

NEW MEXICO'S HEALTH INSURANCE MARKETPLACE

Enrollment Rep Training



Issuer Enrollment Representative Role

This role was developed to provide Issuers with a self-service capability to research details of the enrollment data for their plans on the platform:

- The Issuer Enrollment Representative role is separate from the Issuer Representative
- The Issuer Representative access is limited to Issuer and Plan data for that Issuer, <u>not</u> consumer enrollment data*

The Issuer Enrollment Representatives can search for enrollments based on :

- Subscriber Name
- Subscriber ID
- Last 4 digits of SSN of the subscriber
- Enrollment Status
- Plan Number that the consumer is enrolled in

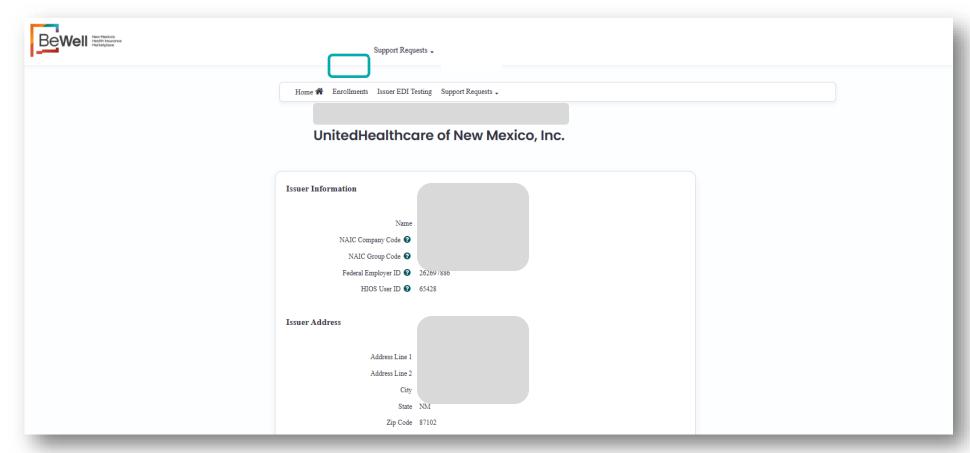
Once the enrollment is identified, further details can be seen by clicking on the Policy ID.

With this access you can view all enrollment details including Premium and APTC details for each policy, month-by-month



