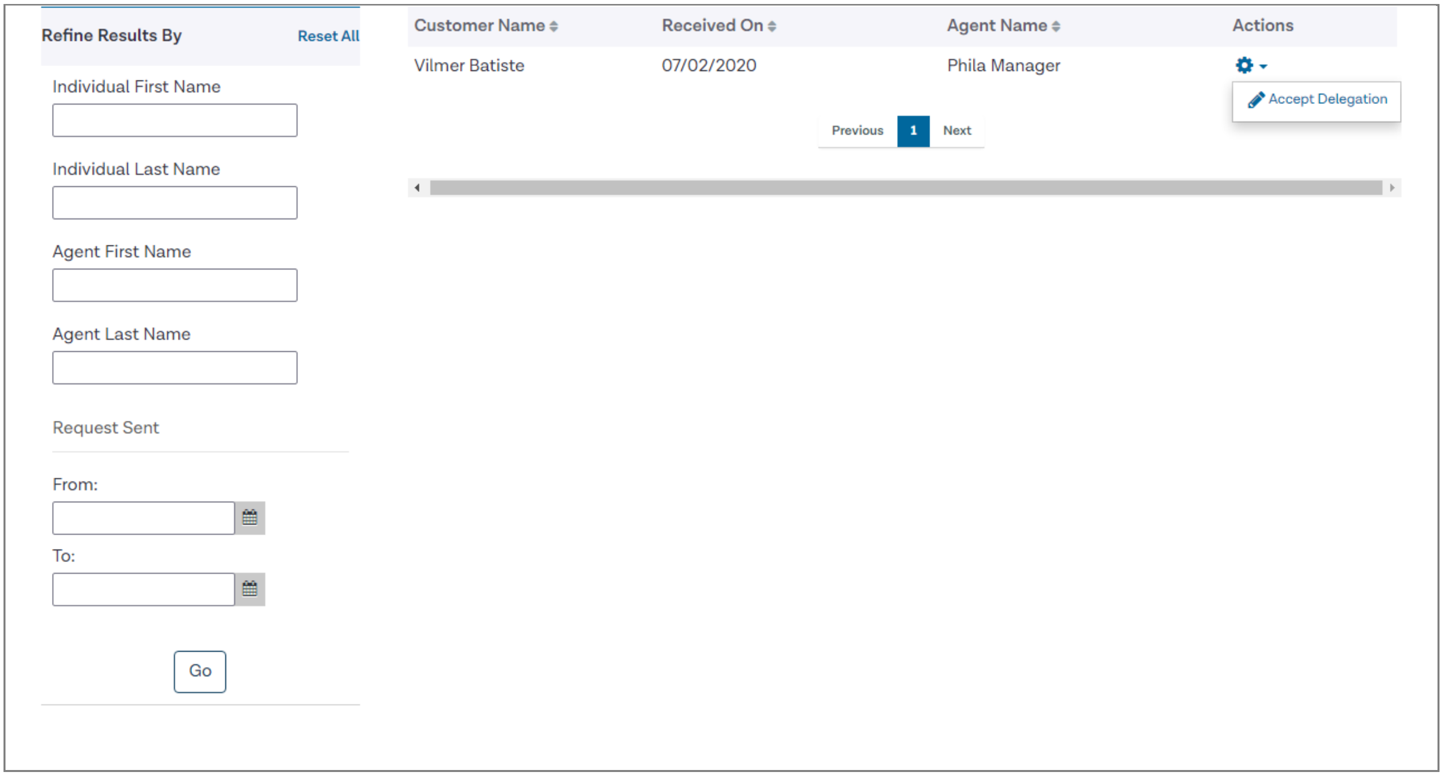


Figure 79. Pending Agency Delegations page

Table 75. Pending Agency Delegations page—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	(Reset All)	N/A	Clears all applied filters	N/A
Text box	Individual First Name	No	The first name of the individual to refine the data grid results	None
Text box	Individual Last Name	No	The last name of the individual to refine the data grid results	None
Text box	Agent First Name	No	The first name of the broker to refine the data grid results	None
Text box	Agent Last Name	No	The last name of the broker to refine the data grid results	None
Date Picker	From	No	The earliest date by which the individual’s request was submitted	8 digits in MMDDYYYY or MM/DD/YYYY format

Element Type	Element Label	Required	Description	Validation
Date Picker	To	No	The latest date by which the individual's request was submitted	8 digits in MMDDYYYY or MM/DD/YYYY format
Button	Go	N/A	Initiates the filter	None
Data grid	[pending individuals list]	N/A	A list of individuals defined in the platform, or when a filter is applied, the individuals that meet the entered criteria	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to individuals	N/A
Command	Accept Delegation	N/A	• The agency manager accepts the pending request • The system generates a notification	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page

5.12 Active Customers

Agency Delegations > Active Individuals

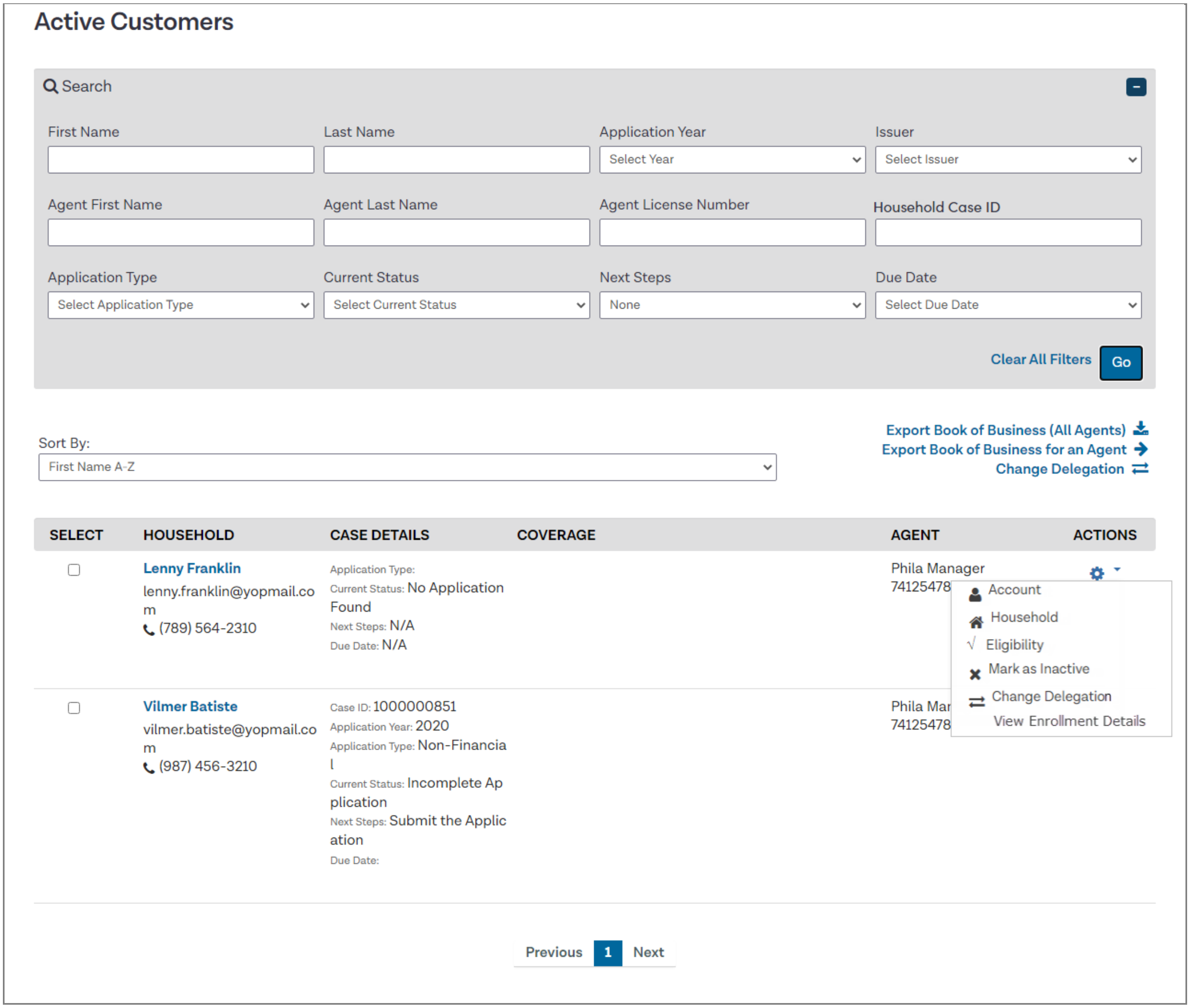


Figure 80. Active Customers page

Table 76. Active Customers page—elements

Element Type	Element Label	Required	Description	Validation
Content Panel	Search	N/A	Opens the search filter	N/A
Text box	First Name	No	The first name of the individual to use in refining the data grid results	None

Element Type	Element Label	Required	Description	Validation
Text box	Last Name	No	The last name of the individual to use in refining the data grid results	None
List box	Application Year	No	The application year to use in refining the data grid results	Values: previous, current, and following year
List box	Issuer	No	• The issuer to use in refining the data grid results • Options are dependent on issuers available	Values: Both QHP and QDP options, QHP only (list of health issuers) options, QDP only (list of dental issuers) options
Text box	Agent First Name	No	The first name of the broker to use in refining the data grid results	None
Text box	Agent Last Name	No	The last name of the broker to use in refining the data grid results	None
Text box	Agent License Number	No	The broker's state-issued license number	Up to 10 characters
Text box	Household Case ID	No	The case ID for the household of an individual	Search term must be exact
List box	Application Type	No	The application type to use in refining the data grid results	Values: Financial, Non-Financial
List box	Current Status	No	The status to use in refining the data grid results	Values: No Application Found, Incomplete Application, Application Submitted, Eligible for Shopping, Enrolled in a Qualified Plan, Closed, Canceled Application, No Active Enrollment, Partially Enrolled
List box	Next Steps	No	The next step to use in refining the data grid results	Values: None, Shop for Plans, Submit the Application, Report a Change, Enroll During OEP
List box	Due Date	No	The date to use in refining the data grid results	Values: This week, Next week
Hyperlink	Clear All Filters	N/A	Clears the filter boxes	N/A
Button	Go	N/A	Initiates the filter	None
List box	Sort By	No	The order in which the data grid information shows	Values: First Name A–Z, First Name Z–A, Last Name A–Z, Last Name Z–A
Hyperlink	Export Book of Business (All Agents)	N/A	Downloads an Excel file that contains the BOB of all brokers	N/A

Element Type	Element Label	Required	Description	Validation
Hyperlink	Export Book of Business for an Agent	N/A	Goes to the Select a Broker for exporting BOB page	N/A
Hyperlink	Change Delegation	N/A	• Goes to the Transfer Individual Delegations page • Changes the delegations for the selected individuals only	• At least one individual must be selected • Up to 10 individuals can be selected for one transfer
Data grid	[active individuals list]	N/A	A list of individuals defined in the platform, or when a filter is applied, the individuals that meet the entered criteria	N/A
Check box	[select individual]	N/A	The individual that the action affects	N/A
Hyperlink	[individual name]	N/A	Opens the View Customer Application dialog box	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to an individual	N/A
Command	Account	N/A	Opens the View Customer Application dialog box	N/A
Command	Household	N/A	Opens the Household Member Information dialog box	N/A
Command	Eligibility	N/A	Opens the Household Eligibility Information dialog box	N/A
Command	Mark as Inactive	N/A	• The delegation ends • The delegation status of the individual delegated to the broker changes to inactive • The record shows on the Inactive Individuals page	N/A
Command	Change Delegation	N/A	Goes to the Transfer Individual Delegations page	N/A
Command	View Enrollment Details	N/A	Goes to the View Enrollment Details page	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 5 results per page

5.12.1 Select a Broker for Exporting Book of Business

Agency Delegations > Active Individuals > Export Book of Business for an Agent > Select a Broker for Exporting Book of Business

This page shows when the "Export a Book of Business for a Broker" option is selected. The agency manager searches for and selects the broker for whom the BOB needs to be exported. Using this option, only one broker's BOB is available for export at a time.

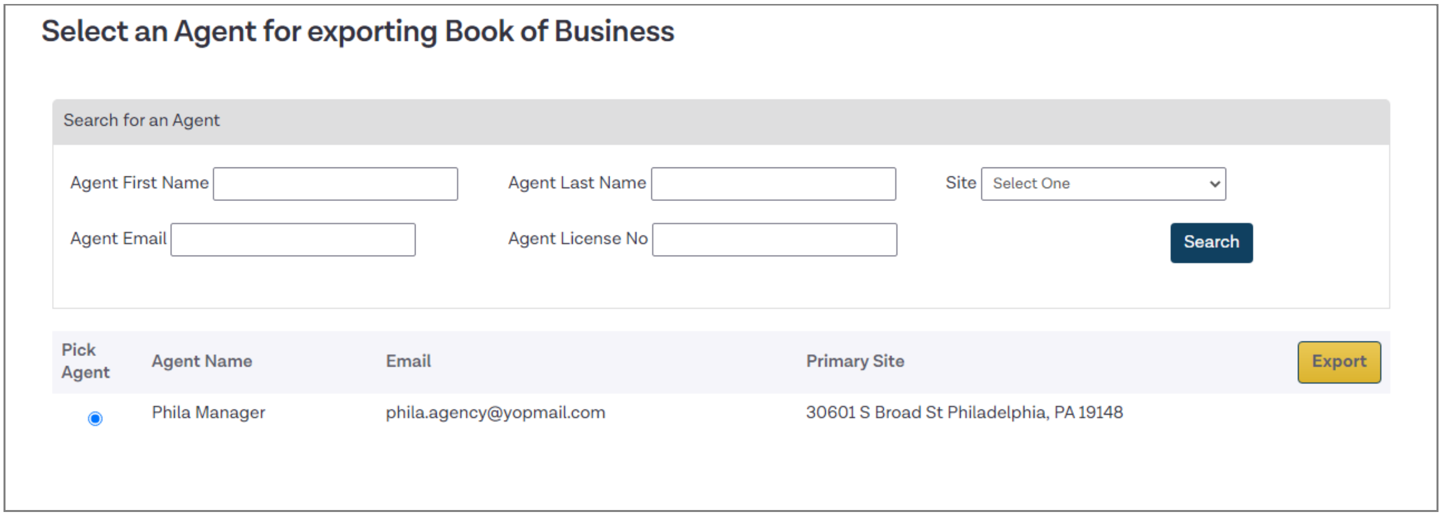


Figure 81. Select an Agent for exporting Book of Business page

Table 77. Select an Agent for exporting Book of Business page—elements

Element Type	Element Label	Required	Description	Validation
Text box	Agent First Name	No	The broker's first name	None
Text box	Agent Last Name	No	The broker's last name	None
List box	Site	No	The agency location	Any value in the list
Text box	Agent Email	No	The broker's email address	Must be a valid email address
Text box	Agent License No	No	The broker's state-issued license number	Up to 10 characters
Button	Search	N/A	Initiates the search	None
Data grid	[agent list]	N/A	A list of brokers that match the selected search criteria	N/A
Radio button	Pick Agent	N/A	The broker delegated to the individual	Required to choose a BOB to export
Button	Exports	N/A	Downloads the BOB as an Excel file	None

5.12.2 View Customer Application

Agency Delegations > Active Individuals > Actions > Account

Agency Delegations > Active Individuals > individual name

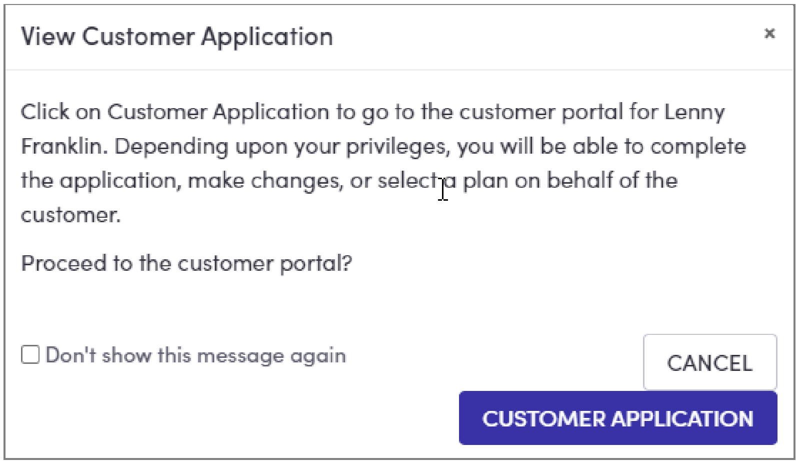


Figure 82. View Customer Application dialog box

Table 78. View Customer Application dialog box—elements

Element Type	Element Label	Required	Description	Validation
Check box	Don’t show this message again	No	The View Individual Application message won’t show again	N/A
Button	Cancel	N/A	Closes the dialog box	None
Button	Customer Application	N/A	Goes to the Member portal and opens the individual’s application	None

5.12.3 Household Member Information

Agency Delegations > Active Individuals > Actions > Household


Household Member Information

Household Composition for Vilmer Batiste

Name	Relationship	Date of Birth	Gender	SSN Information	Home Address	Mailing Address	Seeking Coverage?
Vilmer Batiste	Self	Nov 20, 1964	male		123 Main Street Philadelphia, PA 19148	123 Main Street, Philadelphia, PA PA 19148	Yes
Rosa Batiste	Spouse	Oct 08, 1968	female		123 Main Street Philadelphia, PA 19148	123 Main Street, Philadelphia, PA PA 19148	Yes

Figure 83. Household Member Information dialog box

5.12.4 Household Eligibility Information

Agency Delegations > Active Individuals > Actions > Eligibility

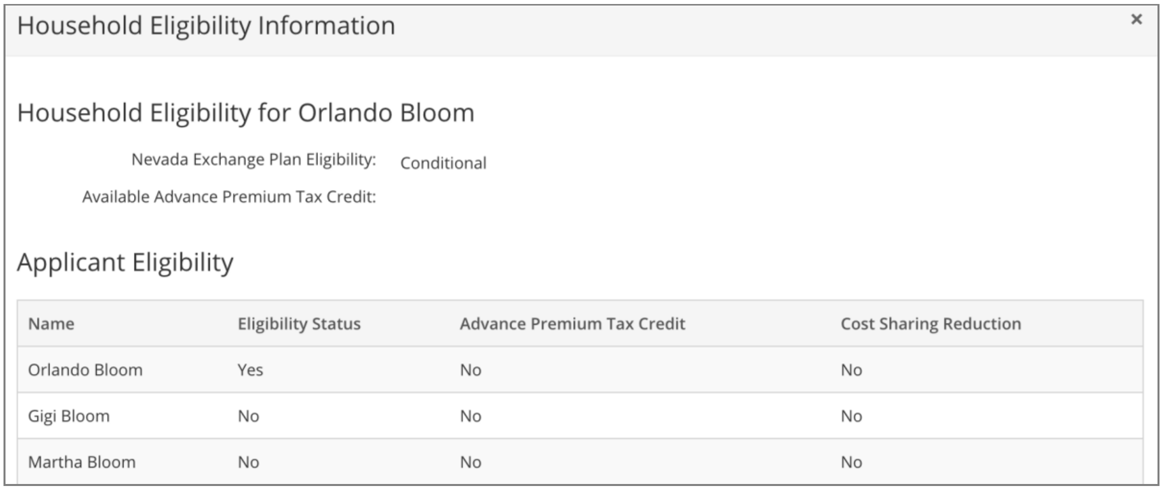


Figure 84. Household Eligibility Information dialog box

5.12.5 Confirm Removal of Delegation

Agency Delegations > Active Individuals > Actions > Mark as Inactive

Figure 85. Confirm Removal of Delegation dialog box

Table 79. Confirm Removal of Delegation dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the dialog box	None
Button	Confirm	N/A	• The dialog box closes • The delegation ends • The delegation status of the individual delegated to the broker changes to inactive • The individual will show on the Inactive Individuals page	None

5.12.6 View Enrollment Details

Agency Delegations > Active Individuals > Actions > View Enrollment Details

This section is identical to the View Enrollment Details section of the Broker portal. See 4.5 View Enrollment Details.

5.13 Transfer Individual Delegations

Agency Delegations > Transfer Individuals

Agency Delegations > Active Individuals > select individual > Change Delegation

Agency Delegations > Active Individuals > Actions > Change Delegation

Agency managers can transfer one or more individuals between brokers associated with the agency, when necessary. They have access to this function through the Active Individuals page and the Broker page. Selecting one or more individuals and choosing “Change Delegation” from the Active Individual page transfers the delegation for the selected individuals. Choosing “Transfer Individual Delegations” from the Broker page transfers all individual delegations for the selected broker’s BOB. This page provides the search function the agency manager uses to locate the appropriate broker for the reassignment of the individual(s).

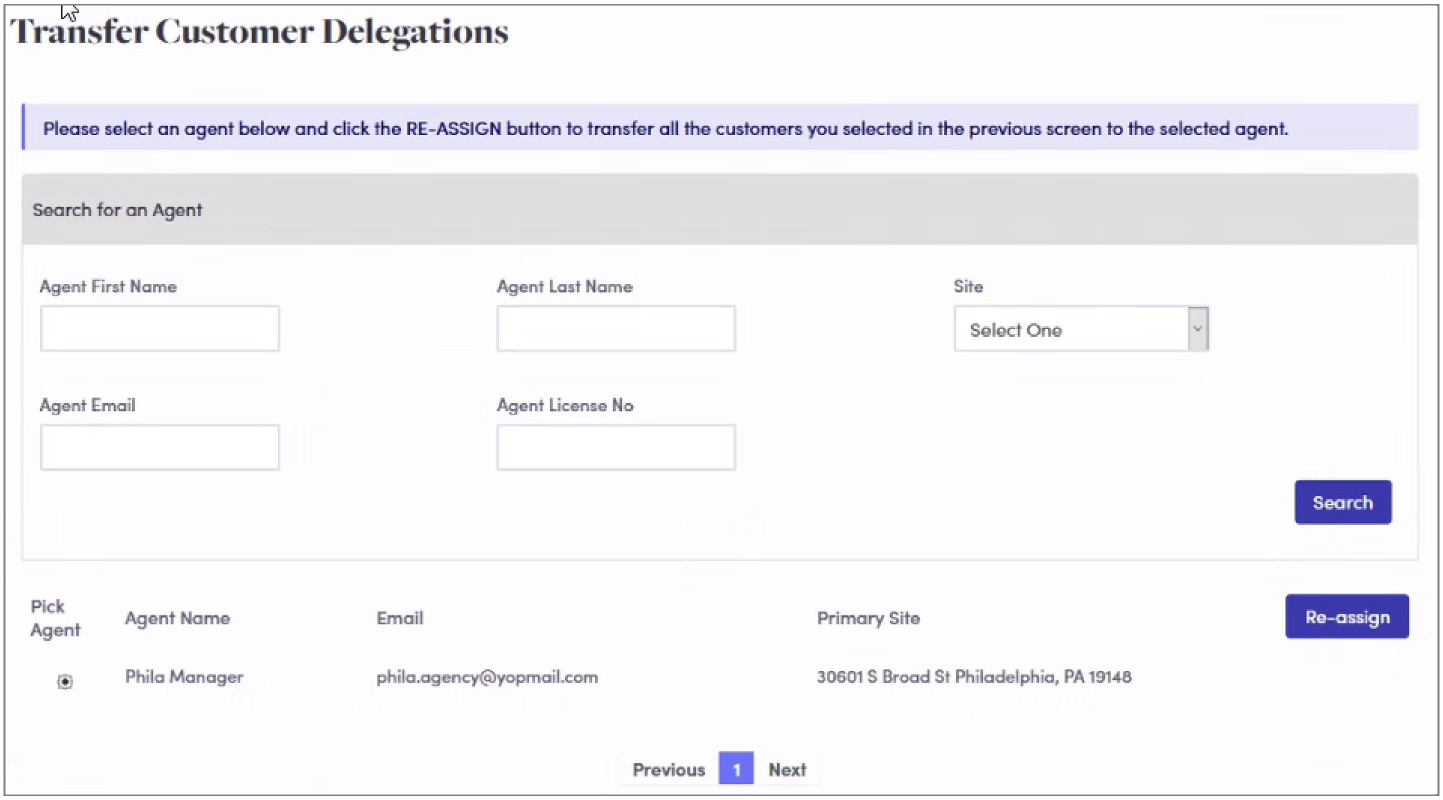


Figure 86. Transfer Individual Delegations page

Table 80. Transfer Individual Delegations page—elements

Element Type	Element Label	Required	Description	Validation
Text box	Agent First Name	No	The broker’s first name	None
Text box	Agent Last Name	No	The broker’s last name	None
List box	Site	No	The agency location	Any value in the list
Text box	Agent Email	No	The broker’s email address	Must be a valid email address
Text box	Agent License No	No	The broker’s state-issued license number	Up to 10 characters
Button	Search	N/A	Initiates the search	Required to get the broker data grid
Data grid	[agent list]	N/A	A list of brokers that match the selected search criteria	N/A
Radio button	Pick Agent	N/A	The broker for delegation to the individual	None
Button	Re-assign	N/A	• Opens the Success dialog box when the reassignment is successful • Displays an error message when the reassignment isn’t successful	None

5.13.1 Success

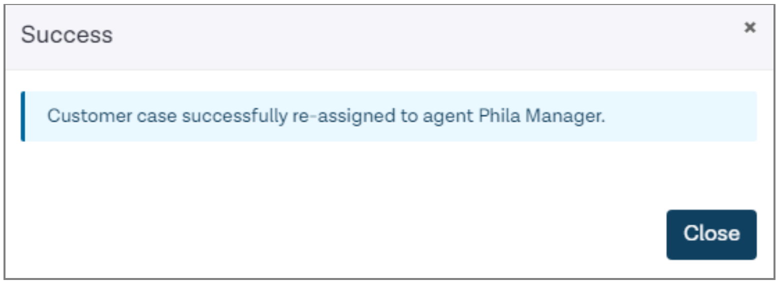


Figure 87. Success dialog box

Table 81. Success dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Close	N/A	Closes the dialog box	None

5.14 Agency Profile

Agency Account > Agency Information

There is no limit to the number of agency managers shown. The names of agency managers show exactly as entered during account creation.