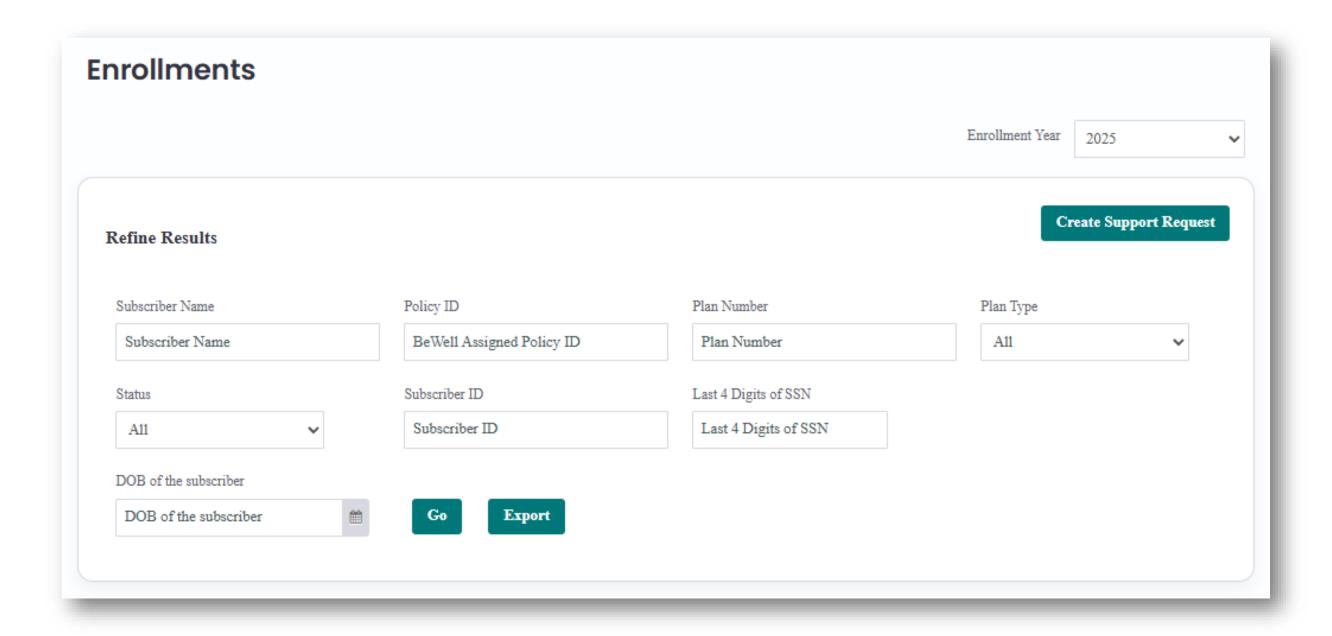
Account Creation/Access

- After being added to an Issuer's account, Issuer Enrollment Representatives will receive a no-reply email with an activation link to set up their account.
- Users have 24 hours to establish their account before the link expires, and they will need to request a new link.
- Issuer Enrollment Representatives will be prompted to use any authenticator app (just like registration for the Issuer Representative role).
- When an issuer successfully sets up their Issuer Enrollment Representative account, they will land on the homepage.