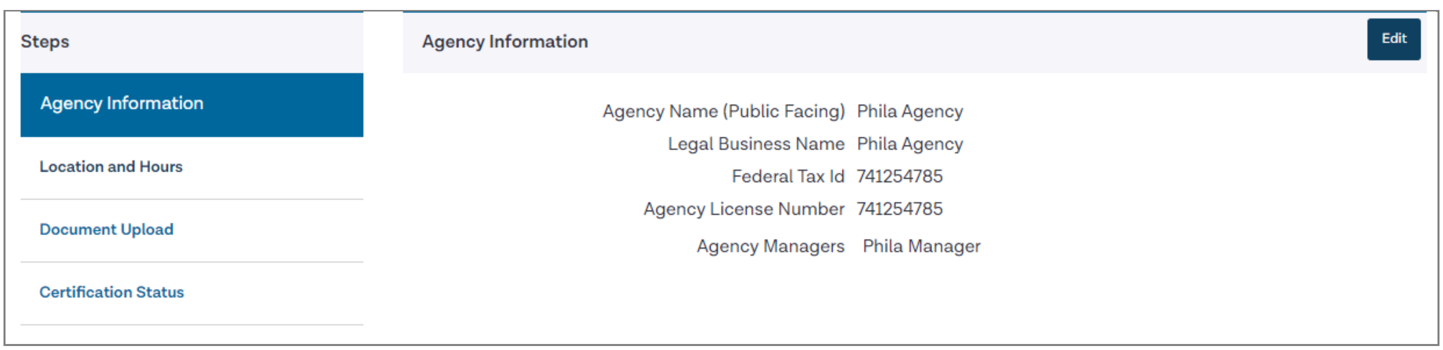


Figure 88. Agency profile page

Table 82. Agency profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Agency Information	N/A	Goes to the Agency Information tab	None
Tab	Location and Hours	N/A	Goes to the Location and Hours tab	None
Tab	Document Upload	N/A	Goes to the Document Upload tab	None

Element Type	Element Label	Required	Description	Validation
Tab	Certification Status	N/A	Goes to the Certification Status tab	None

5.14.1 Agency Information

Agency Account > Agency Information

Figure 89. Agency profile, Agency Information tab

Table 83. Agency profile, Agency Information tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None

5.14.1.1 Edit Agency Information

Agency Account > Agency Information > Edit

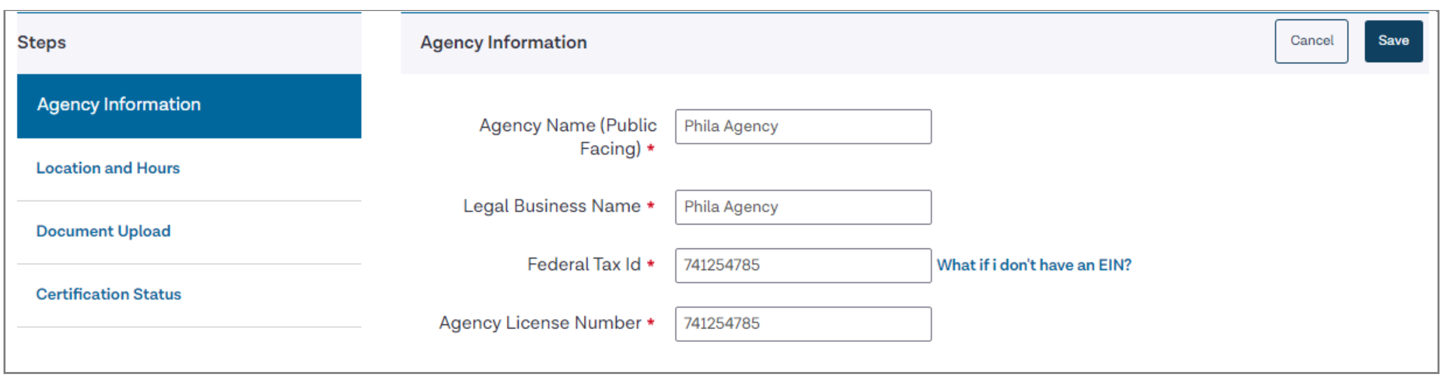


Figure 90. Agency Information, edit view

Table 84. Agency Information, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view	None

Element Type	Element Label	Required	Description	Validation
Button	Save	N/A	Save the updated data	None
Text box	Agency Name (Public Facing)	Yes	• The name of the agency • Prepopulated with existing information	Up to 80 characters
Text box	Legal Business Name	Yes	• The legal business name of the agency • Prepopulated with existing information	Up to 80 characters
Text box	Federal Tax Id	Yes	• The agency's Federal Employer Identification Number (EIN) • Prepopulated with existing information	9 digits
Hyperlink	What if I don't have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A
Text box	Agency License Number	Yes	• The agency's state-issued license number • Prepopulated with existing information	Up to 10 characters

5.14.1.2 Federal Employer ID Number (EIN)

Agency Account > Agency Information > Edit > What if I don't have an EIN?

This dialog box is identical to the Federal Employer ID Number (EIN) dialog box for the broker registration. See 4.1.1.1 Federal Employer ID Number.

5.14.2 Location and Hours

Agency Account > Location and Hours

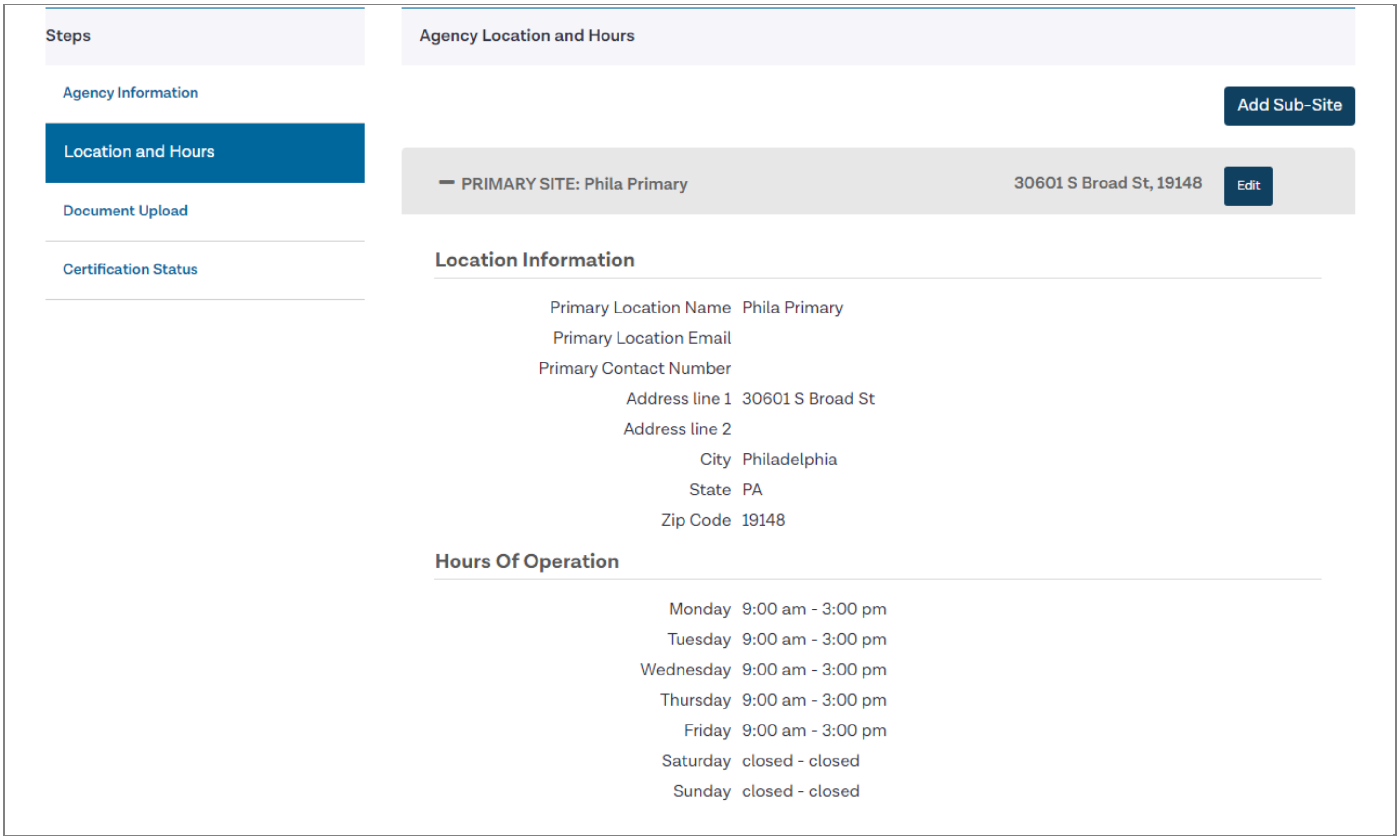


Figure 91. Agency profile, Location and Hours tab

This section is identical to the Location and Hours section in the New Agency profile section. See 5.1.2 Location and Hours.

5.14.3 Document Upload

Agency Account > Document Upload

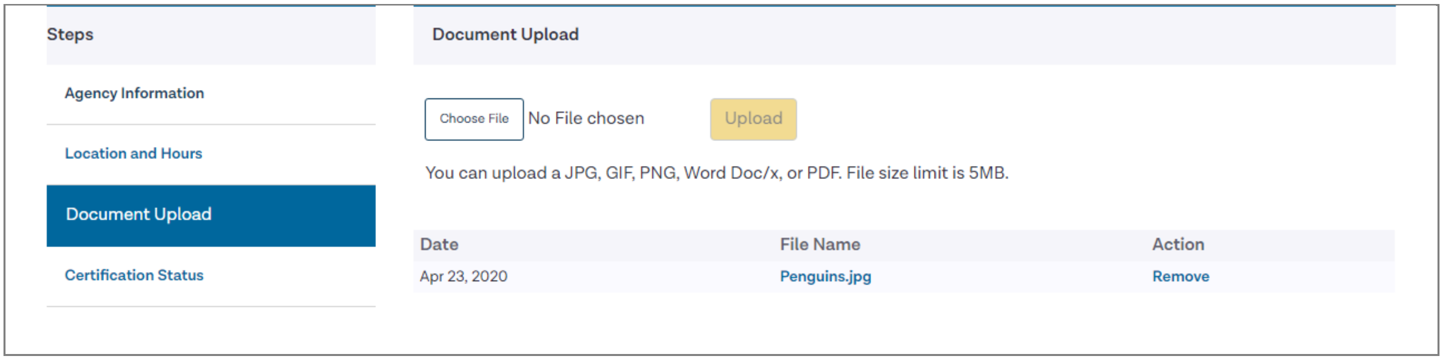


Figure 92. Agency profile, Document Upload tab

Table 85. Agency profile, Document Upload tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Choose file	N/A	Selects a file to upload to the agency’s account	• Must be JPG, GIF, PNG, Microsoft Word, or PDF • 5 MB size limit
Button	Upload	N/A	Opens the File Uploaded Successfully dialog box	A file must be chosen for upload
Hyperlink	<filename>	N/A	Opens the selected file	N/A
Hyperlink	Remove	N/A	Opens the Remove Uploaded Document dialog box	N/A

5.14.4 File Uploaded Successfully

Agency Account > Document Upload > Upload

This section is identical to the Document Upload section for the new agency registration. See 5.1.6 File Uploaded Successfully.

5.14.5 Remove Uploaded Document

Agency Account > Document Upload > Remove

This section is identical to the Document Upload section for the new agency registration. See 5.1.7 Remove Uploaded Document.

5.14.6 Certification Status

Agency Account > Agency Certification

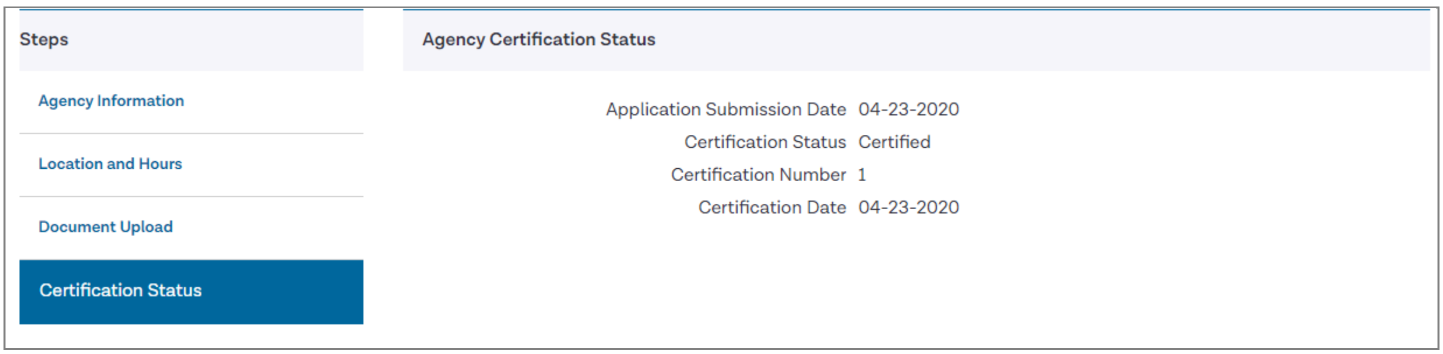


Figure 93. Agency profile, Certification Status tab

5.15 Pending Individuals (for Agency Manager)

My Delegations > Pending Delegation Requests

This section is identical to the Pending Individuals section of the Broker portal. See 4.3 Pending Individuals.

5.16 Active Individuals (for Agency Manager)

My Delegations > Active Individuals

This section is identical to the Active Individuals section of the Broker portal. See 4.4 Active Individuals.

5.17 Inactive Individuals (for Agency Manager)

My Delegations > Inactive Individuals

This section is identical to the Inactive Individuals section of the Broker portal. See 4.6 Inactive Individuals.

5.18 My Dashboard

As certified brokers, agency managers have a dashboard that shows their enrollments. This page is identical to the Dashboard page of the Broker portal. See 4.2 Dashboard.

5.19 Agency Manager Profile

My Agent Profile > Agent Information

As certified brokers, agency managers show in the broker directory in the Member portal. An agency can have more than one agency manager. Agency managers can update all their profile information except the Certification Status.

5.19.1 Agent Information

My Agent Profile > Agent Information

This tab is identical to the Agent Information tab in the Broker portal. See 4.7.1 Agent Information.

5.19.1.1 Edit Agent Information

My Agent Profile > Agent Information > Edit

This view is identical to the edit view in the Broker portal. If the broker's first name, last name, license number/NPN, or FEIN are changed, there are additional steps to take because of the change. See 4.7.1.1 Edit Agent Information.

5.19.1.2 Federal Employer ID Number (EIN)

My Agent Profile > Agent Information > Edit > Federal Employer ID Number (EIN)

This dialog box is identical to the FEIN dialog box in the Broker portal. See 4.1.1.1 Federal Employer ID Number.

5.19.2 Profile

My Agent Profile > Profile

This tab is identical to the Profile tab in the Broker portal. See 4.7.2 Profile.

5.19.2.1 Edit Profile

My Agent Profile > Profile > Edit

This view is identical to the edit view in the Broker portal. See 4.7.2.1 Edit Profile.

5.19.3 Ticket History

My Agent Profile > My Tickets

This tab is identical to the Ticket History tab in the Broker portal. See 4.7.6 Ticket History.

5.19.4 Certification Status

My Agent Profile > Certification Status

This tab is identical to the Certification Status tab in the Broker portal. See 4.7.3 Certification Status.

5.19.5 Status

My Agent Profile > Status

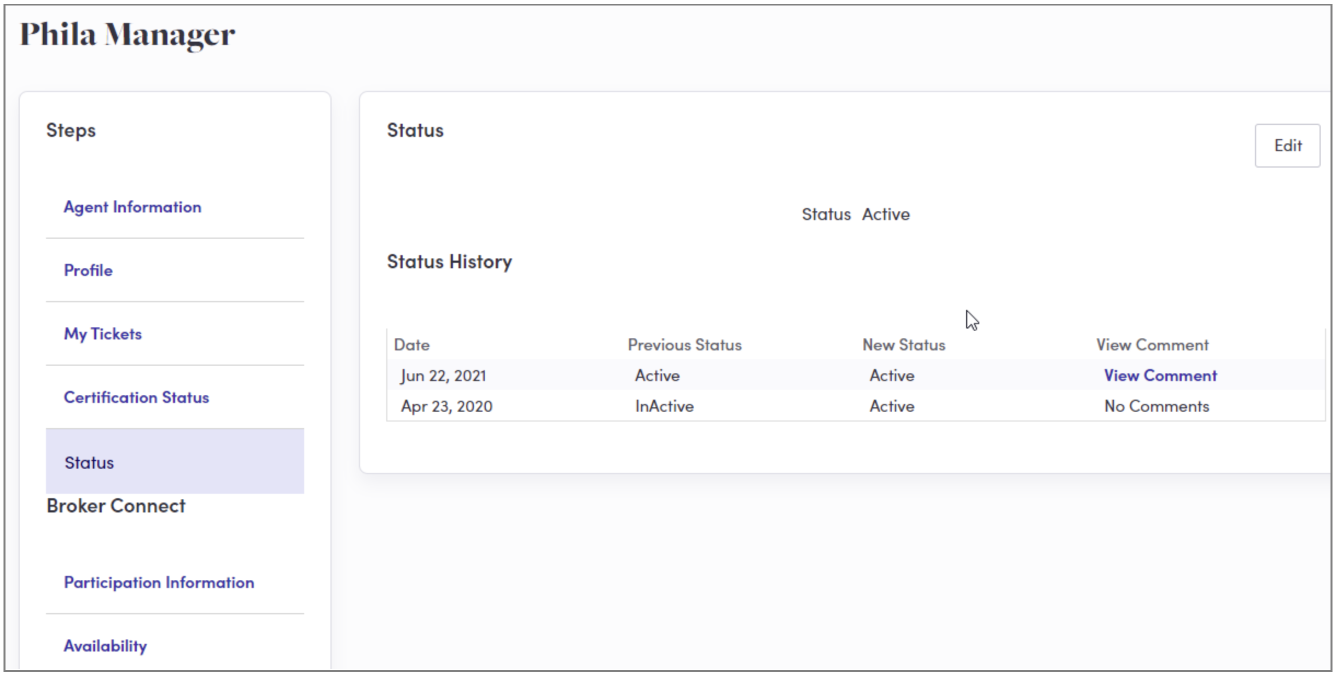


Figure 94. My Agent Profile, Status tab

Table 86. My Agent Profile, Status tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

5.19.5.1 Edit Status

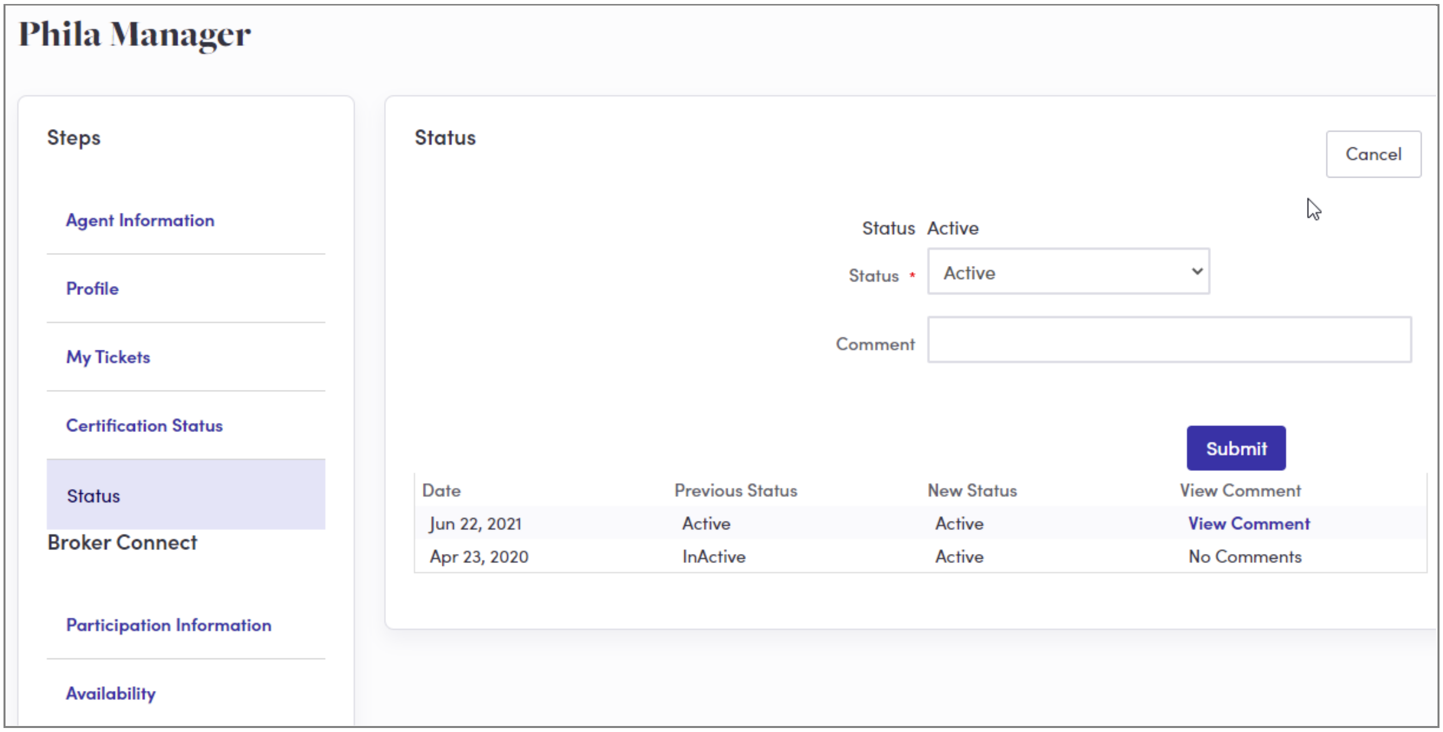


Figure 95. Status, edit view

Table 87. Status, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
List box	Status	Yes	The new status of the agency manager	Values: Active, Inactive
Text box	Comment	No	A note about the status	Up to 4000 characters
Button	Submit	N/A	Saves the data and closes the edit view	Required elements must be complete

5.19.6 View Comments

My Agent Profile > Status > select comment

The section is identical to the View Comments section. See 5.4.6 View Comments.

5.19.7 Participation Information (Broker Connect)

My Agent Profile > Participation Information

The Broker Connect feature only shows after a broker admin activates the function in the broker's profile and the broker enrolls in the program. See 4.7.4 Participation Information (Broker Connect).

5.19.8 Availability (Broker Connect)

My Agent Profile > Availability

The Broker Connect feature only shows after a broker admin activates the function in the broker's profile and the broker enrolls in the program. See 4.7.5 Availability (Broker Connect).

6 Admin Staff Portal

There are two types of admin staff: level 1 (L1) and level 2 (L2). Even though the agency manager sets up the admin staff account when registering the agency, admin staff have their own sign in and access to the Admin Staff portal, which operates within the Agency portal. Both levels of admin staff go to the Brokers page after portal sign in, but their access to information and portal functionality is slightly different depending on their level. The L2 can perform all the tasks of the L1, with added functionality. This section describes the menus and commands for both admin staff levels in the Admin Staff portal.

6.1 Admin Staff L1

This is the Agents page as seen by the admin staff L1 after sign in.

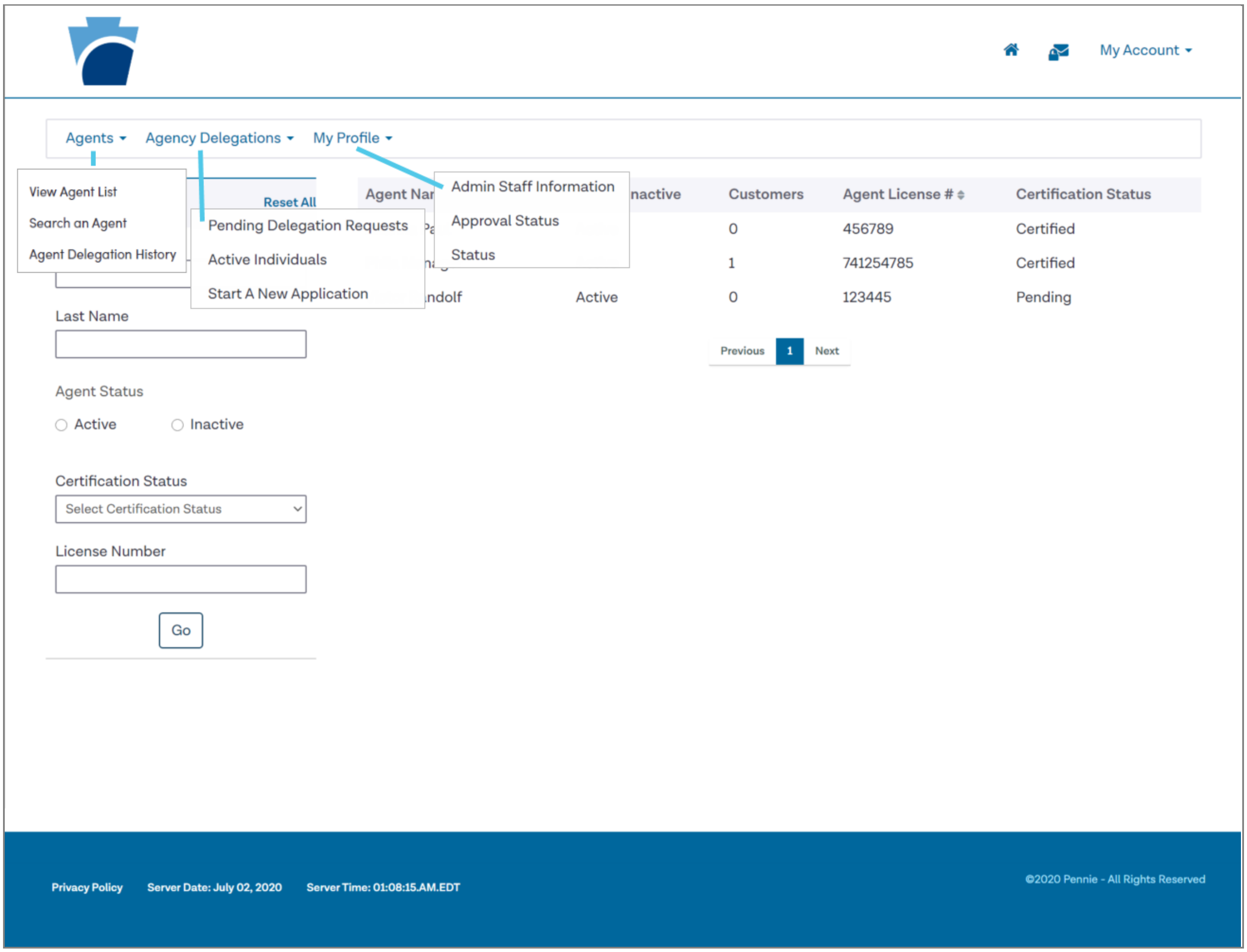


Figure 96. Admin staff L1 page

For a description of the admin staff L1 Agents page elements, see Table 88.

6.2 Admin Staff L2

This is the Agents page as seen by the admin staff L2 after sign in.

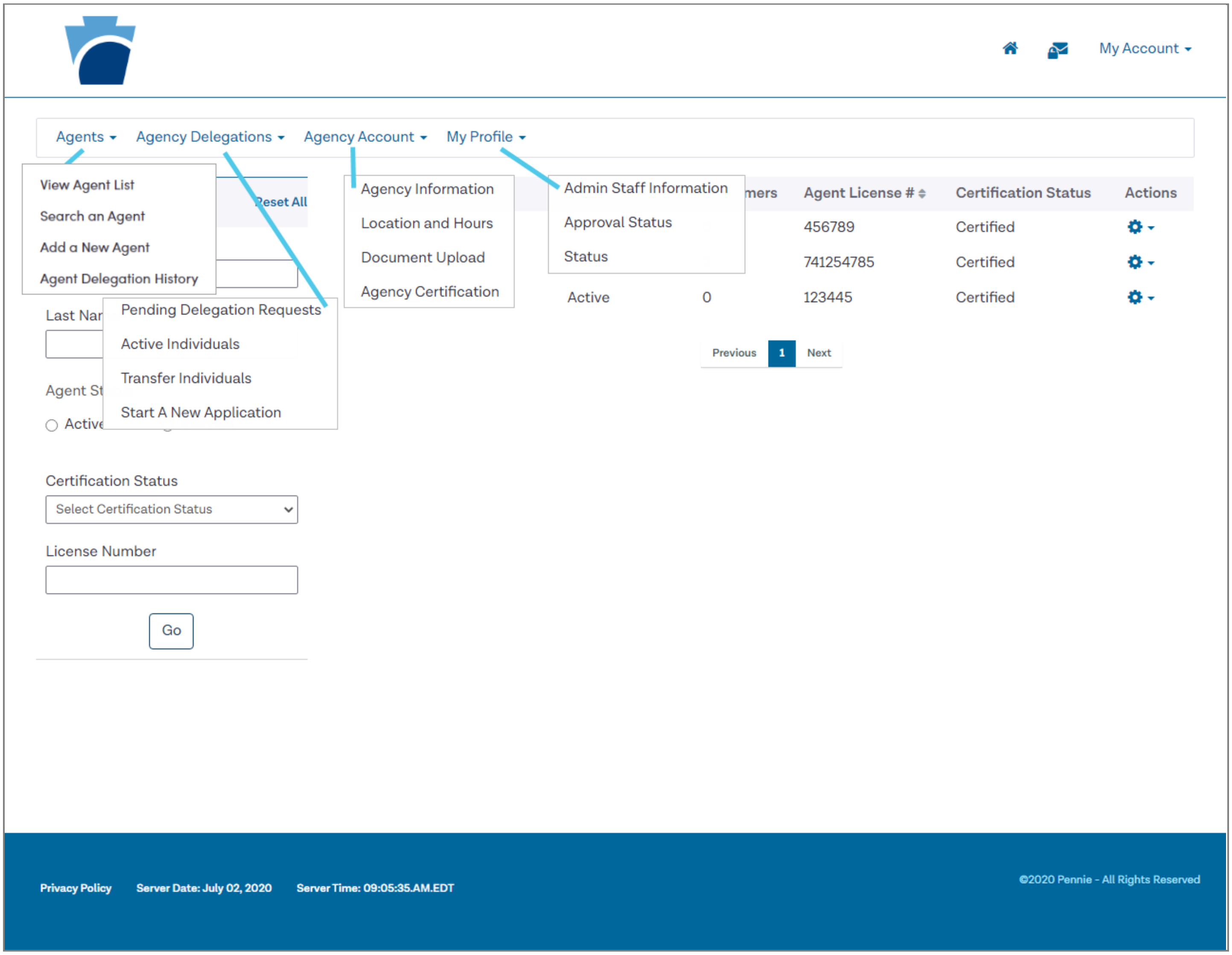


Figure 97. Admin staff L2 page

Table 88. Admin staff L2 page—elements

Element Type	Element Label	Required	Description	Validation
Menu	Agents	N/A	A list of commands used to perform functions related to brokers	N/A
Command	View Agent List	N/A	A list of the brokers associated with the agency	N/A

Element Type	Element Label	Required	Description	Validation
Command	Search an Agent	N/A	A search function to search the brokers associated with the agency	N/A
Command	Add a New Agent	N/A	• Adds a broker to the agency brokers • Command available for admin staff L2 only	N/A
Command	Agent Delegation History	N/A	• Goes to the Delegation History page • The state must request this function for the hyperlink to show on the page	N/A
Menu	Agency Delegations	N/A	A list of commands used to perform functions related to individuals	N/A
Command	Pending Delegation Requests	N/A	Goes to the Pending Individuals page	N/A
Command	Active Individuals	N/A	Goes to the Active Individuals page	N/A
Command	Transfer Individuals	N/A	• Goes to the Transfer Customer Delegations page • Command available for admin staff L2 only	N/A
Command	Start A New Application	N/A	Goes to the Start Customer Application page	N/A
Menu	Agency Account	N/A	• A list of commands used to perform functions related to the agency account • Menu available for admin staff L2 only	N/A
Command	Agency Information	N/A	• Goes to the Agency Information tab • Command available for admin staff L2 only	N/A
Command	Location and Hours	N/A	• Goes to the Location and Hours tab • Command available for admin staff L2 only	N/A
Command	Document Upload	N/A	• Goes to the Document Upload tab • Command available for admin staff L2 only	N/A
Command	Agency Certification	N/A	• Goes to the Certification Status tab • Command available for admin staff L2 only	N/A
Menu	My Profile	N/A	A list of commands used to perform functions related to the admin staff's account	N/A

Element Type	Element Label	Required	Description	Validation
Command	Admin Staff Information	N/A	Goes to the Admin Staff Information tab	N/A
Command	Approval Status	N/A	Goes to the Approval Status tab	N/A
Command	Status	N/A	Goes to the Status tab	N/A

For information on the header and footer elements, see *Member Portal Specifications*.

6.3 Agents

Agents> View Agent List

Agents > Search an Agent

The admin staff can access the Agents page using the Agents menu.

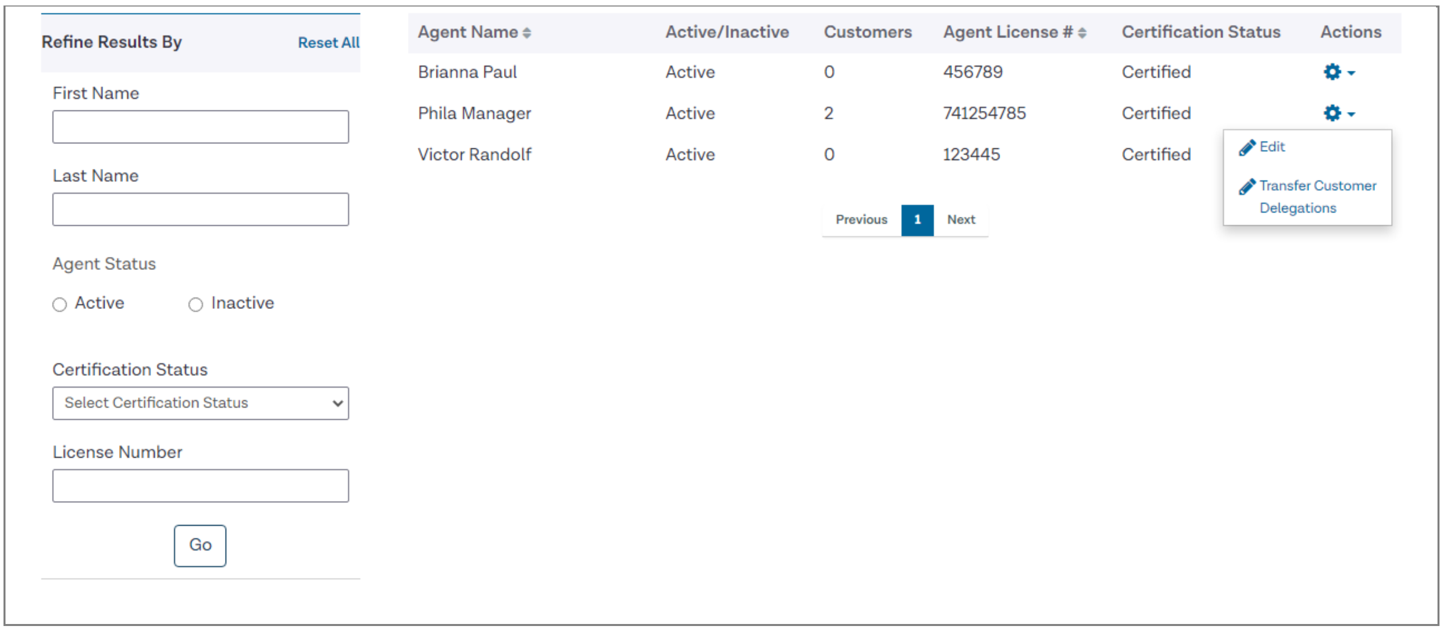


Figure 98. Agents page

Table 89. Agents page—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	Reset All	N/A	Clears all applied filters	N/A
Text box	First Name	No	The first name of the broker to use in refining the data grid results	None
Text box	Last Name	No	The last name of the broker to use in refining the data grid results	None

Element Type	Element Label	Required	Description	Validation
Option group	Agent Status	No	The status of the broker to use in refining the data grid results	N/A
Radio button	Active	No	The broker status is active	None
Radio button	Inactive	No	The broker status is inactive	None
List box	Certification Status	No	The certification status of the broker to use in refining the data grid results	Values: Pending, Incomplete, Withdrawn, Eligible, Certified, Denied, Terminated-Vested, Terminated-For-Cause, Deceased, Suspended
Text box	License Number	No	The broker's state-issued license number to use in refining the data grid results	Up to 10 characters
Button	Go	N/A	Initiates the filter	None
Data grid	[agent list]	N/A	A list of brokers defined in the platform, or when a filter is applied, the brokers that meet the entered criteria	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page
Menu	[actions]	N/A	• A list of commands used to perform functions related to brokers • Menu available only for admin staff L2	N/A
Command	Edit	N/A	• Goes to the broker profile page • Command available for admin staff L2 only	N/A
Command	Transfer Individuals	N/A	• Goes to the Transfer Individual page • Command available for admin staff L2 only	N/A

6.4 Agent Profile

Agents > Search an Agent > Actions > Edit

This section is available to the admin staff L2 only and is identical to the broker profile section in the Agency portal, except that the admin staff can't edit the Profile tab or view the Broker Connect function. See 5.4 Broker Profile.

6.5 New Agent Registration

Agents > Add a New Agent

This section is available to the admin staff L2 only and is identical to the New Broker Profile section in the Agency portal. See 5.5 New Agent .

6.6 Delegation History

Agents > Agent Delegation History

This page is identical to the Delegation History section in the Agency portal. See 5.6 Delegation History.

6.7 Pending Individuals

Agency Delegations > Pending Delegation Requests

This page is identical to the Pending Delegations page in the Agency portal. See 5.11 Pending Agency Delegations.

6.8 Active Individuals

Agency Delegations > Active Individuals

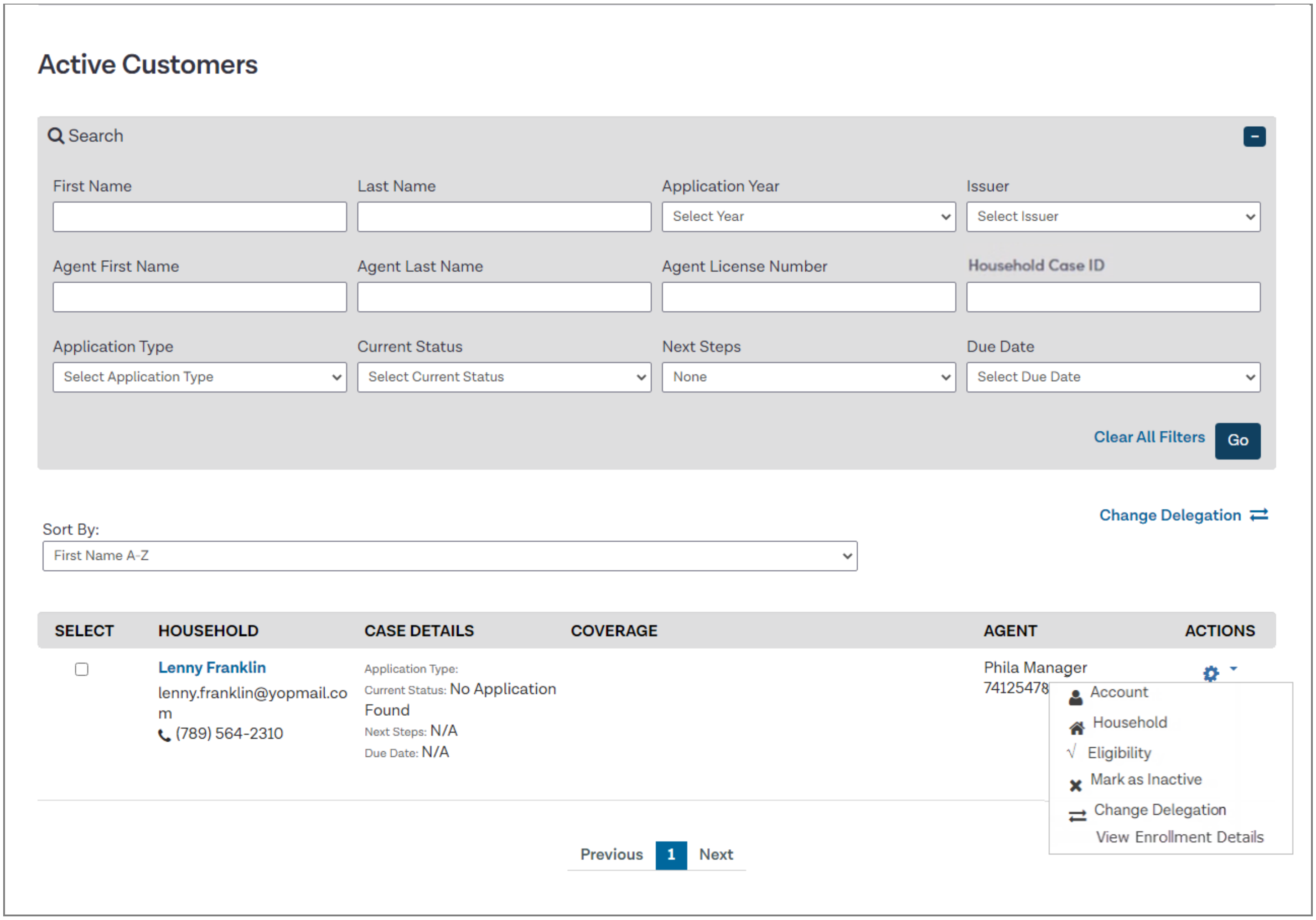


Figure 99. Active Individuals page

Table 90. Active Individuals page—elements

Element Type	Element Label	Required	Description	Validation
Content Panel	Search	N/A	Opens the search filter	N/A
Text box	First Name	No	The first name of the individual to use in refining the data grid results	None
Text box	Last Name	No	The last name of the individual to use in refining the data grid results	None
List box	Application Year	No	The application year to use in refining the data grid results	Values: previous, current, and following year
List box	Issuer	No	• The issuer to use in refining the data grid results • Options are dependent on issuers available	Values: Both QHP and QDP options, QHP only (list of health issuers) options, QDP only (list of dental issuers) options

Element Type	Element Label	Required	Description	Validation
Text box	Agent First Name	No	The first name of the broker to use in refining the data grid results	None
Text box	Agent Last Name	No	The last name of the broker to use in refining the data grid results	None
Text box	Agent License Number	No	The broker's state-issued license number	Up to 10 characters
Text box	Household Case ID	No	The Household Case ID of an individual	Search term must be exact
List box	Application Type	No	The application type to use in refining the data grid results	Values: Financial, Non-Financial
List box	Current Status	No	The status to use in refining the data grid results	Values: No Application Found, Incomplete Application, Application Submitted, Eligible for Shopping, Enrolled in a Qualified Plan, Closed, Canceled Application, No Active Enrollment, Partially Enrolled
List box	Next Steps	No	The next step to use in refining the data grid results	Values: None, Shop for Plans, Submit the Application, Report a Change, Enroll During OEP
List box	Due Date	No	The date to use in refining the data grid results	Values: This week, Next week
Hyperlink	Clear All Filters	N/A	Clears the filter boxes	N/A
Button	Go	N/A	Initiates the filter	None
List box	Sort By	No	The order in which the data grid information shows	Values: First Name A–Z, First Name Z–A, Last Name A–Z, Last Name Z–A
Hyperlink	Change Delegation	N/A	• Goes to the Transfer Individual page • The delegation is changed only for the selected individuals • Available to admin staff L2 only	• At least one individual must be selected • Up to 10 individuals can be selected for one transfer
Data grid	[active individuals list]	N/A	A list of individuals defined in the platform, or when a filter is applied, the individuals that meet the entered criteria	N/A
Hyperlink	[individual name]	N/A	Opens the View Individual Application dialog box	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to individuals	N/A

Element Type	Element Label	Required	Description	Validation
Command	Account	N/A	Opens the View Individual Application dialog box	N/A
Command	Household	N/A	Opens the Household Member Information dialog box	N/A
Command	Eligibility	N/A	Opens the Household Eligibility Information dialog box	N/A
Command	Mark as Inactive	N/A	• The delegation ends • The delegation status of the individual delegated to the broker changes to inactive	N/A
Command	Change Delegation	N/A	• Goes to the Transfer Individual Delegations page • The delegation changes for the selected individuals • Command available for admin staff L2 only	N/A
Command	View Enrollment Details	N/A	Goes to the View Enrollment Details page	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 5 results per page

6.8.1 View Customer Application

Agency Delegations > Active Individuals > active individual name

Agency Delegations > Active Individuals > Account

Admin staff can start or resume an existing application for an individual, but they can’t select a plan or shop for a plan for that individual.

This dialog box is identical to the View Customer Application dialog box in the Agency portal. See 5.12.2 View Customer Application.

6.8.2 Household Member Information

Agency Delegations > Active Individuals > actions > Household

This dialog box is identical to the Household Member Information dialog box in the Agency portal. See 5.12.3 Household Member Information.

6.8.3 Household Eligibility Information

Agency Delegations > Active Individuals > actions > Eligibility

This dialog box is identical to the Household Eligibility dialog box in the Agency portal. See 5.12.4 Household Eligibility Information.

6.9 Confirm Removal of Delegation

Agency Delegations > Active Individuals > actions > Mark as Inactive

This dialog box is identical to the Confirm Removal of Delegation dialog box in the Agency portal. See 5.12.5 Confirm Removal of Delegation.

6.10 View Enrollment Details

Agency Delegations > Active Individuals > actions > View Enrollment Details

This section is identical to the View Enrollment Details section of the Broker portal. See 4.5 View Enrollment Details.

6.11 Transfer Customer Delegations

Agency Delegations > Transfer Individuals

Agency Delegations > Active Individuals > actions > Change Delegation

Agency Delegations > Active Individuals > Change Delegation

This section is available to the admin staff L2 only and is identical to the Transfer Individual Delegations page in the Agency portal. See 5.13 Transfer Individual Delegations.

6.12 Start Customer Application

Agency Delegations > Start a New Application

Since admin staff are not certified brokers, they must choose a broker as the delegate before they start a new application for an individual. Only an approved and active admin staff can access the “Start A New Application” link.

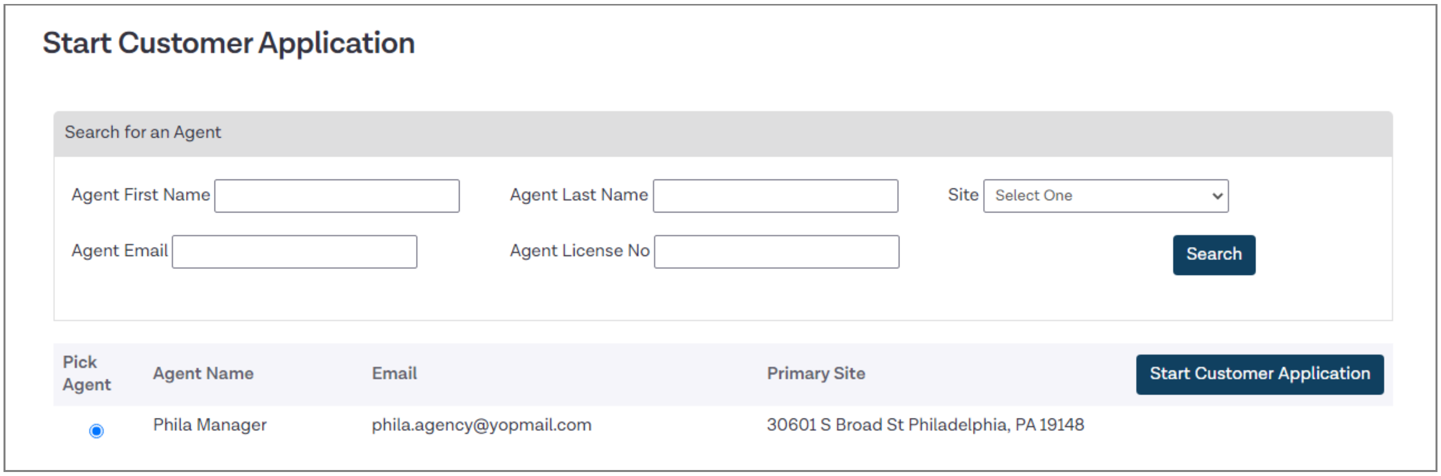


Figure 100. Start Individual Application page

Table 91. Start Individual Application page—elements

Element Type	Element Label	Required	Description	Validation
Text box	Agent First Name	No	The first name of the broker to use in refining the data grid results	None
Text box	Agent Last Name	No	The last name of the broker to use in refining the data grid results	None
List box	Site	No	The broker's site to use in refining the data grid results	Any value in the list
Text box	Agent Email	No	The broker's email address to use in refining the data grid results	Must be a valid email address
Text box	Agent License No	No	The broker's state-issued license number to use in refining the data grid results	Up to 10 characters
Button	Search	N/A	Initiates the search	Required to get broker data grid
Data grid	[search results]	N/A	A list of brokers that match the selected search criteria	N/A
Radio button	Pick Agent	N/A	The broker delegated to the individual	None
Button	Start Individual Application	N/A	Goes to the Member portal	None

6.13 Agency Profile

Agency Account > Agency Information

The functionality in this section applies to the admin staff L2 only.

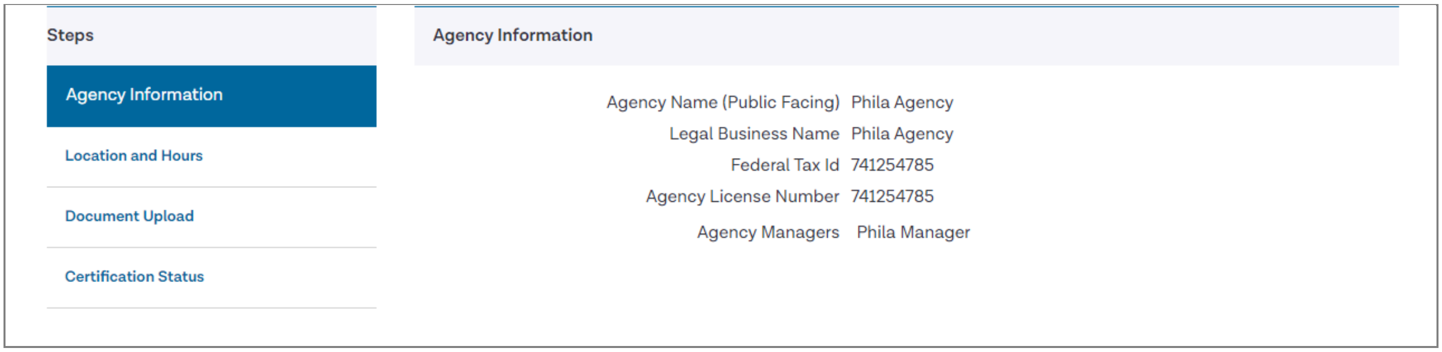


Figure 101. Agency profile page

Table 92. Agency profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Agency Information	N/A	Goes to the Agency Information tab	None
Tab	Location and Hours	N/A	Goes to the Location and Hours tab	None
Tab	Document Upload	N/A	Goes to the Document Upload tab	None
Tab	Certification Status	N/A	Goes to the Certification Status tab	None

6.13.1 Agency Information

Agency Account > Agency Information

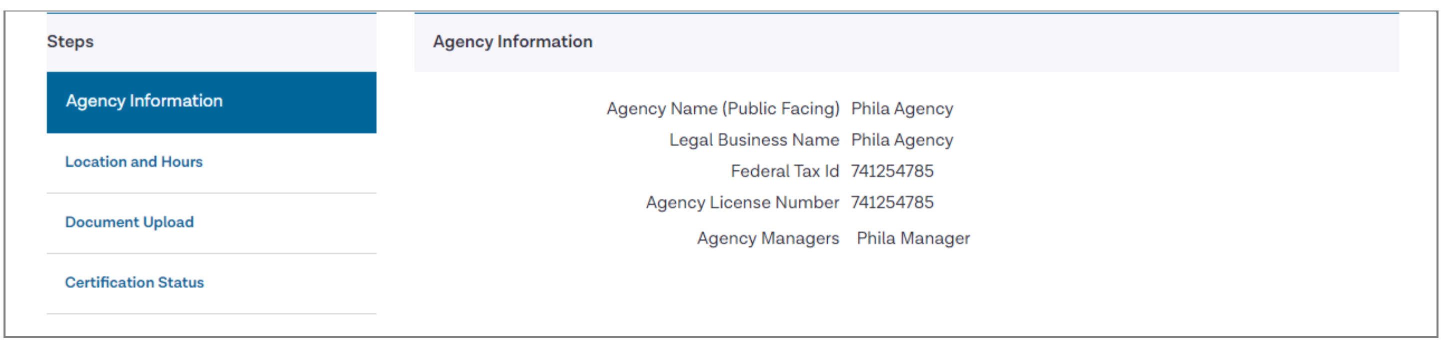


Figure 102. Agency profile, Agency Information tab

6.13.2 Location and Hours

Agency Account > Location and Hours

This tab is identical to the Location and Hours tab in the Agency portal. See 5.14.2 Location and Hours.

6.13.3 Document Upload

Agency Account > Document Upload

This tab is identical to the Document Upload tab in the Agency portal. See 5.14.3 Document Upload.

6.13.4 Certification Status

Agency Account > Agency Certification

This tab is identical to the Certification Status tab in the Agency portal. See 5.14.6 Certification Status.

6.14 Admin Staff Profile

My Profile > Admin Staff Information

Admin staff have view-only access to their profile.

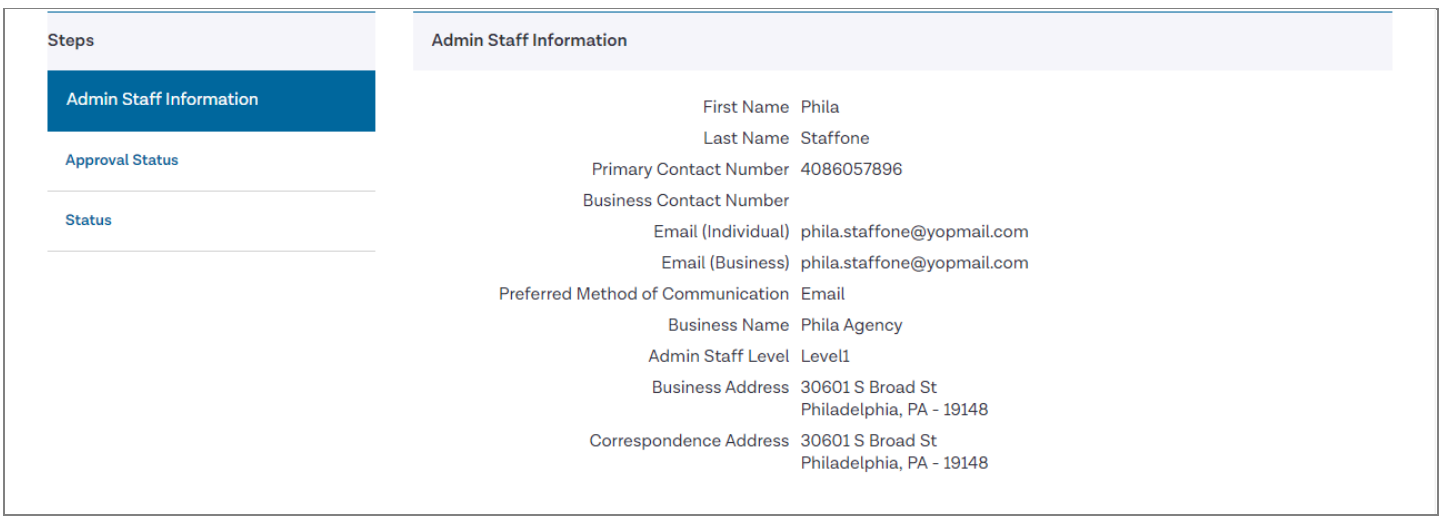


Figure 103. Admin staff profile page

Table 93. Admin staff profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Admin Staff Information	N/A	Goes to the Admin Staff Information tab	None
Tab	Approval Status	N/A	Goes to the Approval Status tab	None
Tab	Status	N/A	Goes to the Status tab	None

6.14.1 Admin Staff Information

My Profile > Admin Staff Information

Figure 104. Admin staff profile, Admin Staff Information tab

6.14.2 Approval Status

My Profile > Approval Status

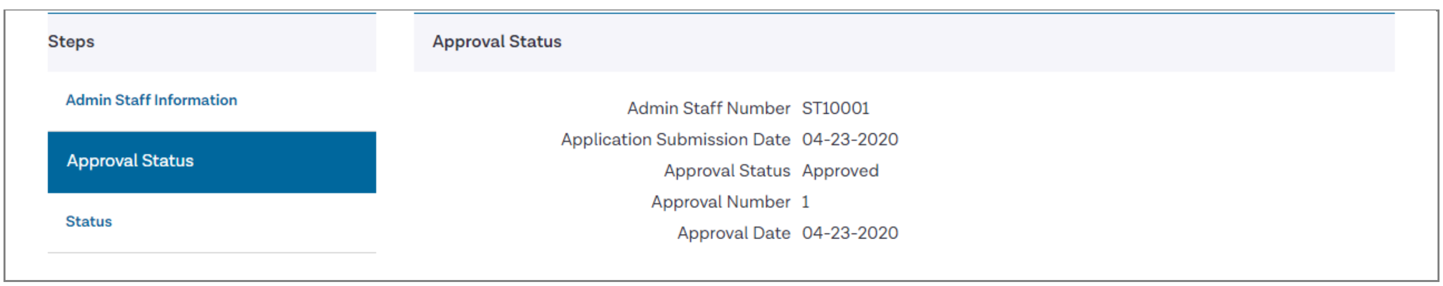


Figure 105. Admin staff profile, Approval Status tab

6.14.3 Status

My Profile > Status

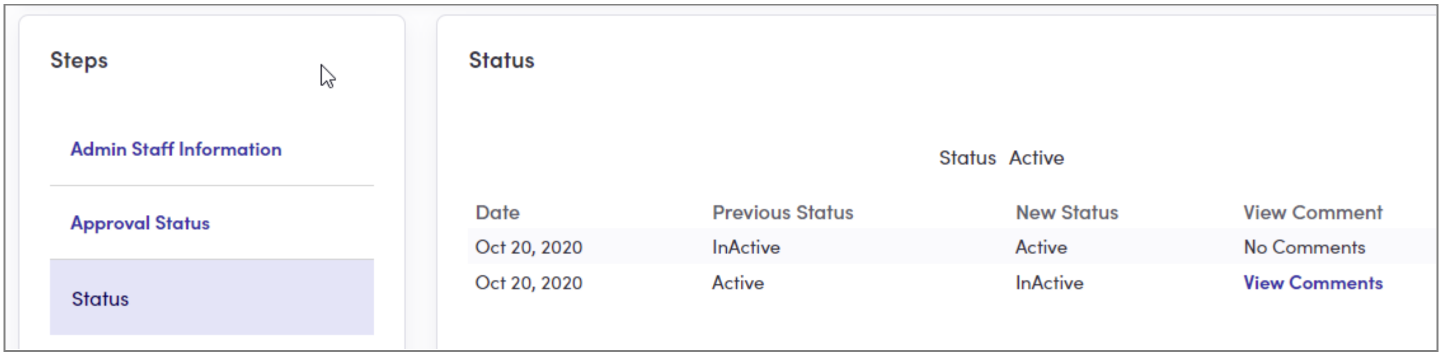


Figure 106. Admin staff profile, Status tab

Element Type	Element Label	Required	Description	Validation
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

6.14.4 View Comments

My Profile > Status > select comment

The section is identical to the View Comments section. See 5.4.6 View Comments.

7 Broker Admin Portal

Broker admins are state employees responsible for certifying brokers and agencies and approving admin staff. They manage the brokers, agencies, and admin staff from a state perspective. The broker admins perform tasks through the Broker Admin portal.

7.1 Tickets

The broker admin sees the Tickets page after portal sign in. They access all pages of the portal through different menus and commands. This section describes the menus and commands that provide access to the Broker Admin portal features.

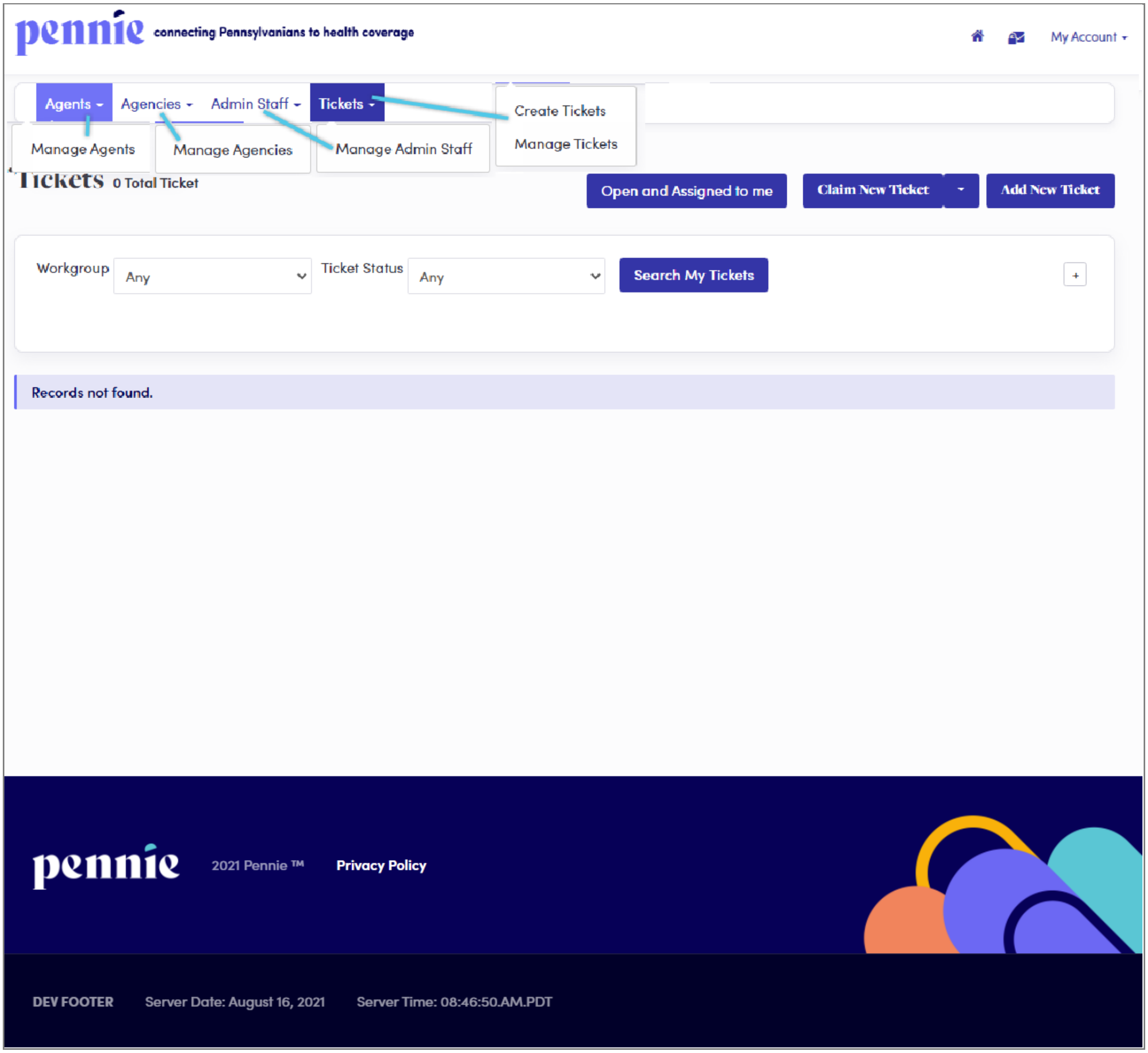


Figure 107. Broker Admin Dashboard

Table 94. Broker Admin Dashboard—elements

Element Type	Element Label	Required	Description	Validation
Menu	Agents	N/A	A list of commands used to perform functions related to brokers	N/A
Command	Manage Agents	N/A	Goes to the Agents page	N/A

Element Type	Element Label	Required	Description	Validation
Menu	Agencies	N/A	A list of commands used to perform functions related to agencies	N/A
Command	Manage Agencies	N/A	Goes to the Agencies page	N/A
Menu	Admin Staff	N/A	A list of commands used to perform functions related to admin staff	N/A
Command	Manage Admin Staff	N/A	Goes to the Admin Staff page	N/A
Menu	Tickets	N/A	A list of commands used to perform functions related to tickets	N/A
Command	Create Ticket	N/A	Goes to the Create Ticket page in the Customer Administration portal	N/A
Command	Manage Tickets	N/A	Goes to the Tickets page in the Customer Administration portal	N/A

For information on tickets, see *Customer Administration Specifications*.

For information on the header and footer elements, see *Member Portal Specifications*.

7.2 Agents

Agents > Manage Agents

Broker admins receive requests to administer the agency manager role using the agency's broker pool. Each state creates their own process for the delivery of the requests to the broker admin. The broker admin can fulfill a request if the requested broker or agency manager has an account in the system.

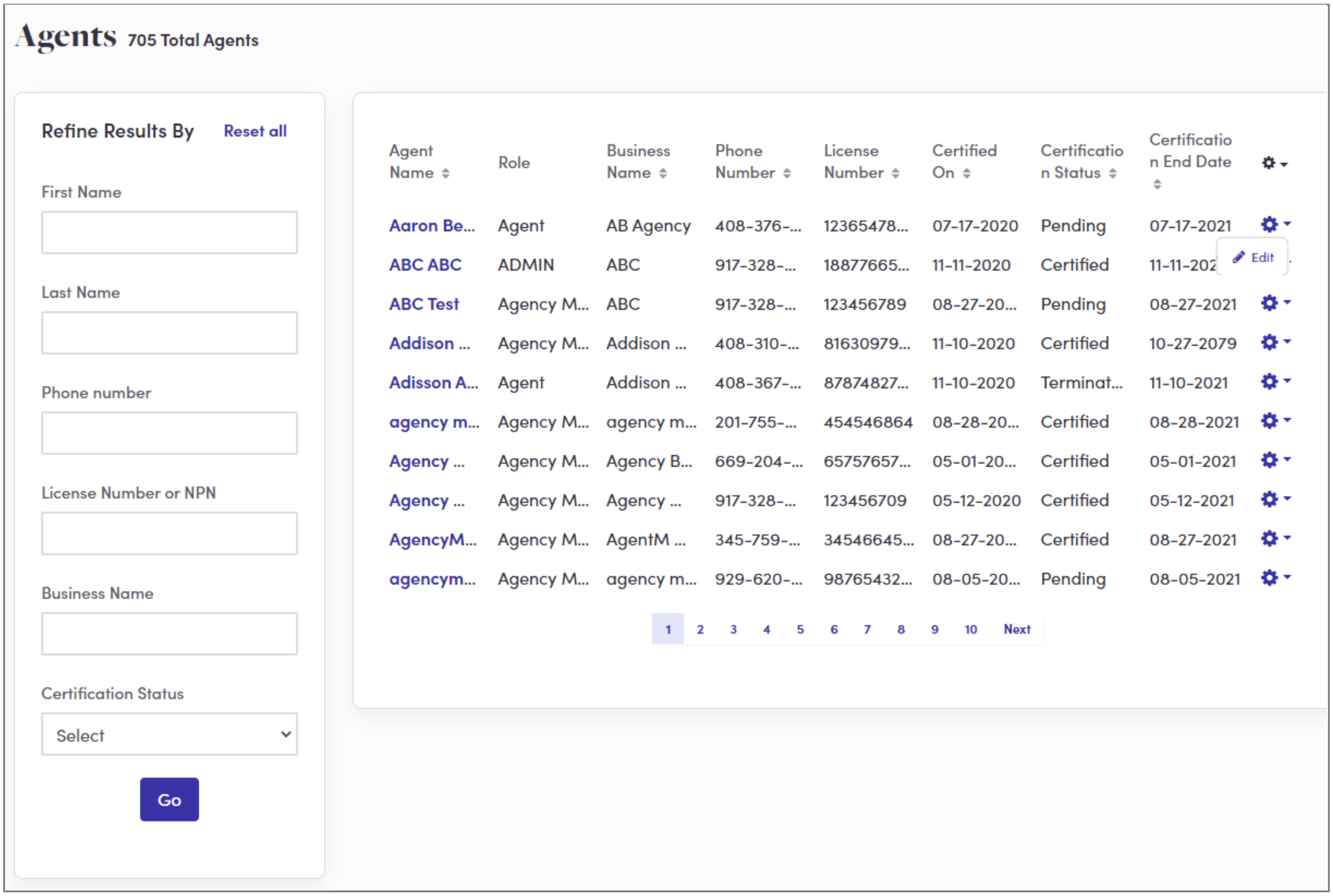


Figure 108. Agents page

Table 95. Agents page—elements

Element Type	Element Label	Required	Description	Validation
Display-only text box	Total Agents	N/A	• The number of brokers in the system • Automatically updates as brokers are added or removed	N/A
Hyperlink	Reset All	N/A	Clears all applied filters	N/A
Text box	First Name	No	The first name of the broker to use in refining the data grid results	None
Text box	Last Name	No	The last name of the broker to use in refining the data grid results	None
Text box	Phone Number	No	The broker’s telephone number to use in refining the data grid results	10 digits
Text box	License Number or NPN	No	The broker’s state-issued license number or national producer number to use in refining the data grid results	Up to 10 characters

Element Type	Element Label	Required	Description	Validation
Text box	Business Name	No	The broker's business name to use in refining the data grid results	Up to 100 characters
List box	Certification Status	No	The broker's current certification status to use in refining the data grid results	Values: Pending, Incomplete, Withdrawn, Eligible, Certified, Denied, Terminated-Vested, Terminated-For-Cause, Deceased, Suspended
Button	Go	N/A	Initiates the filter	None
Data grid	[agent list]	N/A	A list of brokers defined in the platform, or when a filter is applied, the brokers that meet the entered criteria	N/A
Hyperlink	[agent name]	N/A	Goes to the Agent Information tab	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to brokers	N/A
Command	Edit	N/A	Opens the edit view of the Certification Status tab	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page

7.3 Broker Profile

Agents > Manage Agents > select broker

Agents > Manage Agents > actions > Edit > Agent Information

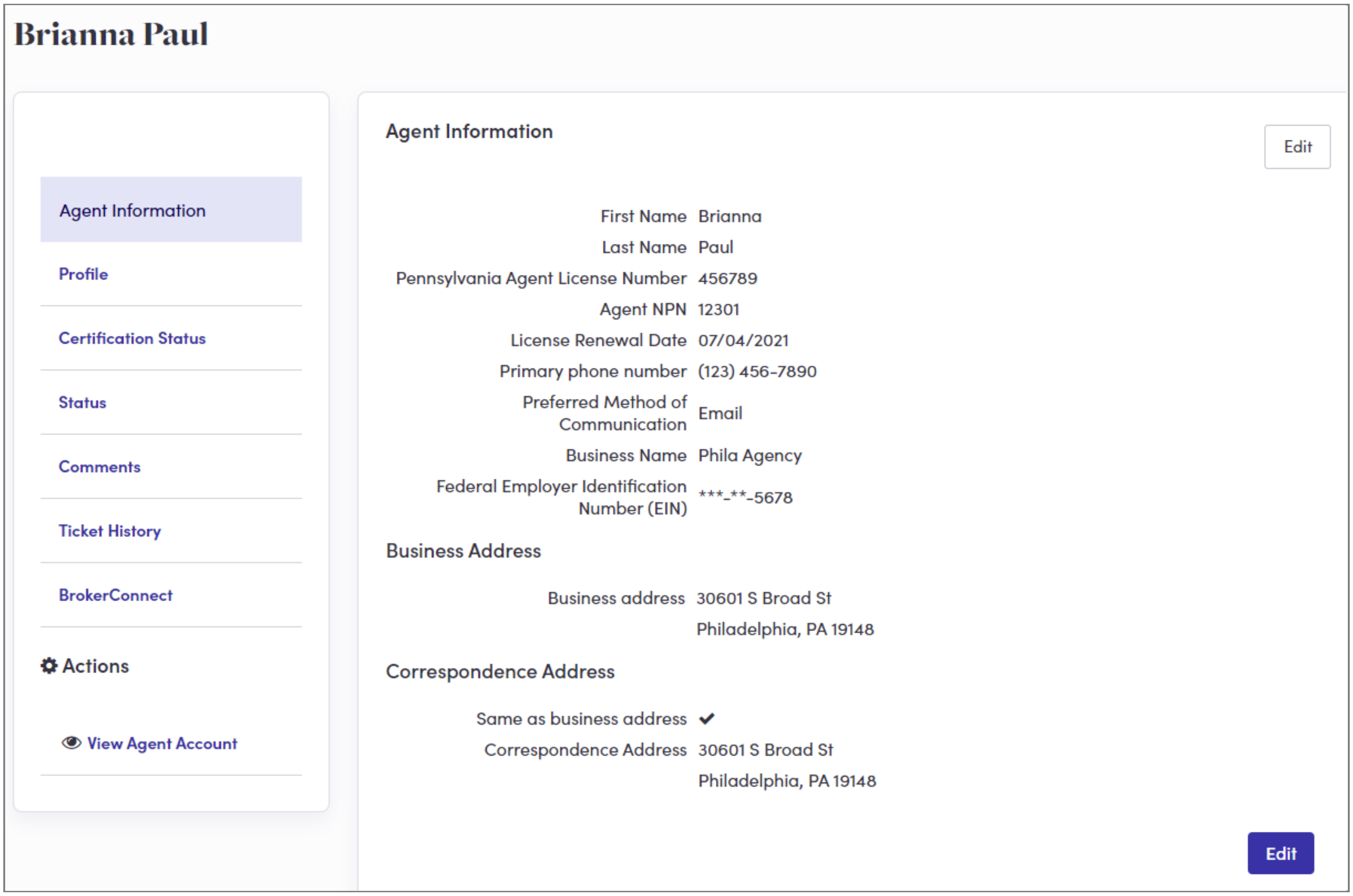


Figure 109. Broker profile page

Table 96. Broker profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Agent Information	N/A	Goes to the Agent Information tab	None
Tab	Profile	N/A	Goes to the Profile tab	None
Tab	Certification Status	N/A	Goes to the Certification Status tab	None
Tab	Status	N/A	Goes to the Status tab	None
Tab	Comments	N/A	Goes to the Comments tab	None
Tab	Ticket History	N/A	Goes to the Ticket History tab	None

Element Type	Element Label	Required	Description	Validation
Tab	Broker Connect	N/A	Goes to the Broker Connect tab	None
Command	View Agent Account	N/A	Opens the Viewing Broker Account dialog box	N/A

7.3.1 Agent Information

Agents > Manage Agents > select broker > Agent Information

Agents > Manage Agents > actions > Edit > broker profile > Agent Information

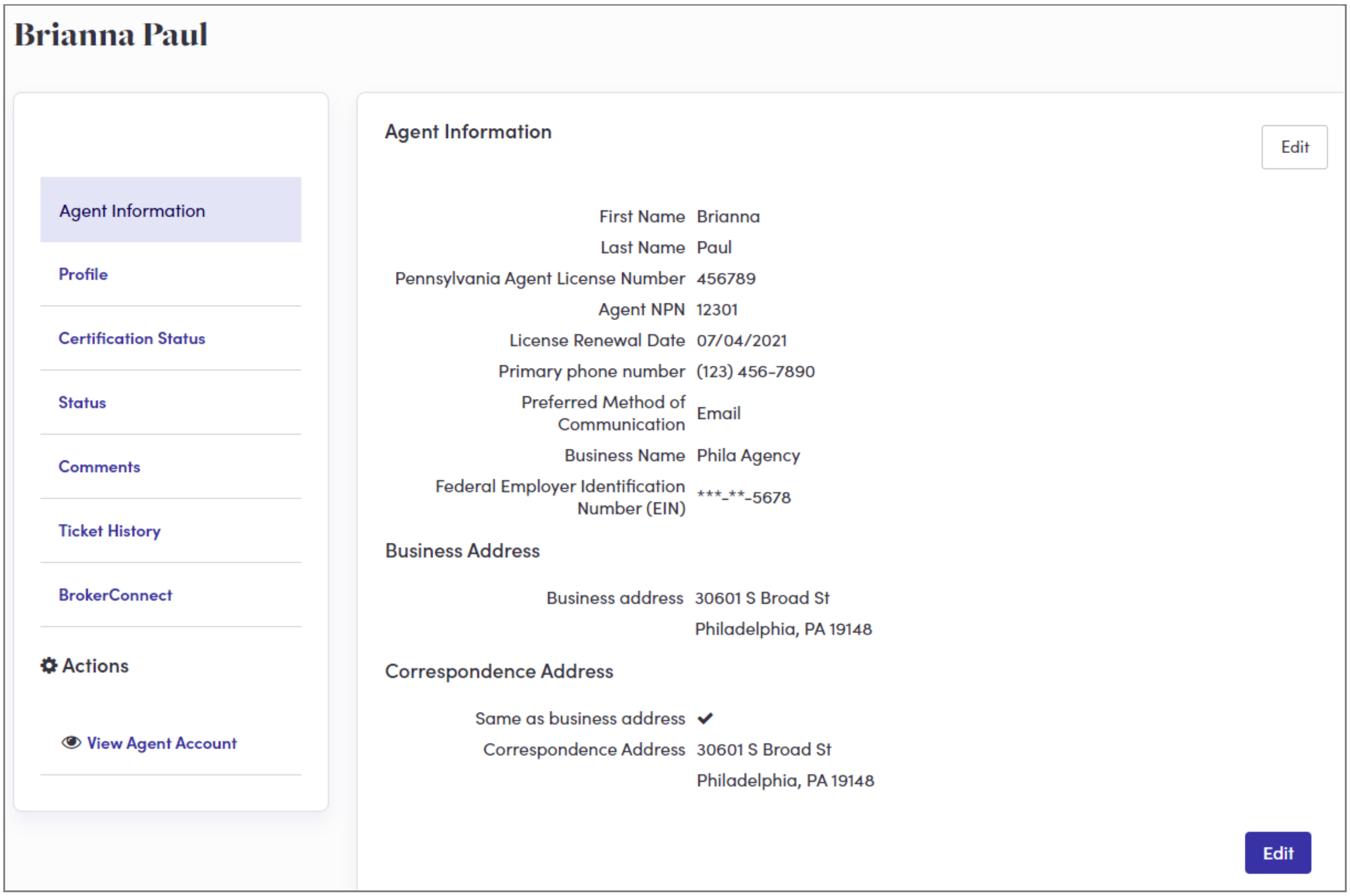


Figure 110. Broker profile page, Agent Information tab

Table 97. Broker profile page, Agent Information tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None
Button	Edit	N/A	Opens the edit view	None

7.3.1.1 Edit Agent Information

Agents > Manage Agents > select broker > broker profile > Agent Information > Edit

Agents > Manage Agents > actions > Edit > broker profile > Agent Information > Edit

The state can request a configuration for an 834 transaction to the carriers for updates to a broker's information. With this configuration, updates to the First Name, Last Name, <state> Agent License Number/NPN, or FEIN mean that:

- All delegated broker enrollments (pending/confirm/terminate/future terminate) for the current year will reflect the modified information.
- During open enrollment, if a household has an active enrollment for the current year as well as a pending/confirmed enrollment for the upcoming year, both enrollments will update with the broker information.
- As all enrollments update, they trigger an 834 with the updated broker profile information under a generic AI MRC code to the carrier.
- After saving, the new information shows on the Agent Information tab, the Issuer Enrollment portal Enrollment Search page, the Delegation History dialog box, and the Enrollment View page.

Note: For agency manager(s) and broker(s) under an agency where the state requires them to have the same FEIN as their agency, if a broker admin updates the agency's FEIN, the FEINs of the agency manager(s) and broker(s) tied to the agency won't update automatically.

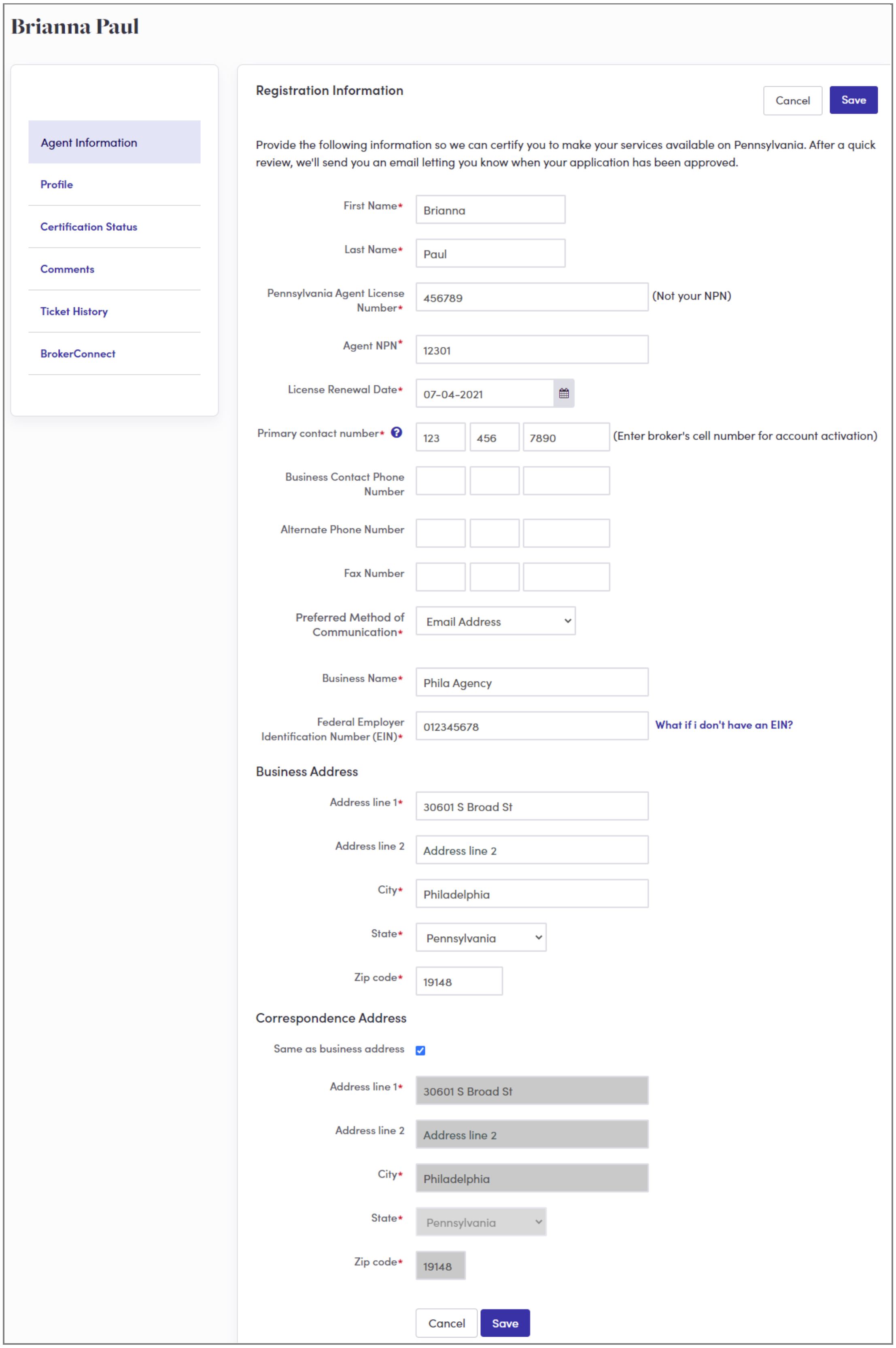


Figure 111. Agent Information, edit view, without role

Table 98. Agent Information, edit view, without role—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Save	N/A	Saves the data and closes the edit view	None
Text box	First Name	Yes	• The broker's first name • Prepopulated with existing information	Up to 50 characters
Text box	Last Name	Yes	• The broker's last name • Prepopulated with existing information	Up to 50 characters
Text box	Agent License Number	Yes	• The broker's state-issued license number • Prepopulated with existing information	Up to 10 characters
Text box	Agent NPN	Yes	• The broker's national producer number • Prepopulated with existing information	Up to 20 characters
Date picker	License Renewal Date	Yes	• The last renewal date when the broker's license renewed • Prepopulated with existing information	8 digits in MMDDYYYY or MM/DD/YYYY format
Text box	Individual Email	Yes	• The broker's direct email address • Must be an individual email address, not a shared email address	Must be a valid email address
Text box	Primary contact number	Yes	• The broker's telephone number • Prepopulated with existing information	10 digits in NNN NNN NNNN format
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the primary contact's phone number requirements	N/A
Text box	Business Contact Phone Number	No	The telephone number of the broker's place of business	10 digits in NNN NNN NNNN format
Text box	Alternate Phone Number	No	The broker's alternate telephone number	10 digits in NNN NNN NNNN format
Text box	Fax Number	No	The broker's fax number	10 digits in NNN NNN NNNN format
List box	Preferred Method of Communication	Yes	• The broker's preferred means of receiving communication • Prepopulated with existing information	Values: Email Address, Mail, Phone
Text box	Business Name	Yes	• The name of the broker's business • Prepopulated with existing information	None

Element Type	Element Label	Required	Description	Validation
Text box	Federal Employer Identification Number (EIN)	Yes	• The broker's Federal Employer ID • Prepopulated with existing information	9 digits
Hyperlink	What if I don't have an EIN?	N/A	Opens the Federal Employer ID Number (EIN) dialog box	N/A
Text box	Address line 1	Yes	• The first line of the broker's business address • Prepopulated with existing information	Up to 50 characters
Text box	Address line 2	No	• The second line of the broker's business address • Prepopulated with existing information	Up to 50 characters
Text box	City	Yes	• The broker's business city • Prepopulated with existing information	Up to 30 characters
List box	State	Yes	• A list of all states • Prepopulated with existing information	Any value in the list
Text box	Zip code	Yes	• The broker's business ZIP code • Prepopulated with existing information	5 digits
Check box	Same as business address	No	• The correspondence address is the same address as the business address • The system populates the correspondence address with the business address details	N/A
Text box	Address line 1	Yes	• The first line of the broker's correspondence address • Prepopulated with existing information	• Up to 50 characters • This box can't be edited when the Same as business address check box is selected
Text box	Address line 2	No	• The second line of the broker's correspondence address • Prepopulated with existing information	• Up to 50 characters • This box can't be edited when the Same as business address check box is selected
Text box	City	Yes	• The broker's correspondence city • Prepopulated with existing information	• Up to 30 characters • This box can't be edited when the Same as business address check box is selected

Element Type	Element Label	Required	Description	Validation
List box	State	Yes	• A list of all states • Prepopulated with existing information	• Any value in the list • This box can't be edited when the Same as business address check box is selected
Text box	Zip code	Yes	• The broker's correspondence ZIP code • Prepopulated with existing information	• 5 digits • This box can't be edited when the Same as business address check box is selected
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Save	N/A	Saves the data and closes the edit view	None

7.3.1.1.1 Role

Agents > Manage Agents > select broker > broker profile > Agent Information > Edit

Agents > Manage Agents > actions > Edit > broker profile > Agent Information > Edit

When a broker is part of an agency, a "Role" shows on their information screen to indicate whether they're a broker or an agency manager. Broker admins assign the role. Broker admins can promote one or more brokers under an agency to the agency manager role or demote an agency manager to a broker role, even if that agency has only one agency manager.

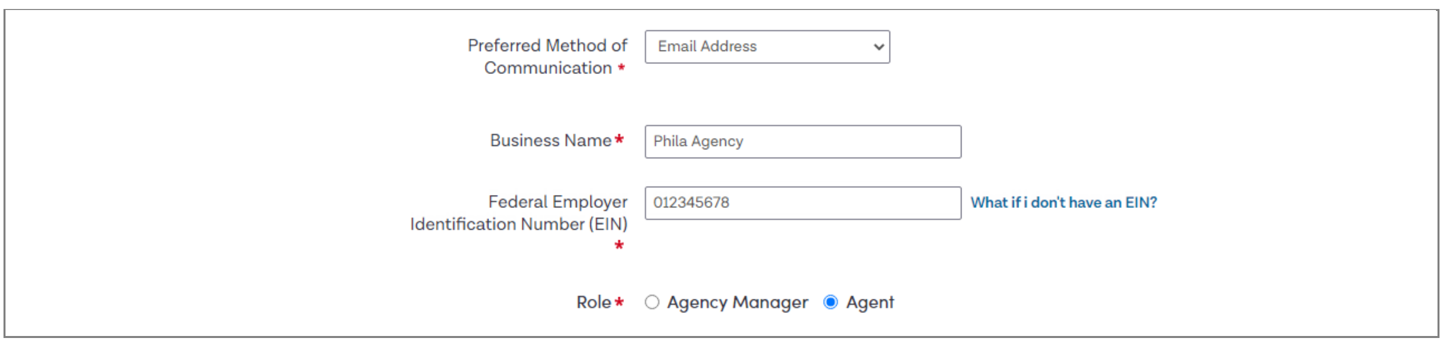


Figure 112. Agent Information, edit view with role

Table 99. Agent Information, edit view with role—elements

Element Type	Element Label	Required	Description	Validation
Option Group	Role	Yes	The role of the broker	An option must be selected.
Radio Button	Agency Manager	No	The broker has the role of agency manager	None
Radio Button	Agent	No	The broker has the role of agent	None

7.3.1.1.2 Role Warning

Agents > Manage Agents > select broker > broker profile > Agent Information > Edit

Agents > Manage Agents > actions > Edit > broker profile > Agent Information > Edit

When there is only one agency manager in an agency, a warning dialog box shows under the role element when a demotion would remove the only agency manager from the agency. The broker admin can choose to continue with the demotion despite the warning.

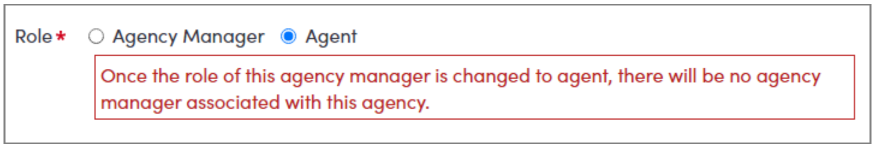


Figure 113. Role warning dialog box

7.3.1.2 Federal Employer ID Number (EIN)

Agents > Manage Agents > select broker > broker profile > Agent Information > Edit > What if I don't have an EIN?

Agents > Manage Agents > actions > Edit > broker profile > Agent Information > Edit > What if I don't have an EIN?

This dialog box is identical to the Federal Employer ID Number (EIN) dialog box for the broker registration. See 4.1.1.1 Federal Employer ID Number.

7.3.2 Profile

Agents > Manage Agents > select broker > broker profile > Profile

Agents > Manage Agents > actions > Edit > broker profile > Profile

Broker admins can edit the information under the selected broker's Profile, which is the public-facing information of the broker.

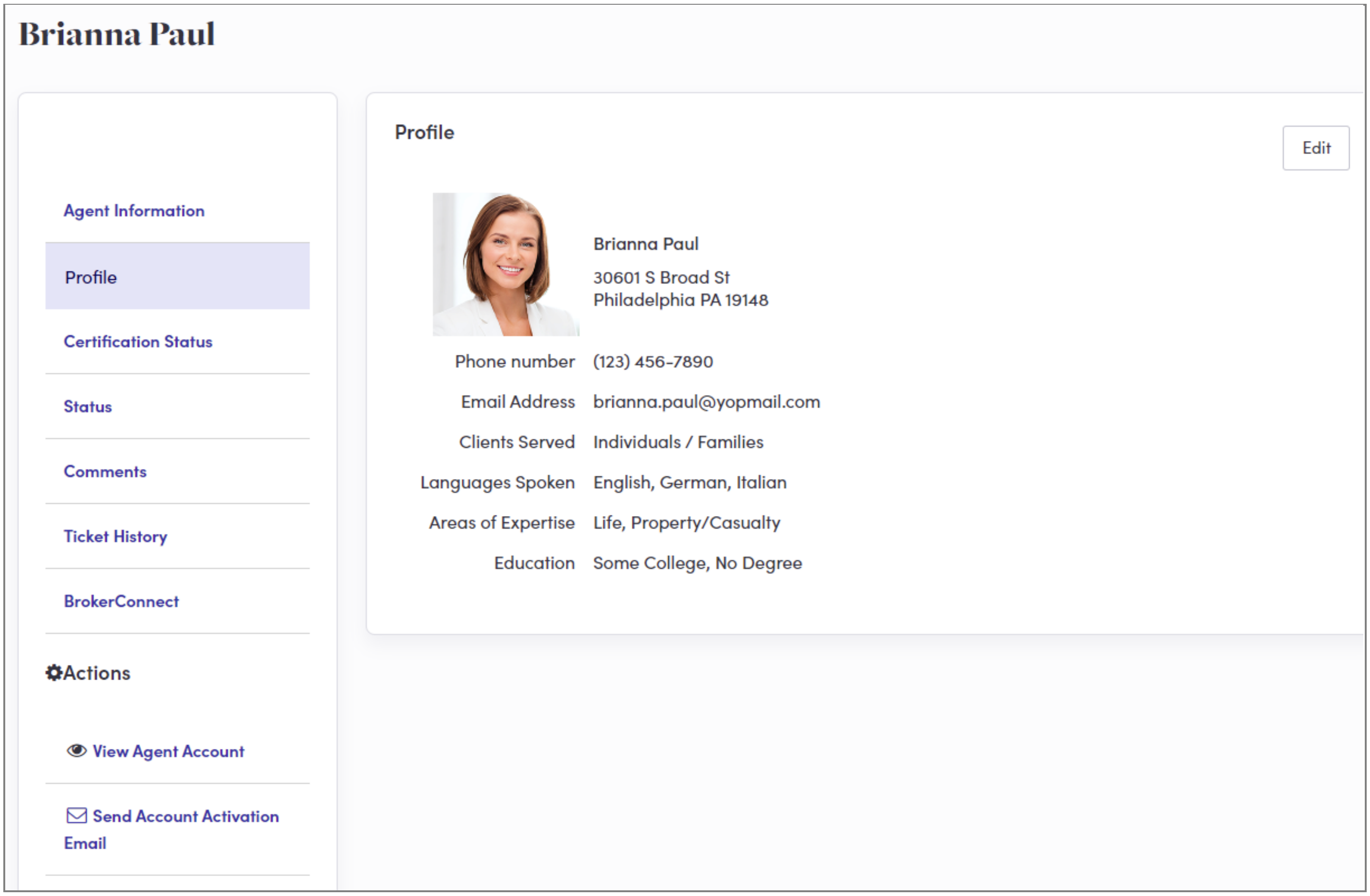


Figure 114. Broker profile, Profile tab

Table 100. Broker profile, Profile tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None

7.3.2.1 Edit Profile

Agents > Manage Agents > select broker > broker profile > Profile > Edit

Agents > Manage Agents > actions > Edit > broker profile > Profile > Edit

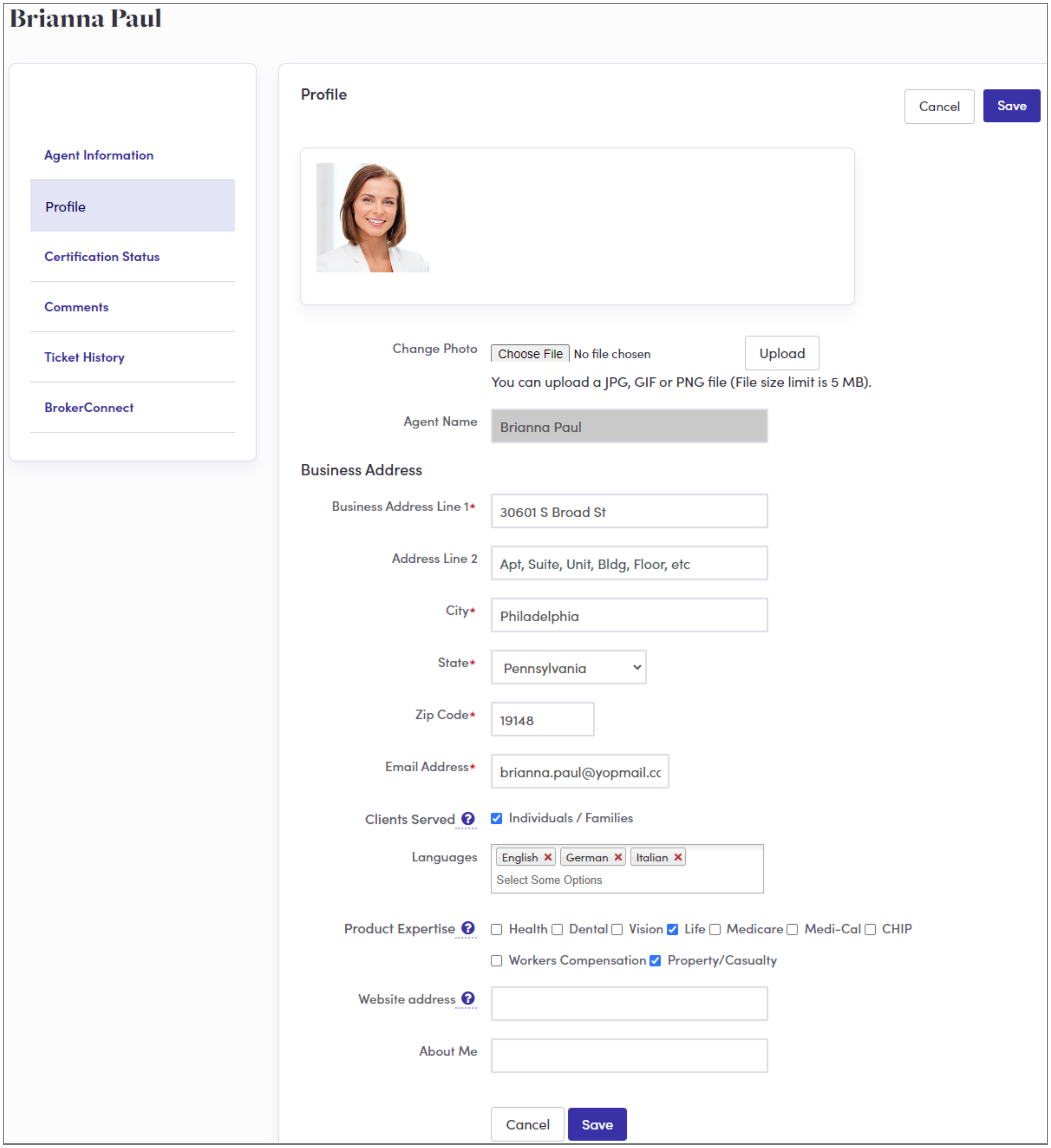


Figure 115. Profile, edit view

Table 101. Profile, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Change Photo	N/A	The broker's chosen photo image file	• Must be a JPG, GIF, or PNG image file • 5 MB file size limit
Button	Upload	N/A	Uploads the broker's photo image file	Image shows in the thumbnail box
Text box	Business Address line 1	Yes	• The first line of the broker's business address • Prepopulated with existing information	None
Text box	Address line 2	No	• The second line of the broker's business address • Prepopulated with existing information	None
Text box	City	Yes	• The broker's business city • Prepopulated with existing information	None
List box	State	Yes	A list of all states	Any value in the list
Text box	Zip code	Yes	• The broker's business ZIP code • Prepopulated with existing information	5 digits
Option group	Clients Served	No	• The types of clients that the broker serves • When multiple options are available for a state, at least one check box must be selected for the broker to show in search results in the Member portal • Prepopulated with existing information	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about where the clients served options appear and how to manage them	N/A
Check box	Individuals/ Families	No	The broker's clients include individuals and/or families	N/A
Multiple selection list box	Languages	No	• Languages in which the broker can conduct business • Matching names show as list values after three characters • Selecting a language removes it from the list and adds it as a selection button inside the box • Prepopulated with existing information	Values: any language that matches the characters entered in the box

Element Type	Element Label	Required	Description	Validation
Selection button	[language]	N/A	• A language in which the broker can conduct business • The “X” removes the language from the Languages box	None
Option group	Product Expertise	No	• The broker’s areas of expertise • Prepopulated with existing information	N/A
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box explaining how the products expertise section benefits the broker	N/A
Check box	Health	No	The broker has expertise in health claims	N/A
Check box	Dental	No	The broker has expertise in dental claims	N/A
Check box	Vision	No	The broker has expertise in vision claims	N/A
Check box	Life	No	The broker has expertise in life claims	N/A
Check box	Medicare	No	The broker has expertise in Medicare claims	N/A
Check box	Workers Compensation	No	The broker has expertise in workers’ compensation claims	N/A
Check box	Property/Casualty	No	The broker has expertise in property/casualty claims	N/A
Text box	Website address	No	The address of the broker’s web site	None
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about how the website address benefits the broker	N/A
Text box	About Me	No	The broker’s personal information	None
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Save	N/A	Saves the data and closes the edit view	None

7.3.3 Resend an Activation Email

Agents > Manage Agents > select broker > broker profile > Profile > Send Account Activation Email

Agents > Manage Agents > actions > Edit > broker profile > Profile > Send Account Activation Email

You can send the activation link to a broker's email if they have not activated their account.

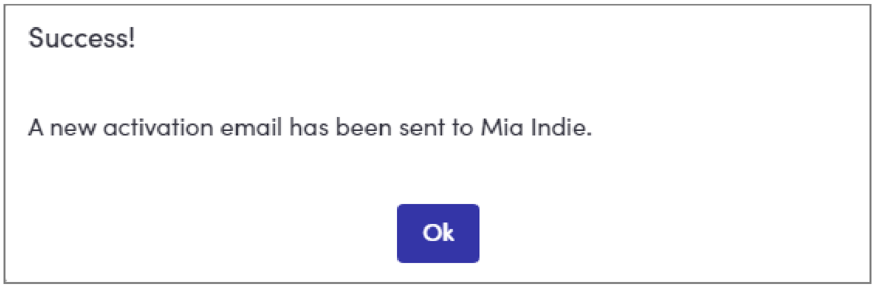


Figure 116. Activation Email Sent dialog box

Table 102. Activation Email Sent dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	Ok	N/A	Closes the dialog box	None

7.3.4 Certification Status

Agents > Manage Agents > select broker > broker profile > Certification Status

Agents > Manage Agents > actions > Edit > broker profile

Broker admins can update the broker's certification status and upload any supporting documents that they would have received offline for certification. They can also add comments with each certification status change and view the Certification History of a broker. See 2.1 Broker Access Restrictions for information on how a broker's certification status affects their access to Broker portal functions.

When the certification status is changed from "Certified" to "Terminated-Vested," "Terminated-For-Cause," or "Deceased," all individual delegations for that broker are removed by the system and a notification is sent to the broker's secure inbox. When a broker holds two separate records in the system (two different accounts) with the same license number, a prompt shows to inform the broker admin when they update the certification status of one of the records.

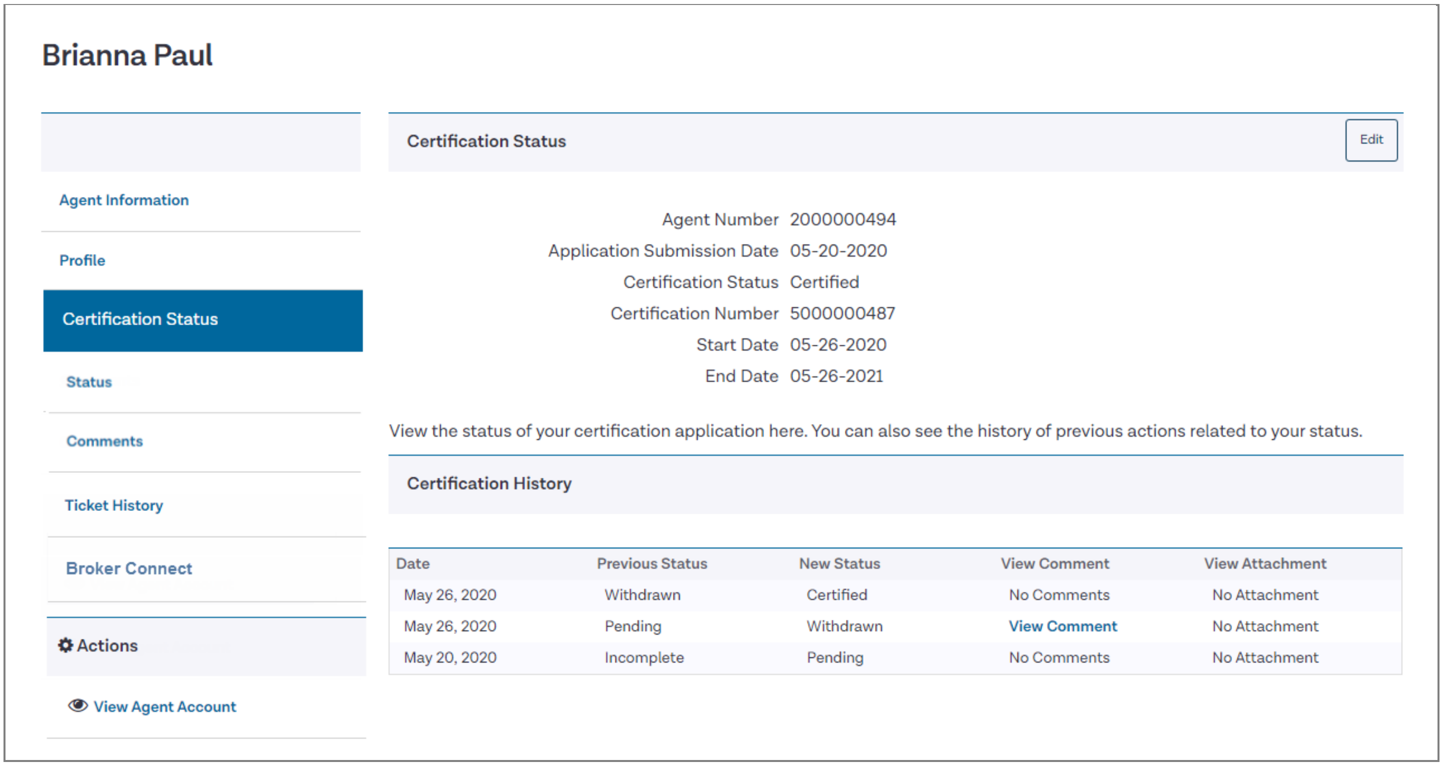


Figure 117. Broker profile, Certification Status tab

Table 103. Broker profile, Certification Status tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

7.3.4.1 Edit Certification Status

Agents > Manage Agents > select broker > broker profile > Certification Status > Edit

Agents > Manage Agents > actions > Edit > broker profile > Edit

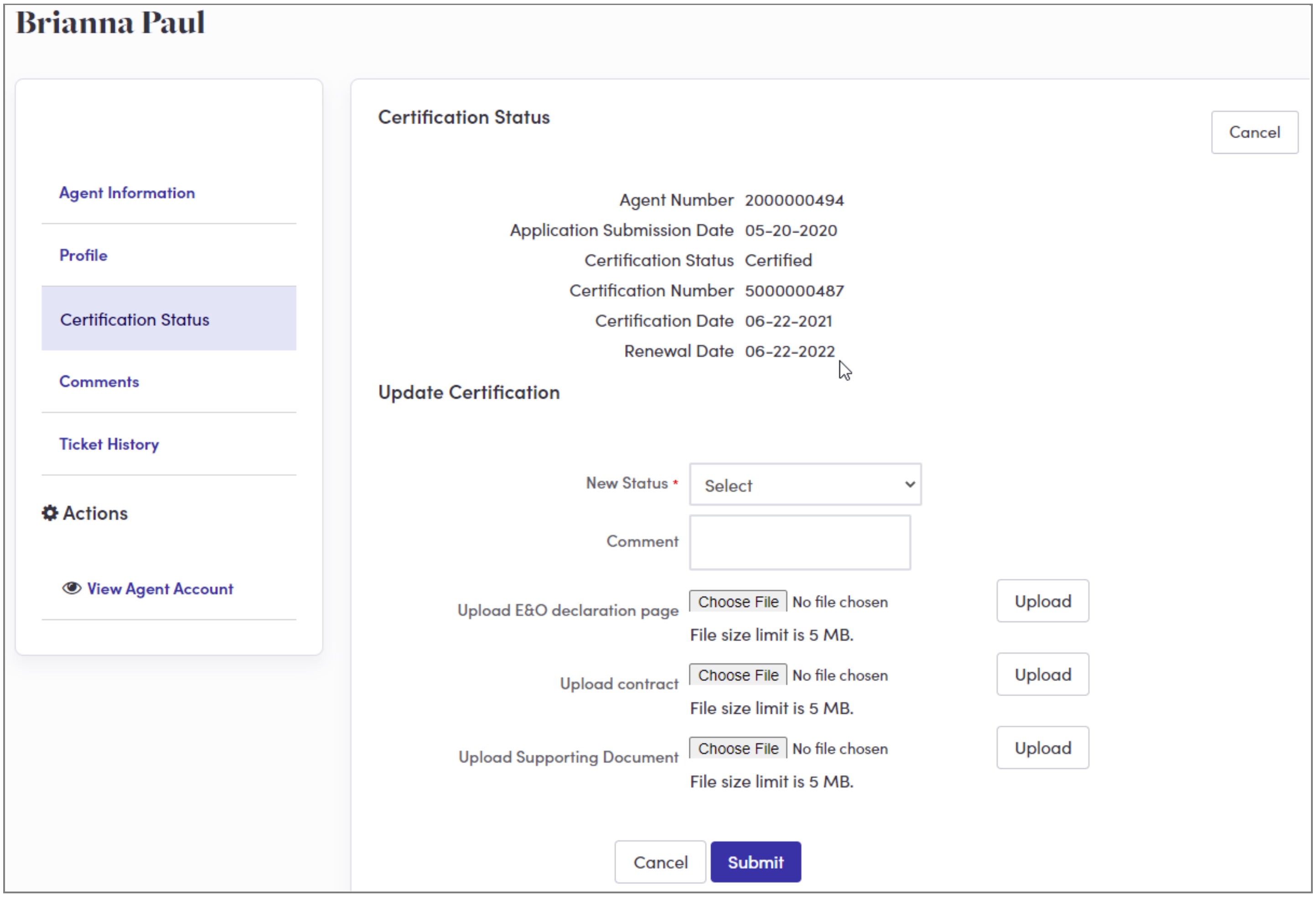


Figure 118. Certification Status, edit view

Table 104. Certification Status, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
List box	New Status	Yes	The new status of the broker's certification	Values: Certified, Pending, Withdrawn, Eligible, Denied, Terminated-Vested, Terminated-For-Cause, Deceased, Suspended
Text box	Comment	No	Notes about the certification	Up to 4000 characters

Element Type	Element Label	Required	Description	Validation
Button	Choose file	N/A	Selects the E&O declaration page file	5 MB size limit
Button	Upload	N/A	Uploads the E&O declaration page file	None
Button	Choose File	N/A	Selects the contract file	5MB size limit
Button	Upload	N/A	Uploads the contract file	None
Button	Choose File	N/A	Selects a supporting document file	5MB size limit
Button	Upload	N/A	Uploads the supporting document file	None
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Submit	N/A	Saves the data and closes the edit view	None

7.3.5 View Comments

Agents > Manage Agents > select broker > broker profile > Certification Status > select comment

Agents > Manage Agents > actions > Edit > broker profile > Certification Status > select comment

The section is identical to the View Comments section. See 5.4.6 View Comments.

7.3.6 Status

Agents > Manage Agents > select broker > broker profile > Status

Agents > Manage Agents > actions > Edit > broker profile > Status

Broker admins have view-only access to the Status tab of a broker. Only agency managers update the status of the broker.

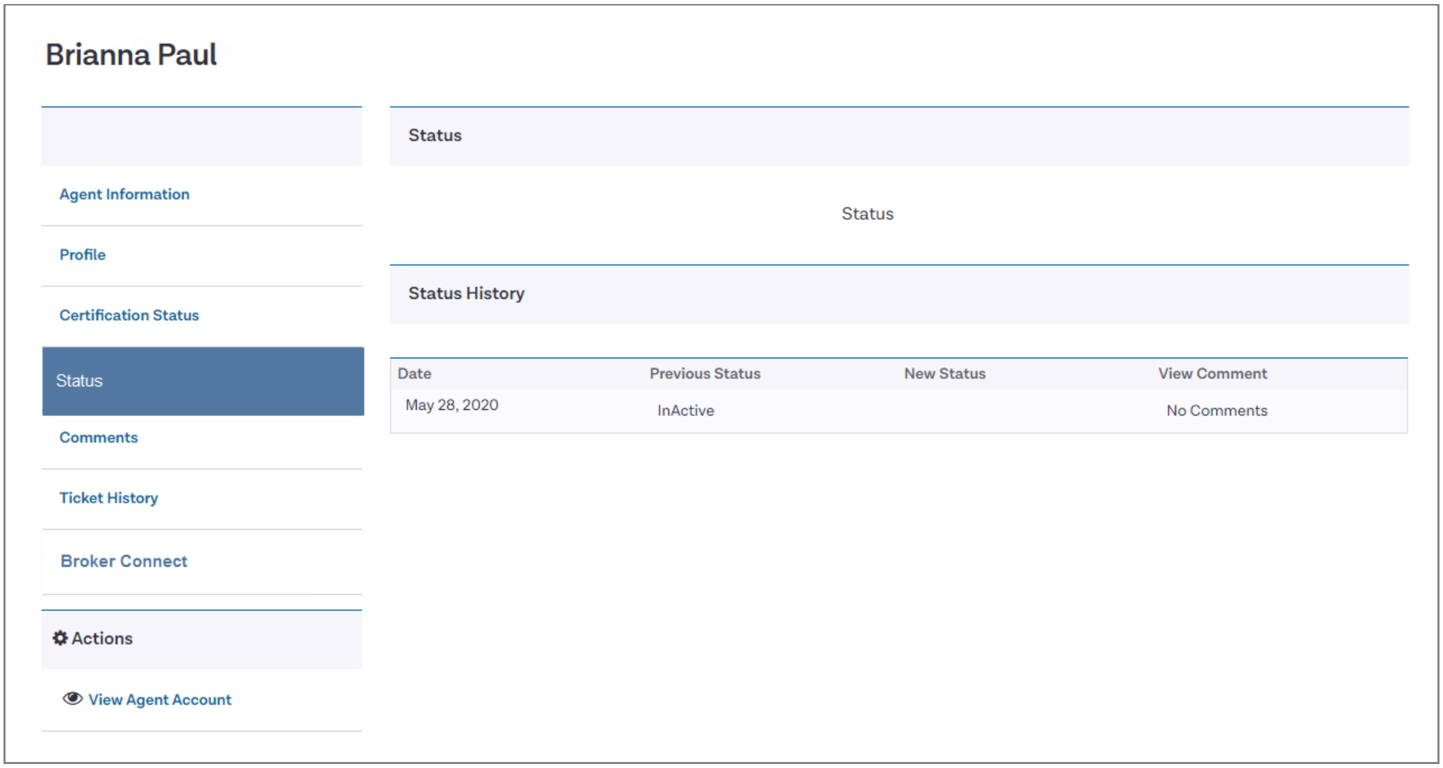


Figure 119. Broker profile, Status tab

Table 105. Broker profile, Status tab—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

7.3.7 View Comments

Agents > Manage Agents > select broker > broker profile > Status > select comment

Agents > Manage Agents > actions > Edit > broker profile > Status > select comment

The section is identical to the View Comments section. See 5.4.6 View Comments.

7.3.8 Comments

Agents > Manage Agents > select broker > broker profile > Comments

Agents > Manage Agents > actions > Edit > broker profile > Comments

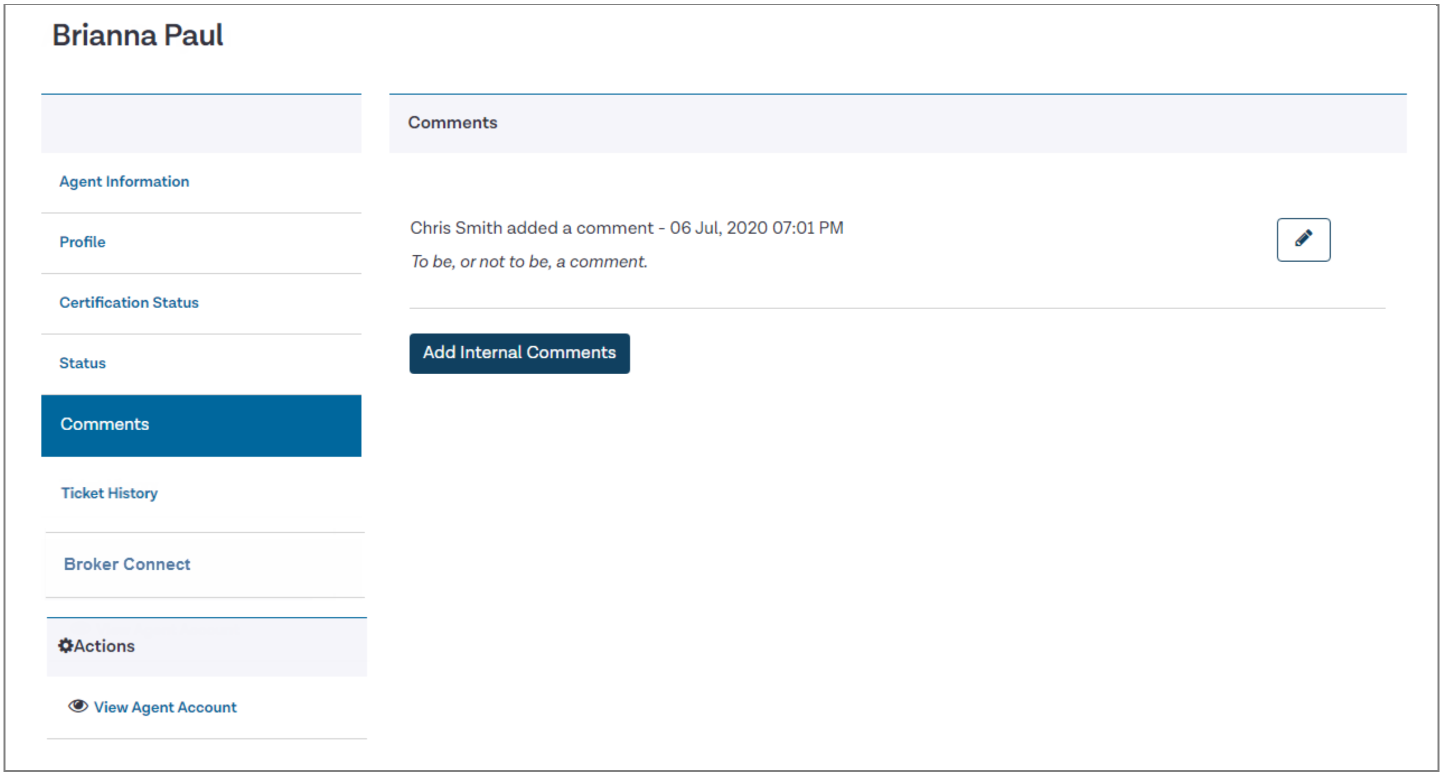


Figure 120. Broker profile, Comments tab

Table 106. Broker profile, Comments tab—elements

Element Type	Element Label	Required	Description	Validation
Button	[edit comment]	N/A	Opens a comment for editing	None
Button	Add Internal Comments	N/A	Opens a text box on the page	None

7.3.8.1 Edit Comment

Agents > Manage Agents > select broker > broker profile > Comments > edit comment

Agents > Manage Agents > actions > Edit > broker profile > Comments > edit comment

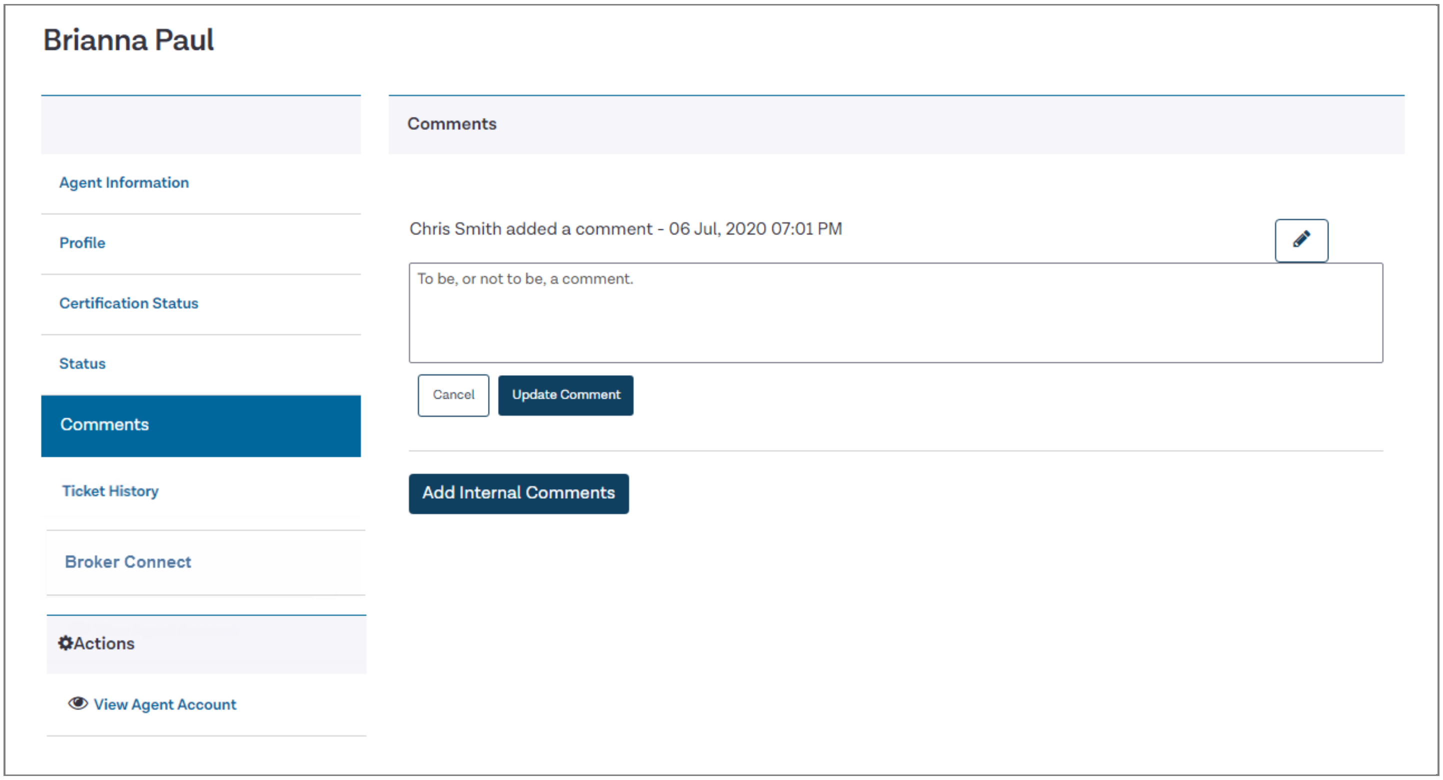


Figure 121. Comments, Edit Comment view

Table 107. Comments, Edit Comment view—elements

Element Type	Element Label	Required	Description	Validation
Button	[edit comment]	N/A	Opens a comment for editing	None
Text box	[comment]	N/A	Displays the existing comment for editing	Up to 4000 characters
Button	Cancel	N/A	Closes the comment without saving changes	None
Button	Update Comment	N/A	Saves the update to the comment	None
Button	Add Internal Comments	N/A	Opens a text box on the page	None

7.3.8.2 Add Internal Comments

Agents > Manage Agents > select broker > broker profile > Comments > Add Internal Comments

Agents > Manage Agents > actions > Edit > broker profile > Comments > Add Internal Comments

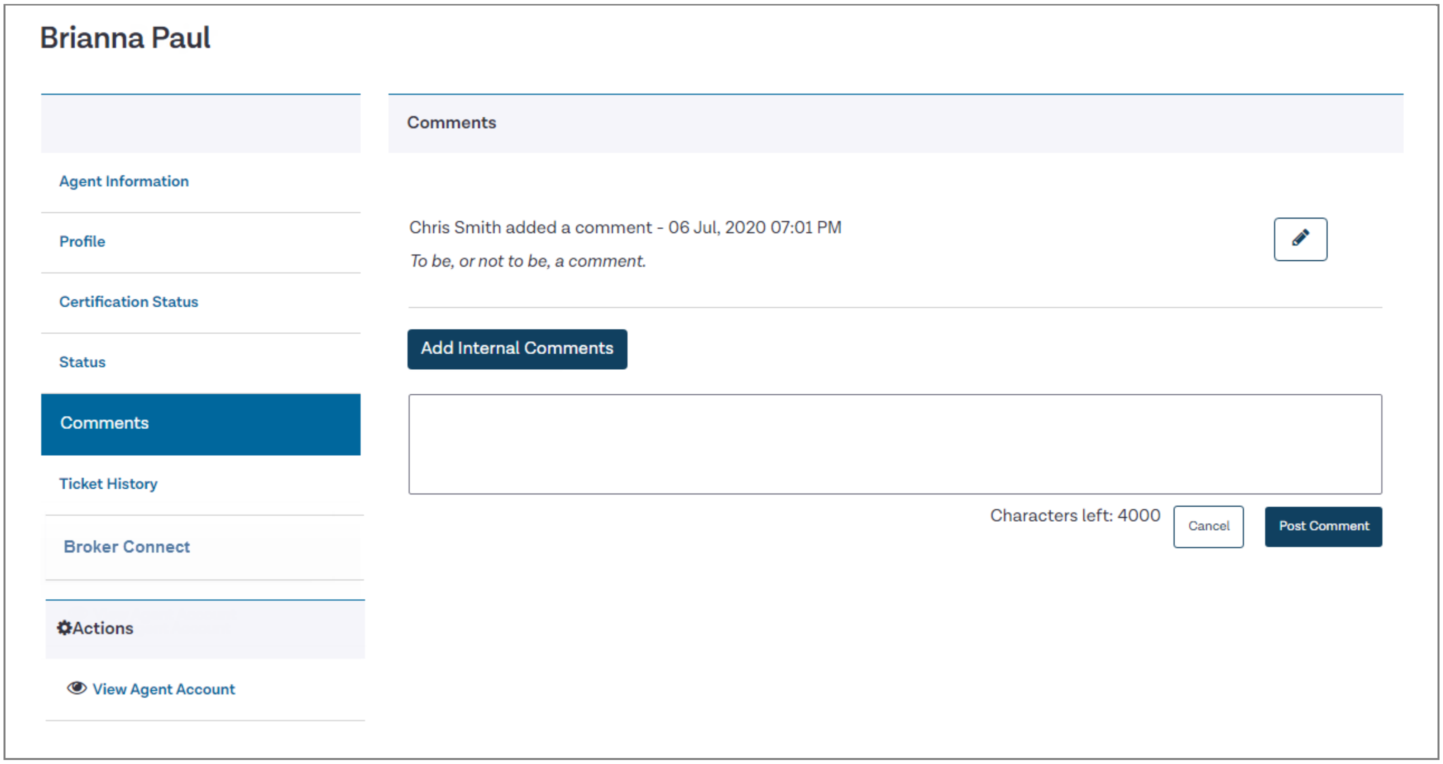


Figure 122. Comments, Add Comment view

Table 108. Comments, Add Comment view—elements

Element Type	Element Label	Required	Description	Validation
Button	[edit comment]	N/A	Opens a comment for editing	None
Button	[delete comment]	N/A	Removes the comment	None
Button	Add Internal Comments	N/A	Opens a text box on the page	None
Text box	[comment]	N/A	A comment about the broker account	Up to 4000 characters
Display-only text box	Characters left	N/A	• The number of characters available for the comment • Automatically updates as the comment is typed	N/A
Button	Cancel	N/A	Closes the text box without saving changes	None
Button	Post Comment	N/A	Saves the entered comment	None

7.3.9 Ticket History

Agents > Manage Agents > select broker > broker profile > Ticket History

Agents > Manage Agents > actions > Edit > broker profile > Comments > Ticket History

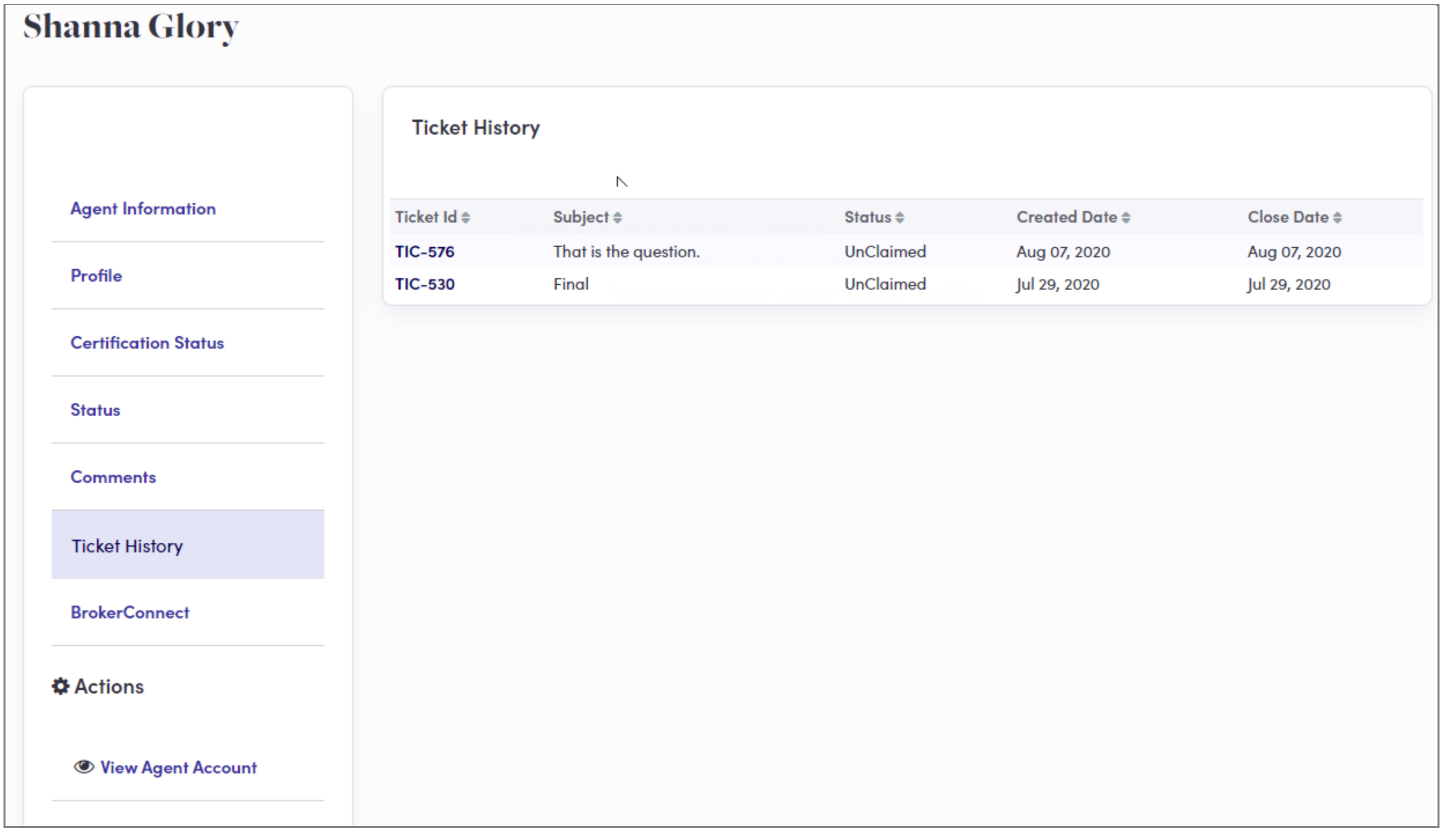


Figure 123. Ticket History page

Table 109. Ticket History page—elements

Element Type	Element Label	Required	Description	Validation
Hyperlink	[ticket ID]	N/A	Goes to the Ticket Summary view	N/A

7.3.9.1 Ticket Summary

Agents > Manage Agents > select broker > broker profile > Ticket History > ticketID

Agents > Manage Agents > actions > Edit > broker profile > Ticket History > ticketID

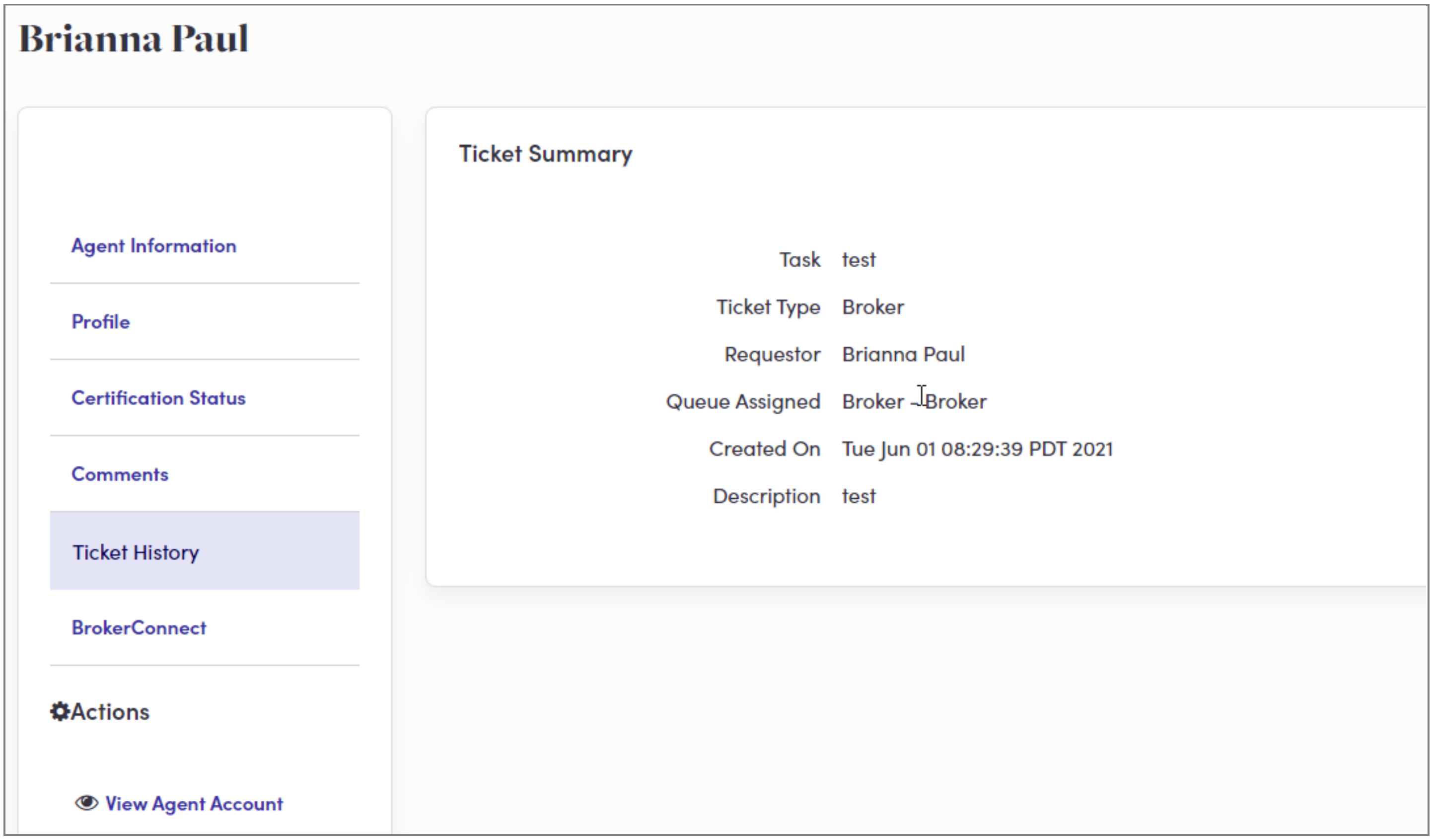


Figure 124. Ticket Summary view

7.3.10 Broker Connect

Agents > Manage Agents > select broker > broker profile > Broker Connect

Agents > Manage Agents > actions > Edit > broker profile > Broker Connect

Broker Connect is available to brokers only after a broker admin activates the function in the broker's profile. Brokers must enroll in the program and agree to the Broker Connect terms and conditions to be eligible to receive calls. Certified brokers can enroll and unenroll in the program from within the Broker portal.

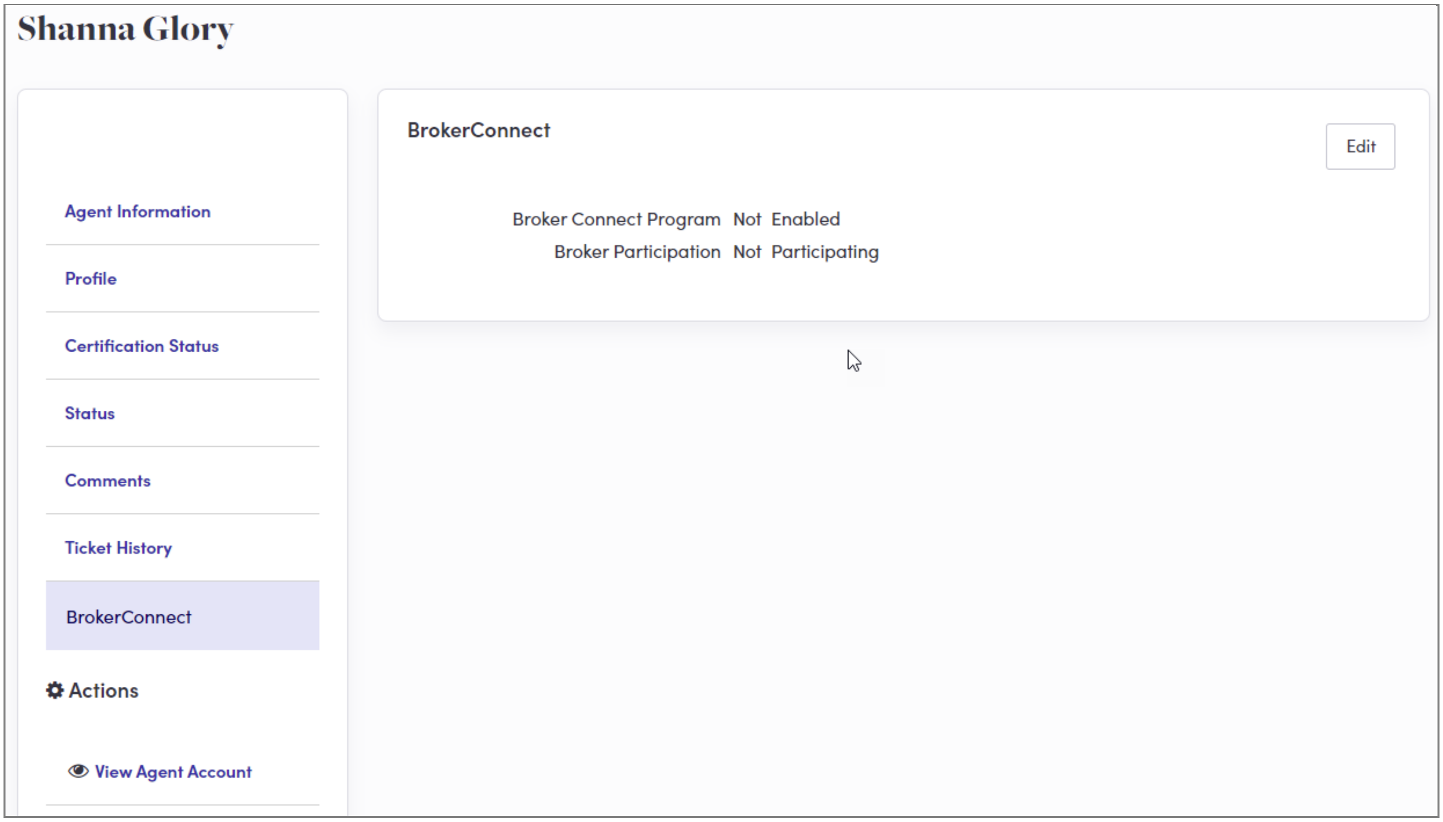


Figure 125. Broker profile, Broker Connect tab

Table 110. Broker profile, Broker Connect tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Goes to the edit view	None
Display-only text box	Broker Connect Program	N/A	• Whether or not Broker Connect is enabled • Automatically changes value based on the broker's enabled status	Values: Enabled, Not Enabled
Display-only text box	Broker Participation	N/A	• Whether or not the broker enrolls in Broker Connect • Automatically changes value based on the broker's enrollment	Values: Participating, Not Participating

7.3.10.1 Edit Broker Connect

Agents > Manage Agents > select broker > broker profile > Broker Connect > Edit

Agents > Manage Agents > actions > Edit > broker profile > Broker Connect > Edit

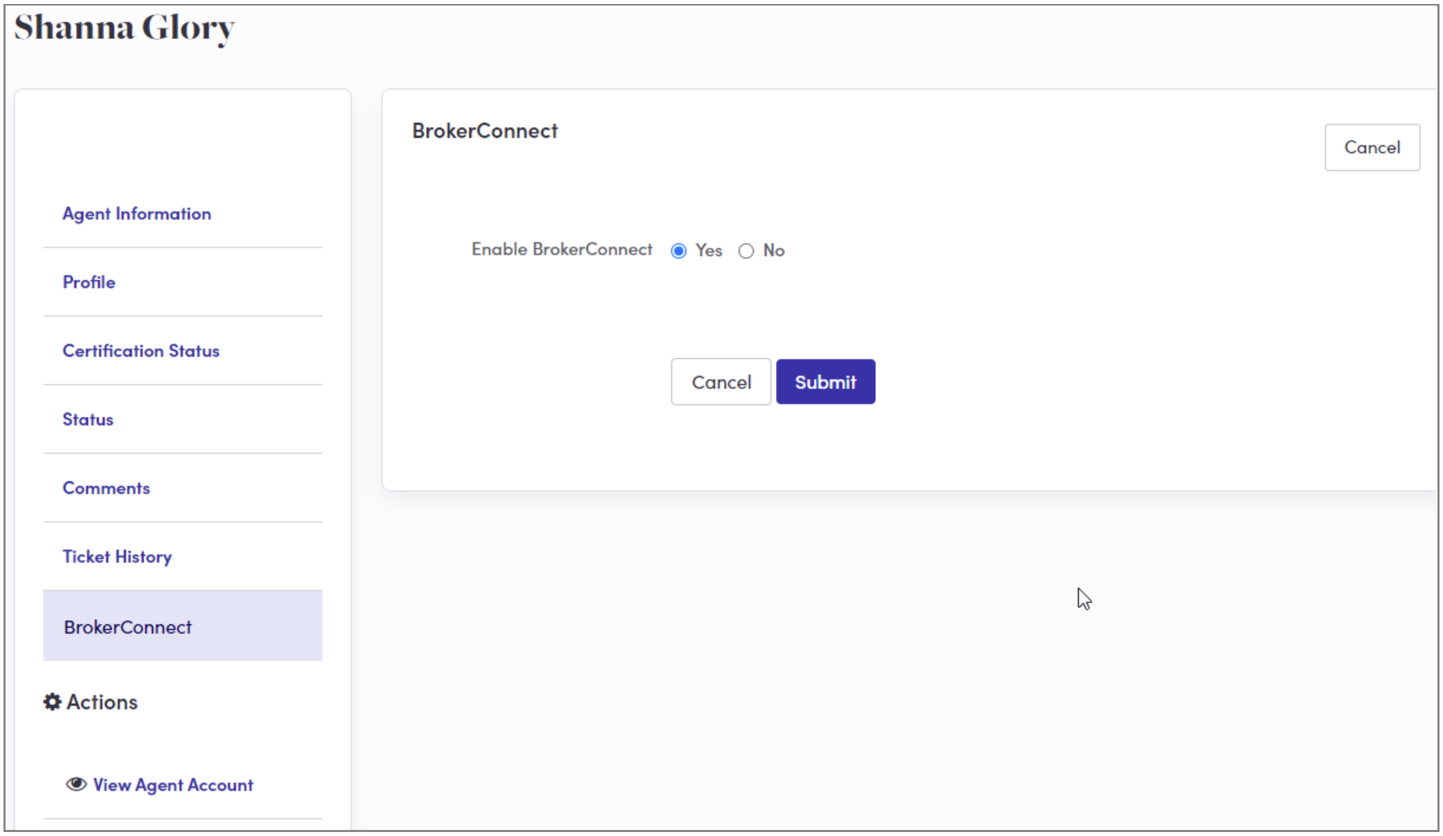


Figure 126. Broker Connect, edit view

Table 111. Broker Connect, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
Option group	Enable Broker Connect	N/A	Whether or not Broker Connect is enabled	N/A
Radio button	Yes	No	Broker Connect is enabled	None
Radio button	No	No	Broker Connect isn’t enabled	None
Button	Cancel	N/A	Closes the edit view without saving changes	None
Button	Submit	N/A	Saves the changes and closes the edit view	None

7.3.11 View Agent Account

Agents > Manage Agents > select broker > broker profile > View Agent Account

Agents > Manage Agents > actions > Edit > broker profile > View Agent Account

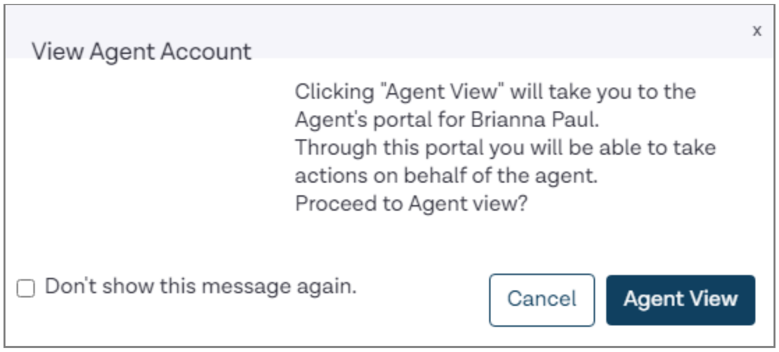


Figure 127. View Agent Account dialog box

Table 112. View Agent Account dialog box—elements

Element Type	Element Label	Required	Description	Validation
Check box	Don't show this message again.	No	Whether or not this dialog box shows when you enter the broker account	N/A
Button	Cancel	N/A	Closes the dialog box without going to the broker account	None
Button	Agent View	N/A	Opens the Viewing Agent Account view of the broker's account	None

7.3.11.1 Viewing Agent Account

Agents > Manage Agents > select broker > broker profile > View Agent Account > Agent View

Agents > Manage Agents > actions > Edit > broker profile > View Agent Account

This view allows a broker admin to impersonate the selected broker in the broker's account on the Broker portal. The broker admin can impersonate a broker but can't impersonate an individual from the broker's BOB. Each page or tab will have the "Viewing Agent Account" dialog box at the top of the screen. For the tasks and functionality available to the broker admin, see 4.2 Dashboard.

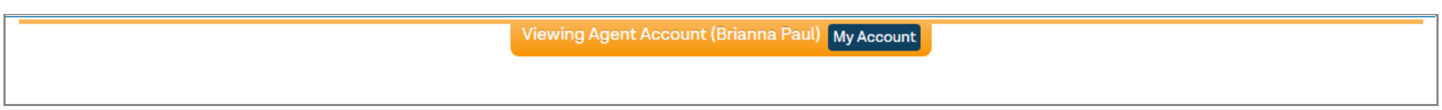


Figure 128. Viewing Agent Account dialog box

Table 113. Viewing Agent Account dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	My Account	N/A	Returns to the Broker Admin portal	None

7.4 Agencies

Agencies > Manage Agencies

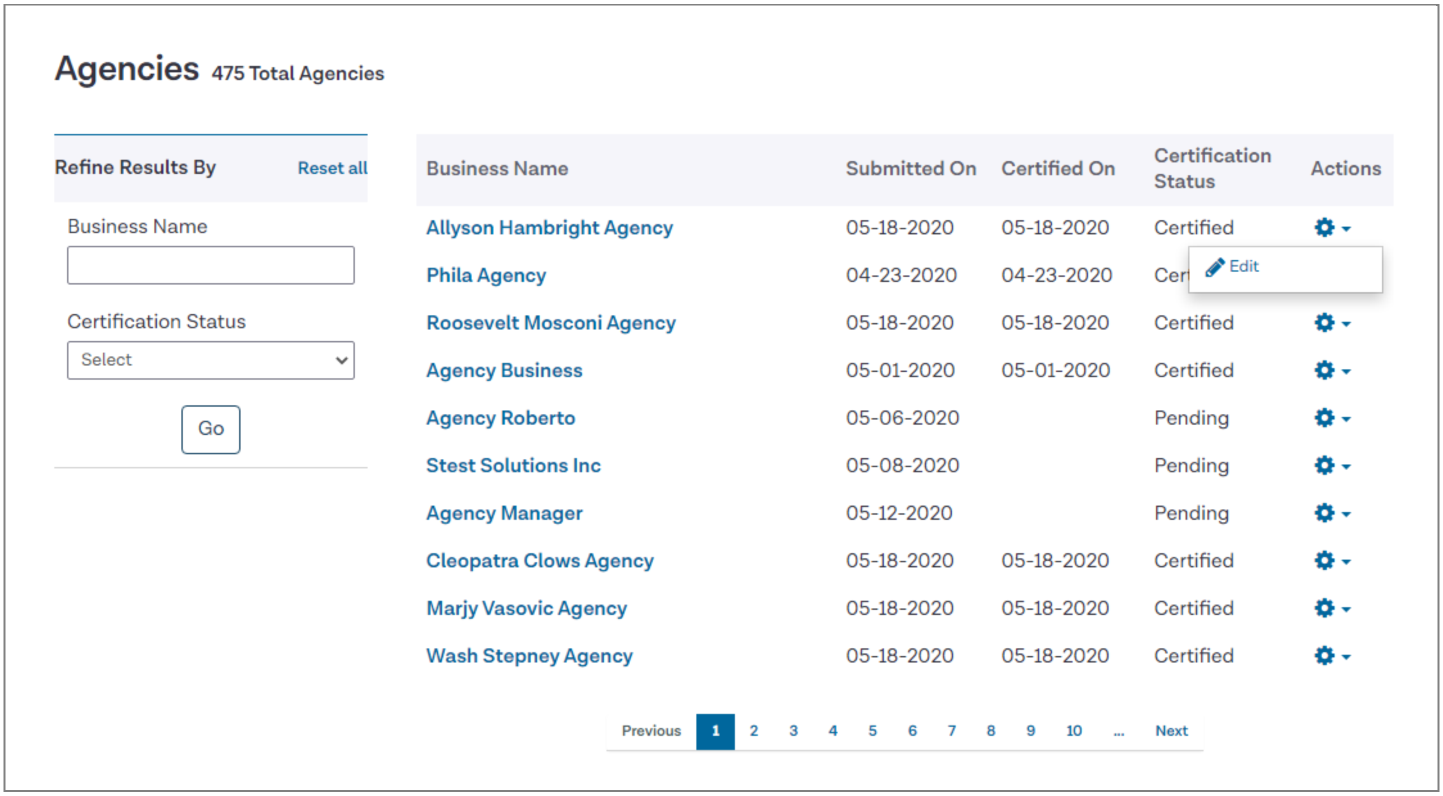


Figure 129. Agencies page

Table 114. Agencies page—elements

Element Type	Element Label	Required	Description	Validation
Display-only text box	Total Agencies	N/A	• The number of agencies in the system • Automatically updates as agencies are added or removed	N/A
Hyperlink	Reset All	N/A	Clears all applied filters	N/A
Text box	Business Name	No	The business name of the agency to use in refining the data grid results	None
List box	Certification Status	No	The agency's current certification status to use in refining the data grid results	Values: Incomplete, Pending, Certified, Terminated, Suspended

Element Type	Element Label	Required	Description	Validation
Button	Go	N/A	Initiates the filter	None
Data grid	[agency list]	N/A	A list of agencies defined in the platform, or when a filter is applied, the agencies that meet the entered criteria	N/A
Hyperlink	[agency's name]	N/A	Goes to the agency profile page	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to agencies	N/A
Command	Edit	N/A	Opens the edit view	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid	• Up to 2000 results • 10 results per page

7.5 Agency Profile

Agencies > Manage Agencies > select agency

Agencies > Manage Agencies > Actions > Edit

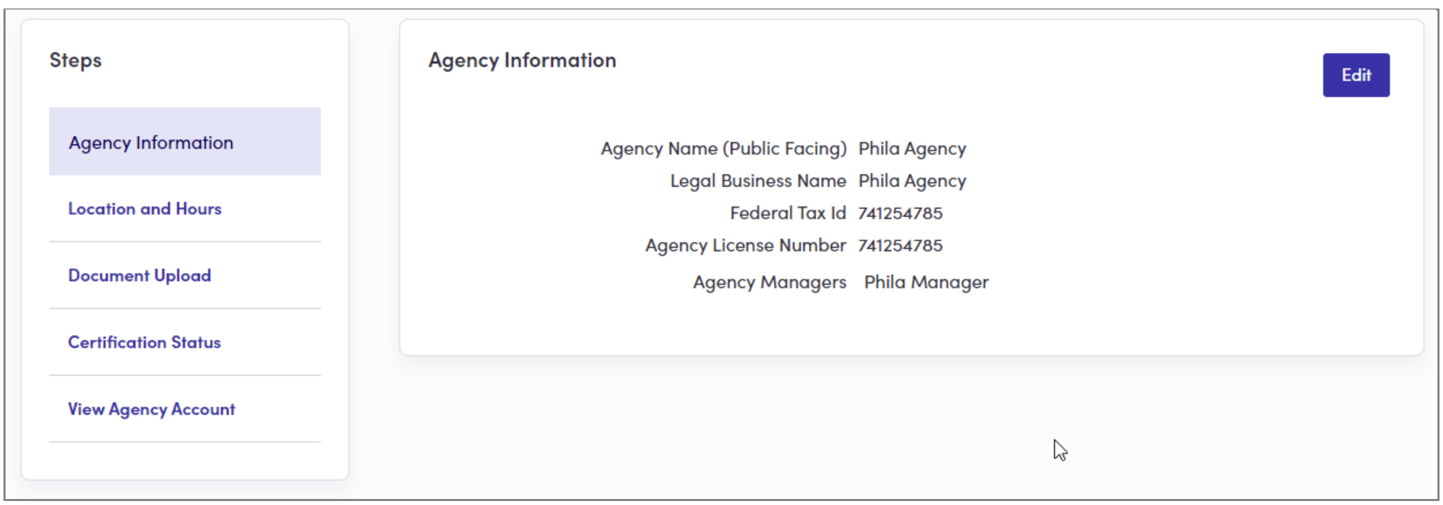


Figure 130. Agency profile page

7.5.1 Agency Information

Agencies > Manage Agencies > Actions > Edit > agency profile > Agency Information

Agencies > Manage Agencies > select agency > agency profile > Agency Information

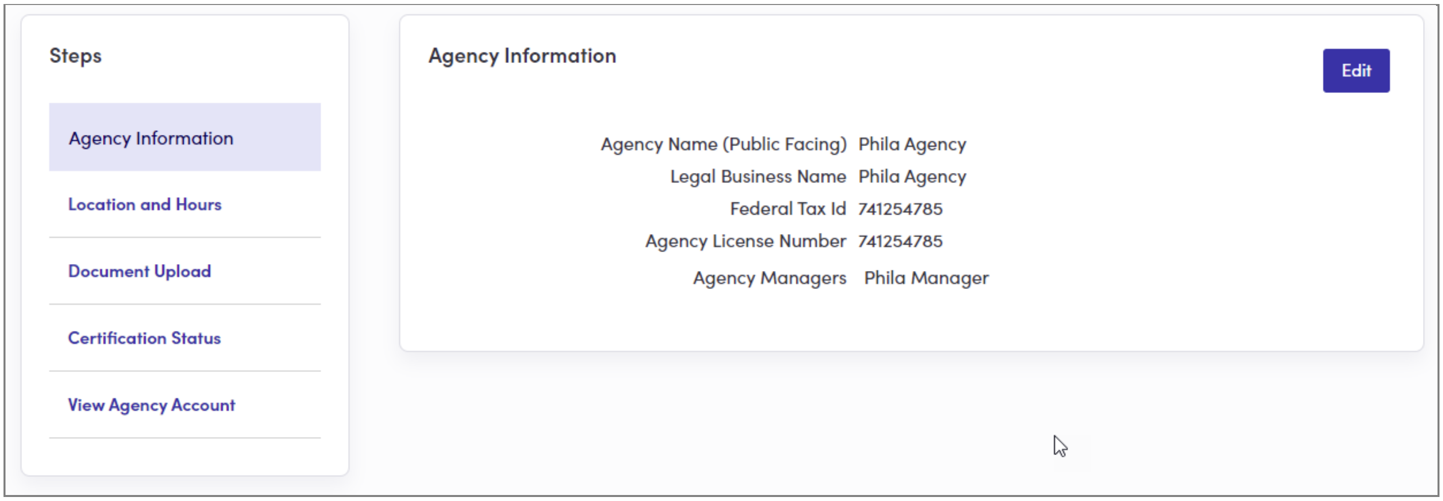


Figure 131. Agency profile, Agency Information tab

Table 115. Agency profile, Agency Information tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None

7.5.1.1 Edit Agency Information

Agencies > Manage Agencies > Actions > Edit > agency profile > Agency Information> Edit

Agencies > Manage Agencies > select agency > agency profile > Agency Information > Edit

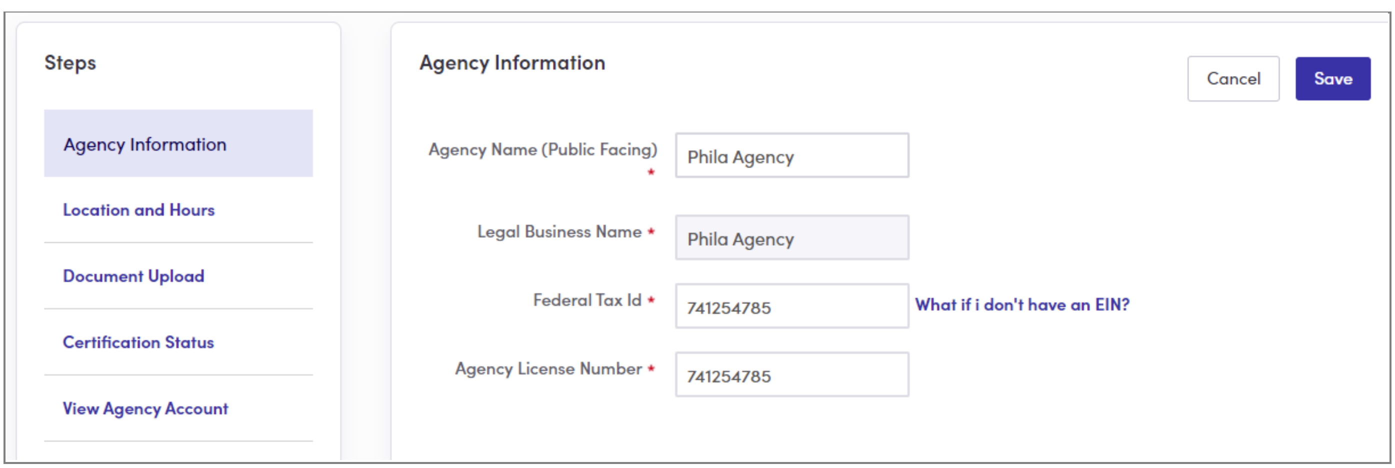


Figure 132. Agency Information tab, edit view

For element descriptions, see Table 84.

7.5.2 Location and Hours

Agencies > Manage Agencies > Actions > Edit > agency profile > Location and Hours

Agencies > Manage Agencies > select agency > agency profile > Location and Hours

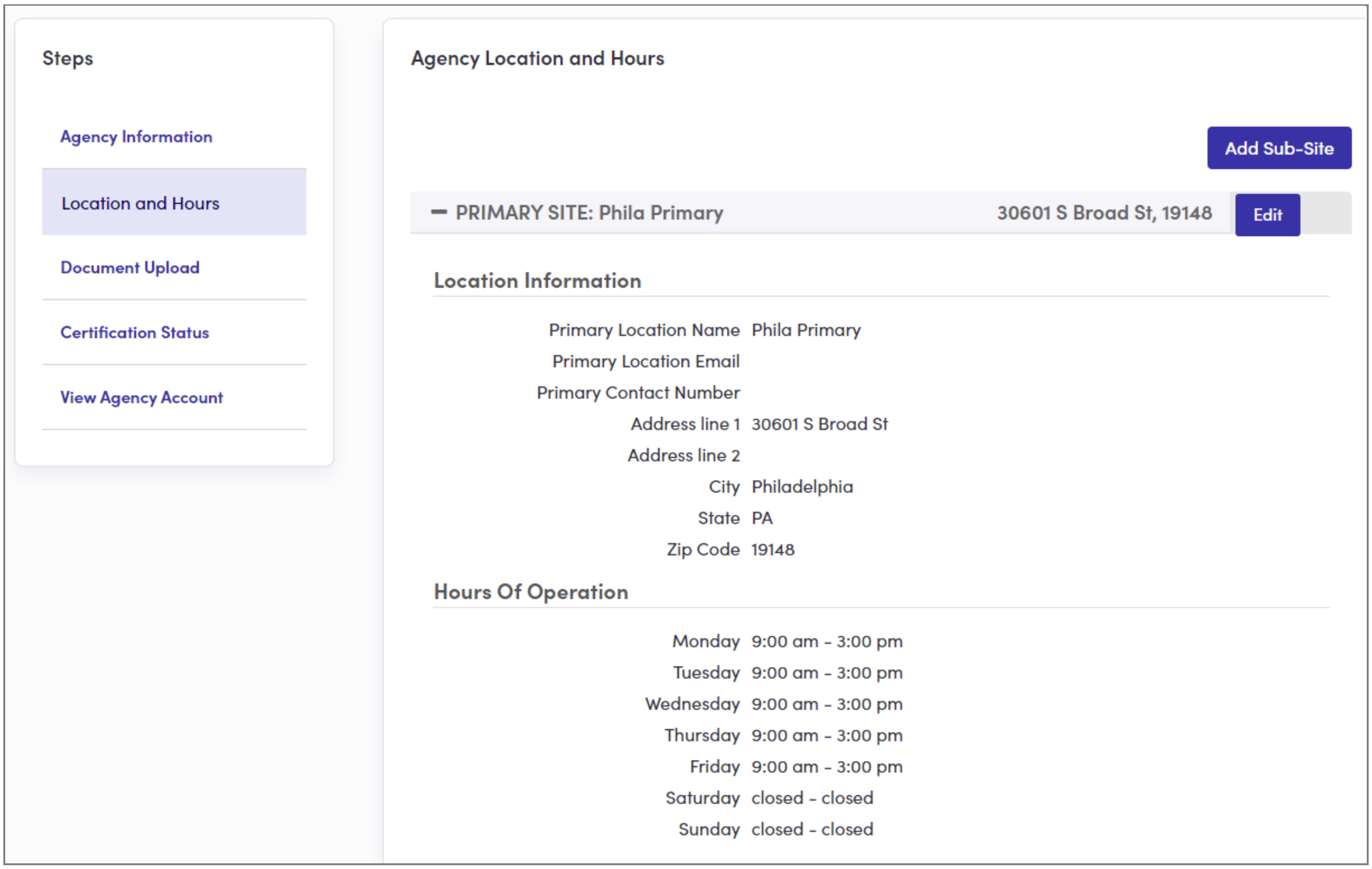


Figure 133. Agency profile, Location and Hours tab

For element descriptions, see the Location and Hours section under the New Agency profile. See 5.1.2 Location and Hours.

7.5.3 Document Upload

Agencies > Manage Agencies > Actions > Edit > agency profile > Document Upload

Agencies > Manage Agencies > select agency > agency profile > Document Upload

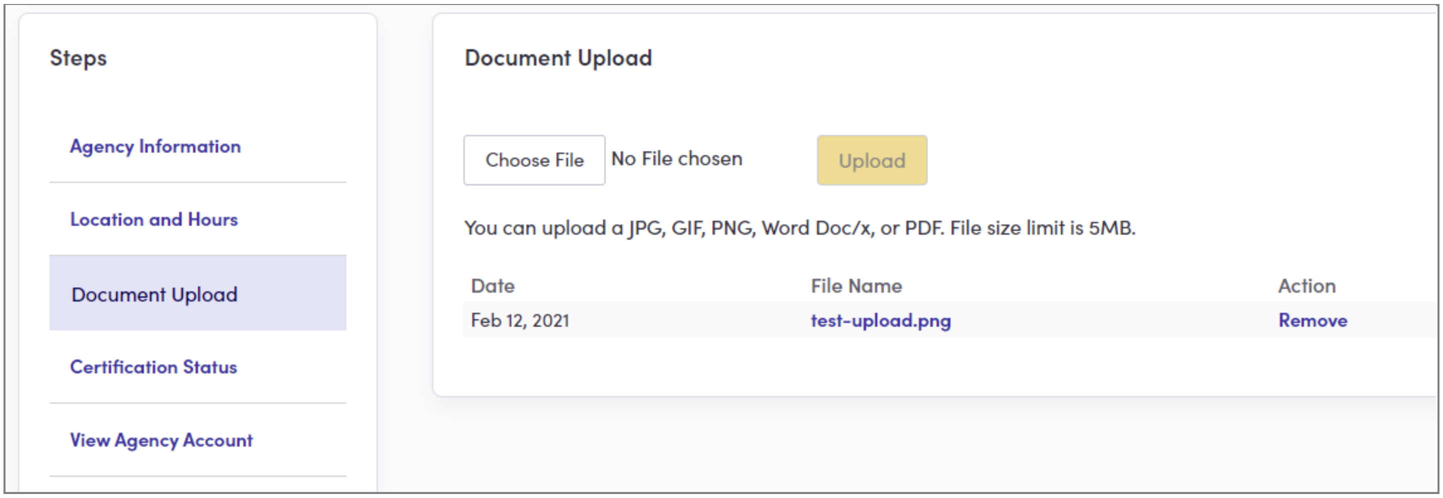


Figure 134. Agency profile, Document Upload tab

For element descriptions, see Table 85.

7.5.4 Certification Status

Agencies > Manage Agencies > Actions > Edit > agency profile > Certification Status

Agencies > Manage Agencies > select agency > agency profile > Certification Status

See 2.2 Agency Manager Access Restrictions for certification access conditions.

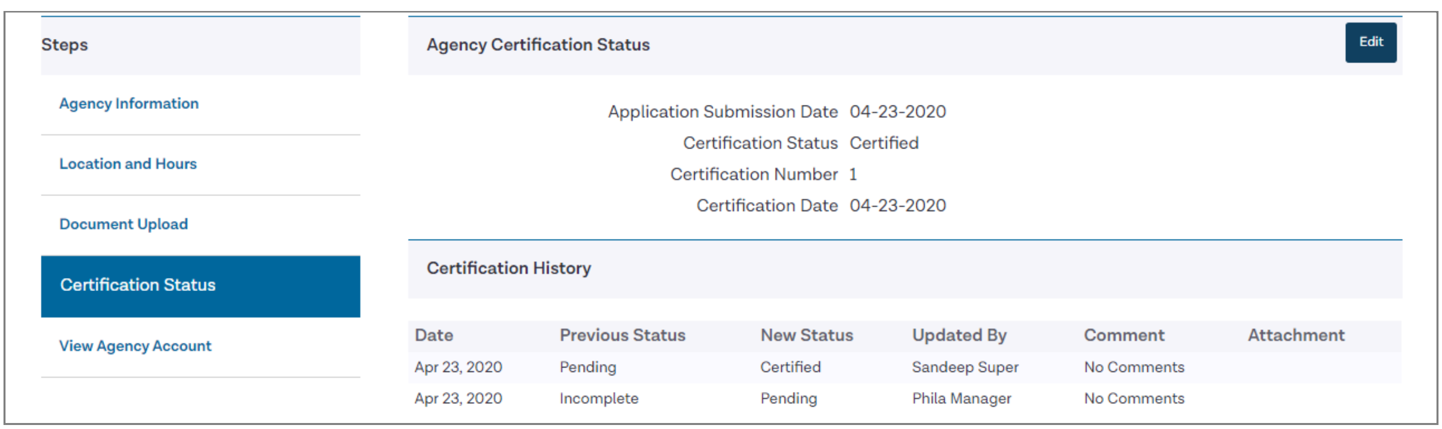


Figure 135. Agency profile, Certification Status tab

Table 116. Agency profile, Certification Status tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

7.5.4.1 Edit Certification Status

Agencies > Manage Agencies > Actions > Edit > agency profile > Certification Status > Edit

Agencies > Manage Agencies > select agency > agency profile > Certification Status > Edit

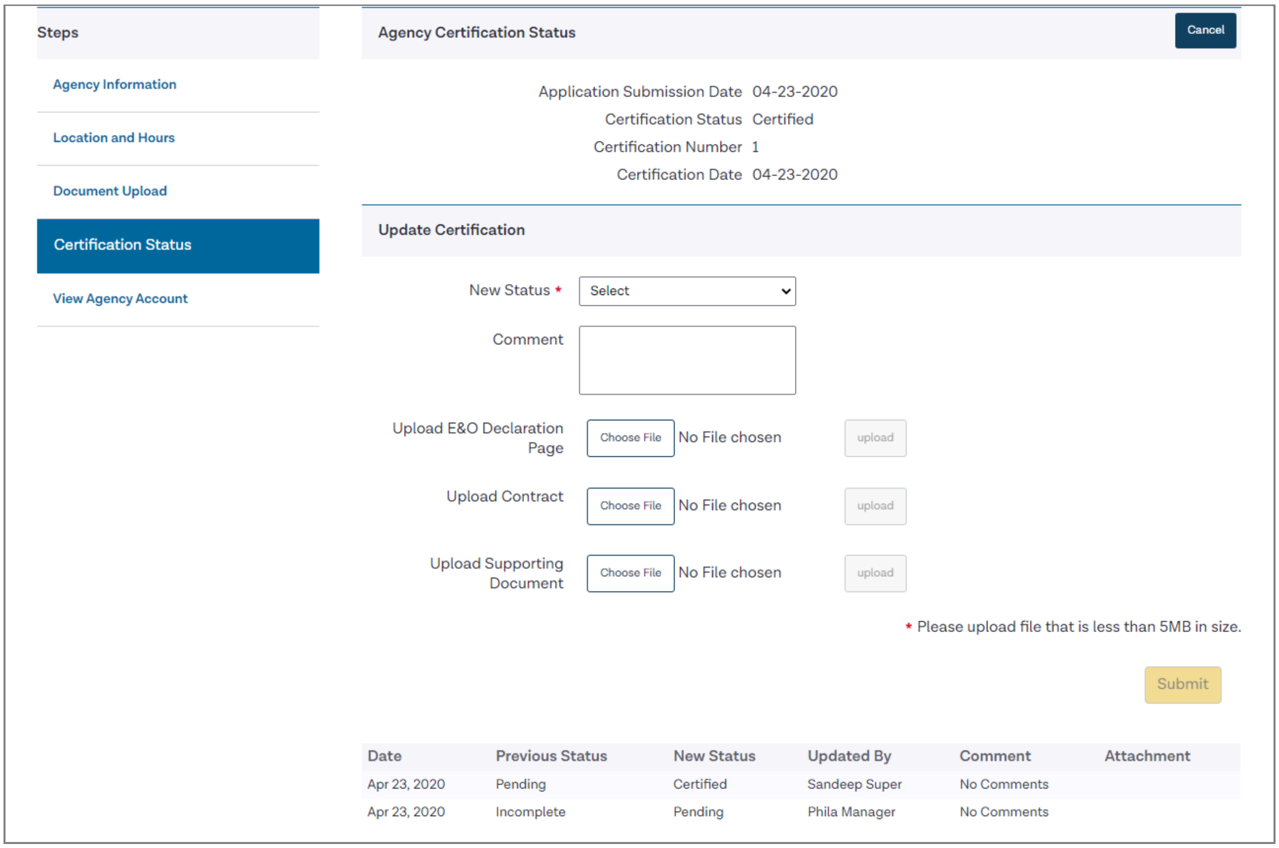


Figure 136. Certification Status, edit view

Table 117. Certification Status, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
List box	New Status	Yes	The new status of the agency's certification	Values: Certified, Pending, Terminated, Suspended

Element Type	Element Label	Required	Description	Validation
Text box	Comment	No	A note about the certification	Up to 4000 characters
Button	Choose file	N/A	Selects the E&O declaration page file	5 MB size limit
Button	Upload	N/A	Uploads the E&O declaration page file	None
Button	Choose File	N/A	Selects the contract file	5MB size limit
Button	Upload	N/A	Uploads the contract file	None
Button	Choose File	N/A	Selects a supporting document file	5MB size limit
Button	Upload	N/A	Uploads the supporting document file	None
Button	Submit	N/A	Saves the data and closes the edit view	Required elements must be complete

7.5.5 View Comments

Agencies > Manage Agencies > Actions > Edit > agency profile > Certification Status > select comment

Agencies > Manage Agencies > select agency > agency profile > Certification Status > select comment

The section is identical to the View Comments section. See 5.4.6 View Comments.

7.5.6 View Agency Account

Agencies > Manage Agencies > Actions > Edit > agency profile > View Agency Account

Agencies > Manage Agencies > select agency > agency profile > View Agency Account

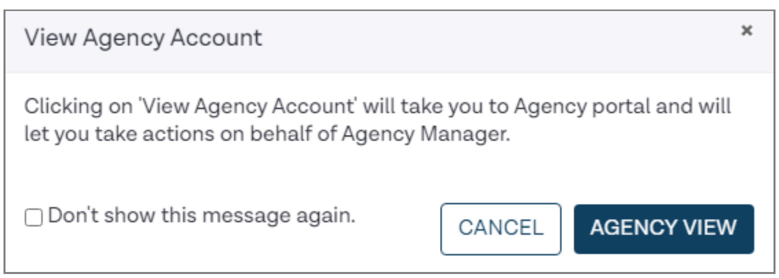


Figure 137. View Agency Account dialog box

Table 118. View Agency Account dialog box—elements

Element Type	Element Label	Required	Description	Validation
Check box	Don't show this message again.	No	Whether or not this dialog box shows when you enter the agency account	N/A
Button	Cancel	N/A	Closes the dialog box without going to the agency account	None

Element Type	Element Label	Required	Description	Validation
Button	Agency View	N/A	Opens the Viewing Agency Account view of the agency's account	None

7.5.6.1 Viewing Agency Account

Agencies > Manage Agencies > Actions > Edit > agency profile > View Agency Account > Agency View

Agencies > Manage Agencies > select agency > agency profile > View Agency Account > Agency View

This view allows a broker admin to impersonate the selected agency in the agency's account on the Agency portal. The broker admin can perform the functions detailed in the Agency portal, but they can't impersonate an individual from the agency's BOB. Each page or tab will have the "Viewing Agency Account" dialog box at the top of the screen. For the tasks and functionality available to the broker admin, see 2.1 Broker Access Restrictions.

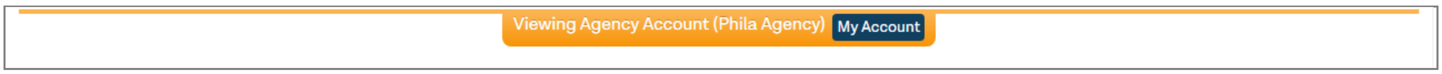


Figure 138. Viewing Agency Account dialog box

Table 119. Viewing Agency Account dialog box—elements

Element Type	Element Label	Required	Description	Validation
Button	My Account	N/A	Returns to the Broker Admin portal	None

7.6 Admin Staff

Admin Staff > Manage Admin Staff

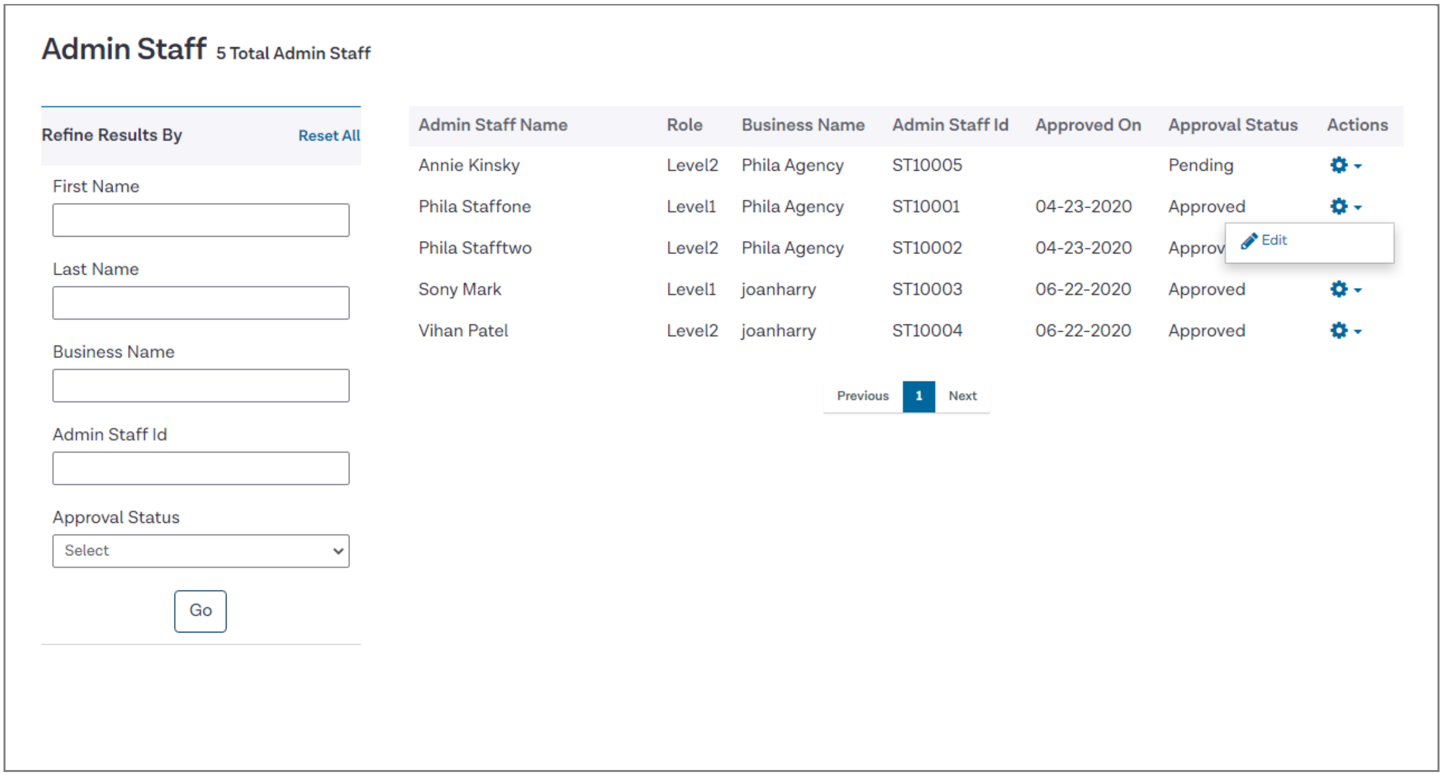


Figure 139. Admin Staff page

Table 120. Admin Staff page—elements

Element Type	Element Label	Required	Description	Validation
Display-only text box	Total Admin Staff	N/A	• The number of admin staff in the system • Automatically updates as admin staff are added or removed	N/A
Hyperlink	Reset All	N/A	Clears all applied filters	N/A
Text box	First Name	No	The first name of the admin staff	None
Text box	Last Name	No	The last name of the admin staff	None
Text box	Business Name	No	The agency business name associated with the admin staff	None
Text box	Admin Staff Id	No	The ID number for the admin staff	None
List box	Approval Status	No	The status of the admin staff	Values: Pending, Approved, Eligible, Denied, Terminated, Terminated-For-Cause
Button	Go	N/A	Initiates the filter	None

Element Type	Element Label	Required	Description	Validation
Data grid	[list of admin staff]	N/A	A list of admin staff defined in the platform, or when a filter is applied, the individuals that meet the entered criteria	N/A
Menu	[actions]	N/A	A list of commands used to perform functions related to admin staff	N/A
Command	Edit	N/A	Goes to the admin staff profile page	N/A
Pagination	Previous, Numbers, and Next	N/A	Goes to the corresponding page of the data grid list	• Up to 2000 results • 10 results per page

7.7 Admin Staff Profile

Admin Staff > Manage Admin Staff > Actions > Edit

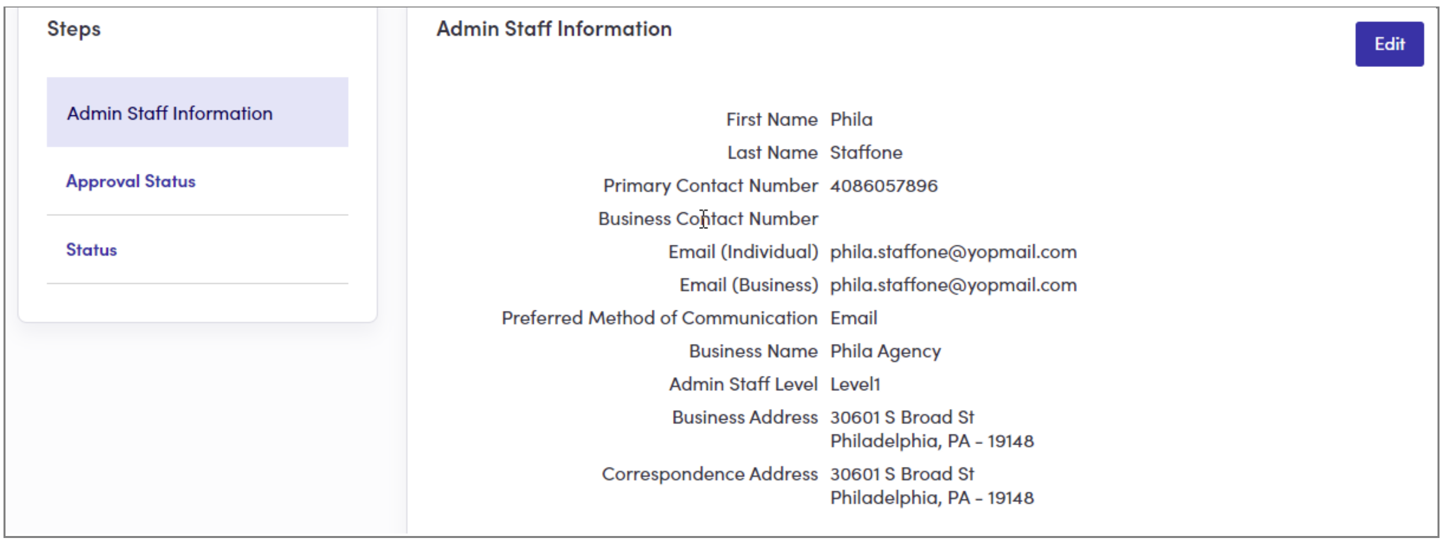


Figure 140. Admin staff profile page

Table 121. Admin staff profile page—elements

Element Type	Element Label	Required	Description	Validation
Tab	Admin Staff Information	N/A	Goes to the Admin Staff Information tab	None
Tab	Approval Status	N/A	Goes to the Approval Status tab	None
Tab	Status	N/A	Goes to the Status tab	None

7.7.1 Admin Staff Information

Admin Staff > Manage Admin Staff > Actions > Edit > Admin Staff Information

This page is identical to the Admin Staff Information page in the Agency portal. See 5.8.1 Admin Staff Information.

7.7.1.1 Edit Admin Staff Information

Admin Staff > Manage Admin Staff > Actions > Edit > Admin Staff Information > Edit

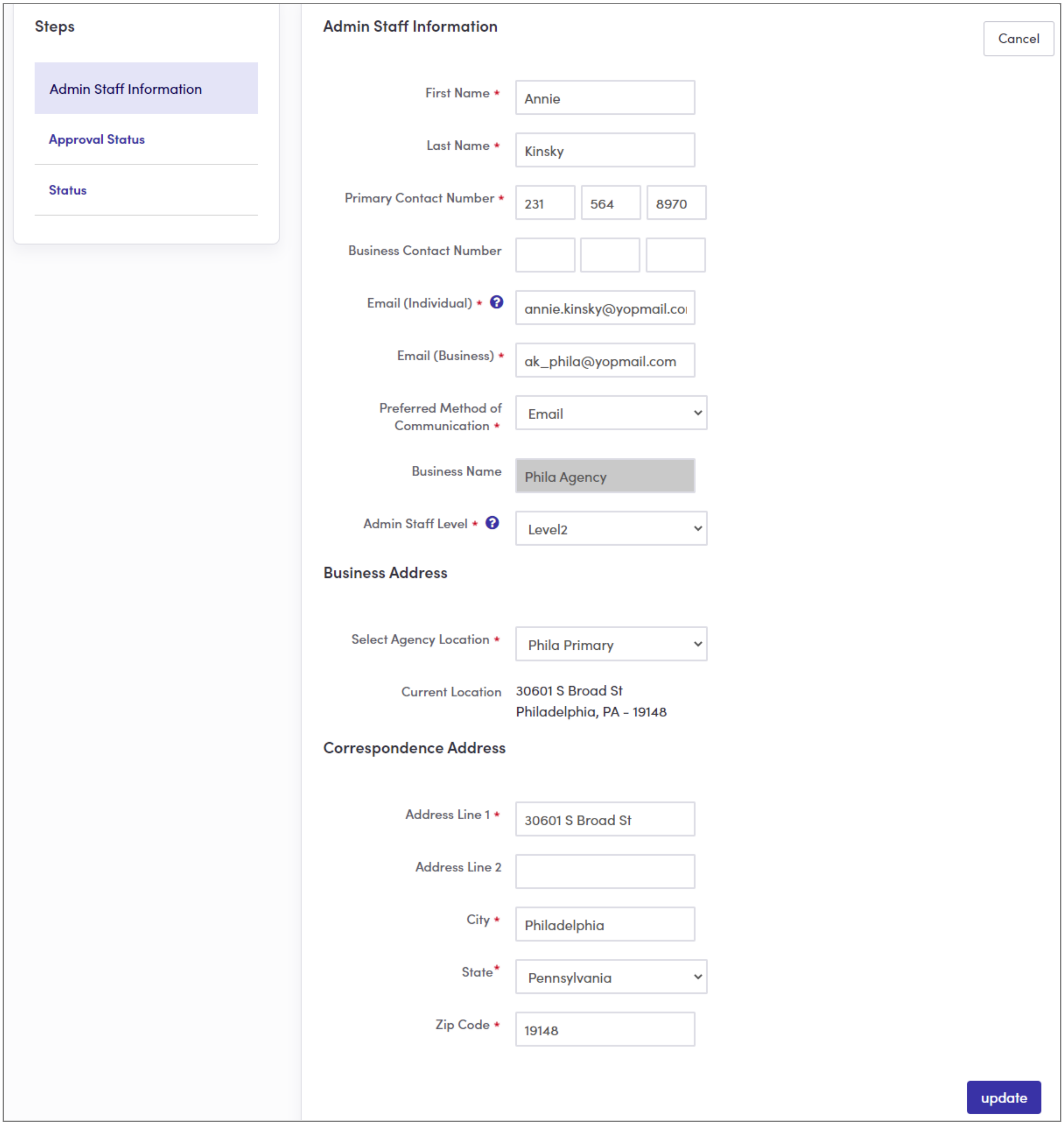


Figure 141. Admin Staff Information, edit view

Table 122. Admin Staff Information, edit view—elements

Element Type	Element Label	Required	Description	Validation
Text box	First Name	Yes	The first name of the admin staff	• Up to 50 characters • No spaces
Text box	Last Name	Yes	The last name of the admin staff	• Up to 50 characters • No spaces
Text box	Primary Contact Number	Yes	The direct telephone number of the admin staff	10 digits in NNN NNN NNNN format
Text box	Business Contact Number	Yes	The business telephone number of the admin staff	10 digits in NNN NNN NNNN format
Text box	Email (Individual)	Yes	• The admin staff's direct email address • Must be an individual email address, not a shared email address	Must be a valid email address
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about the use of the email	N/A
Text box	Email (Business)	Yes	The business email address of the admin staff	Must be a valid email address
List box	Preferred Method of Communication	Yes	The preferred means of receiving communication	Values: Email Address, Mail, Phone
List box	Admin Staff Level	Yes	The admin staff permission level	Values: Level1, Level2
Tooltip hyperlink	[question mark symbol]	N/A	On hover, shows a tooltip box about admin staff level permissions	N/A
List box	Select Agency Location	Yes	The agency location for the admin staff	Any value in the list
Display-only text box	Current Location	N/A	• The address of the agency location • Automatically updated when a location is selected	N/A
Text box	Address Line 1	Yes	The first line of the correspondence address	Up to 50 characters
Text box	Address Line 2	No	The second line of the correspondence address	Up to 50 characters
Text box	City	Yes	The correspondence city	Up to 30 characters
List box	State	Yes	A list of states	Any value in the list
Text box	Zip Code	Yes	The correspondence ZIP code	5 digits
Button	Update	N/A	Saves the data	Required elements must be complete

7.7.2 Approval Status

Admin Staff > Manage Admin Staff > Actions > Edit > Approval Status

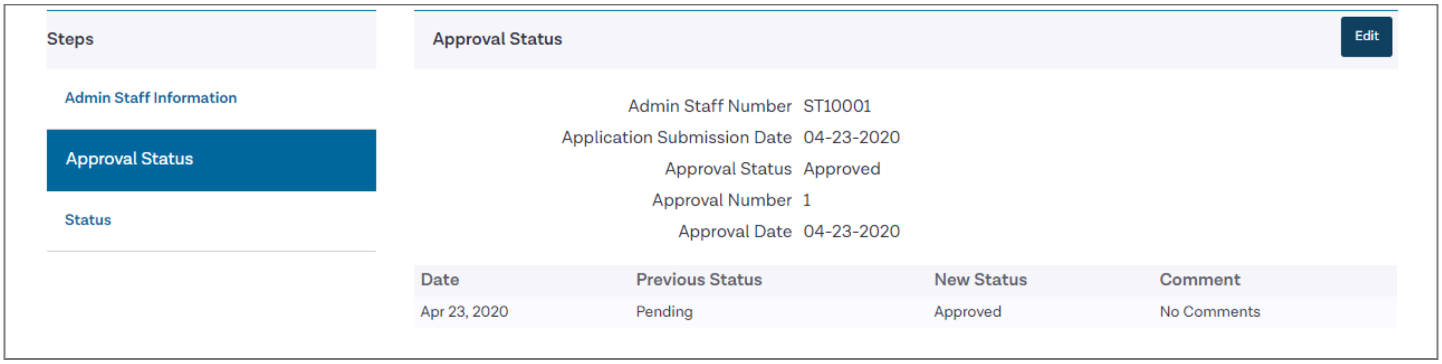


Figure 142. Admin staff profile, Approval Status tab

Table 123. Admin staff profile, Approval Status tab—elements

Element Type	Element Label	Required	Description	Validation
Button	Edit	N/A	Opens the edit view	None
Hyperlink	View Comments	N/A	Opens the View Comments dialog box	A comment must exist for the hyperlink to appear

7.7.2.1 Edit Approval Status

Admin Staff > Manage Admin Staff > Actions > Edit > Approval Status > Edit

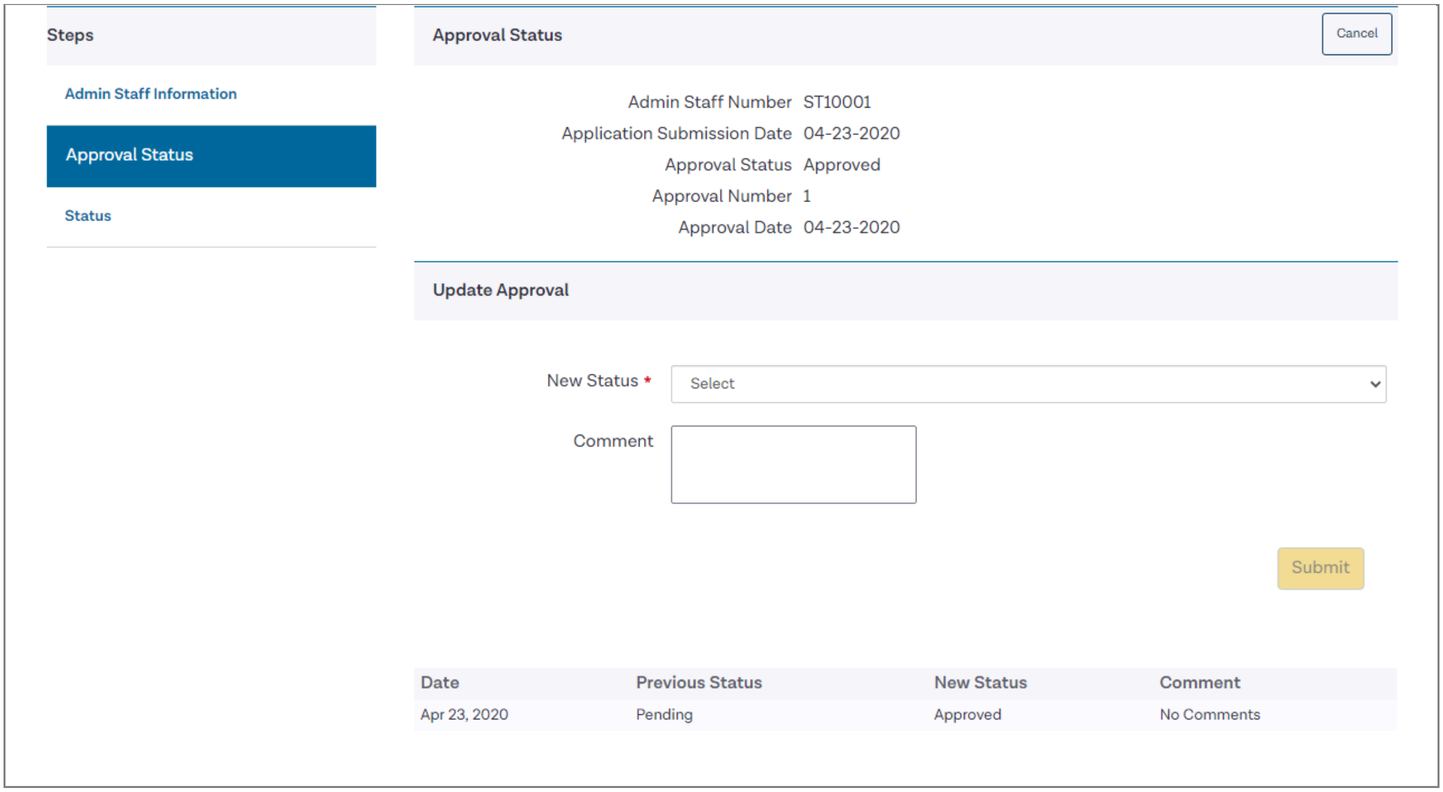


Figure 143. Approval Status, edit view

Table 124. Approval Status, edit view—elements

Element Type	Element Label	Required	Description	Validation
Button	Cancel	N/A	Closes the edit view without saving changes	None
List box	New Status	Yes	The new status for the admin staff	Values: Pending, Approved, Eligible, Denied, Terminated, Terminated-For-Cause
Text box	Comment	No	A note about the status	Up to 4000 characters
Button	Submit	N/A	Saves the data and closes the edit view	Required elements must be complete

7.7.3 View Comments

Admin Staff > Manage Admin Staff > Actions > Edit > Approval Status > select comment

The section is identical to the View Comments section. See 5.4.6 View Comments.

7.7.4 Status

Admin Staff > Manage Admin Staff > Actions > Edit > Status

Broker Admins have view-only access to the Status tab of the admin staff. Only agency managers update the status of the admin staff. This page is identical to the Admin Staff Status page in the Admin Staff portal. See 6.14.3 Status.

8 Configurations

The following configuration options relate to the Broker and Agency module.

Table 125. Broker and Agency module configuration options

Option	Description	Value(s)	Default	Limitations
agent.actionableNoticesToIndividuals.configured	The system trigger for sending the Broker Daily Summary notification to a broker. The summary contains a list of the notifications forwarded to the broker's BOB on the previous day.	ON OFF	ON	None
agent.agentDedesignationByIndividualNotice	The trigger that signals the system to send de-designation notifications to individuals.	ON OFF	ON	None
agent.allowMailNotices -	The trigger that signals the system to enable or disable Receive Notices Via Postal Mail on the Agent Information tab.	ON OFF	OFF	None
agent.BookOfBusinessSummaryNotices.isEnabled	• The trigger that signals the system to log the notifications sent to individuals. This information makes up the Broker Daily Summary. • Must be ON for the agent.actionableNoticesToIndividuals.configured configuration to take effect (even if that option is set to ON).	ON OFF	ON	None
agency.payment.isEnabled	The trigger that signals the system to show or not show the Payment Information page during Agency registration.	ON OFF	OFF	None
agency.portal.enable	The indicator for the system to enable or disable the Agency portal.	ON OFF	OFF	None
agent.profile.update	• The system trigger for updating a broker's BOB with updates to the broker's first name, last name, license number, or FEIN. • If ON, the broker's delegated enrollments (pending/confirm/terminate/future terminate) for the current year receive updated information. During open enrollment, if the household has an active enrollment for the current year and a pending/confirmed enrollment for the upcoming year, both enrollments receive the updated information. An 834 is triggered with the updated broker profile information under a generic AI MRC code to the carrier. These updates don't occur when the configuration is set to OFF.	ON OFF	OFF	None

Option	Description	Value(s)	Default	Limitations
agent.showNPN	The trigger that signals the system to show or not show the Agent NPN text box on the Agent Information tab after the license number text box.	ON OFF	OFF	None
designation.history.enabled	The trigger that signals the system to enable or disable the Designation History function for agency managers and brokers.	ON OFF	OFF	None
enrollment.details.enabled	The trigger that signals the system to enable or disable the View Enrollment Details function for agency managers and brokers.	ON OFF	OFF	None

9 Related Documents

Table 126. Related documents

Type	Title	Description	Source
Technical	*Call Center Integration Specifications*	Details on the integration of third-party call system applications with CAP, which allows call center staff to remain within CAP when handling incoming calls.	GetInsured
	Customer Administration Specifications	Details on the functionality of the Customer Administration portal, used to manage tickets, manage call center staff and other user accounts, edit 1095 records, and run administrator reports.	GetInsured
	Member Portal Specifications	Details on the functionality of the Member portal, including a household's application, eligibility, and enrollment information. Covers the global functionality that crosses portals, like page headers, field-level validation, and the Find Local Assistance feature.	GetInsured
	Notices Platform Specifications	Details on how to configure the notices that are sent to members, brokers, and other stakeholders when certain events occur in the system.	GetInsured
Guides	None	N/A	N/A
Third-Party	None	N/A	N/A
Reference	*Glossary*	Glossary of terms and abbreviations used throughout the GetInsured State-Based Marketplace platform.	GetInsured

10 Document Control

Table 127. Document revision history

Date	Version	Revision Description	Author
09/23/2020	1.0	Created the document.	InfoPros
10/14/21	2.0	• Added and changed wording throughout to follow GetInsured documentation standards. • Updated the User Roles section, the document screenshots, and the document content to represent any new, changed, or removed functionality.	Orbis Technologies