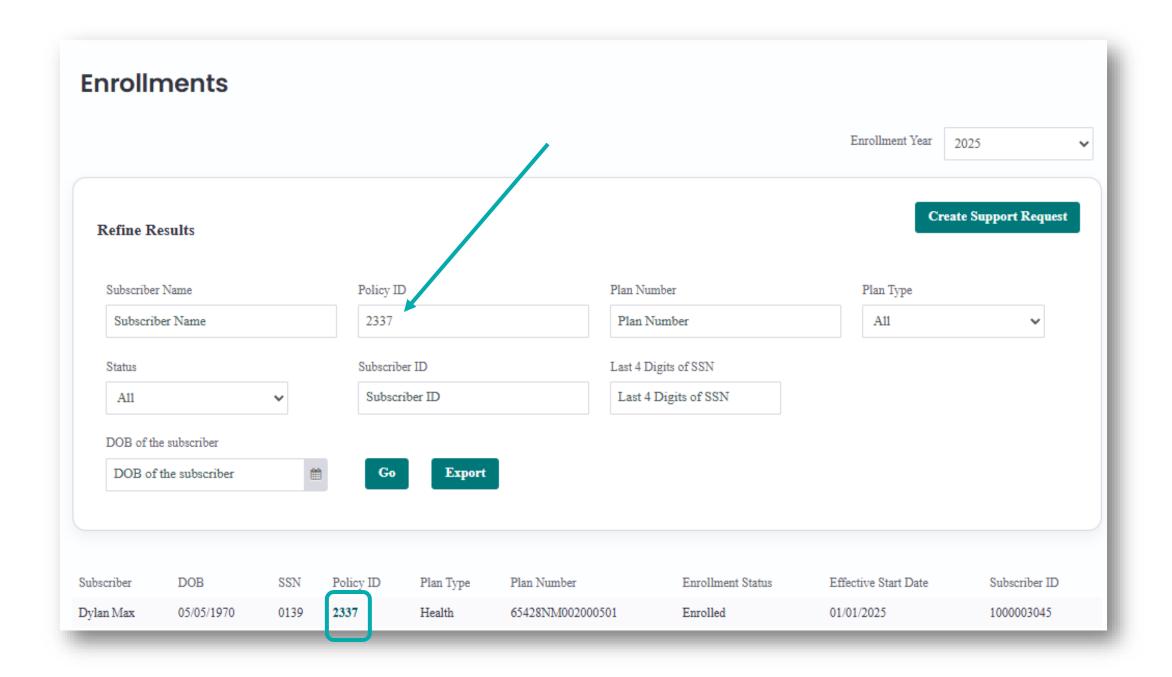


Enrollment Data



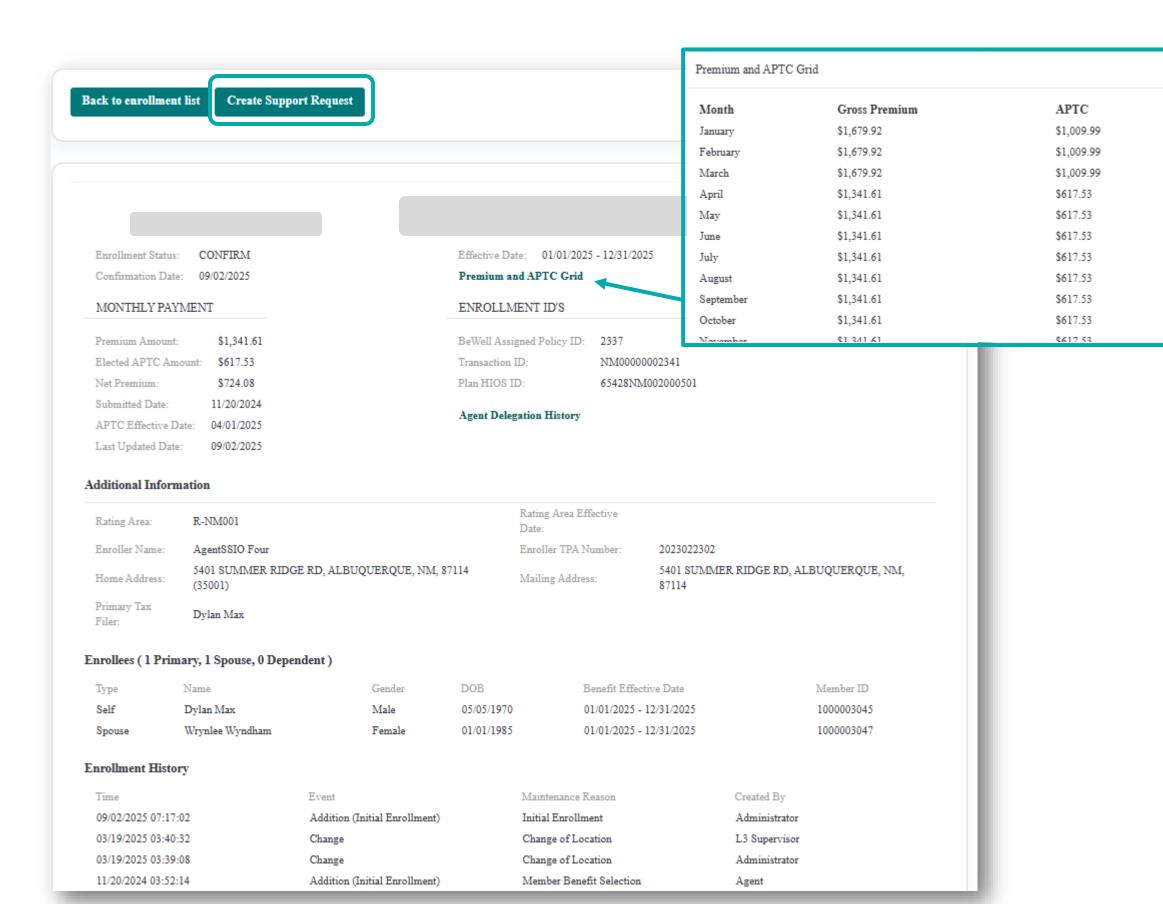


Enrollment Data





Enrollment Details



Net Premium

\$669.93

\$669.93

\$669.93

\$724.08

\$724.08

\$724.08

\$724.08

\$724.08

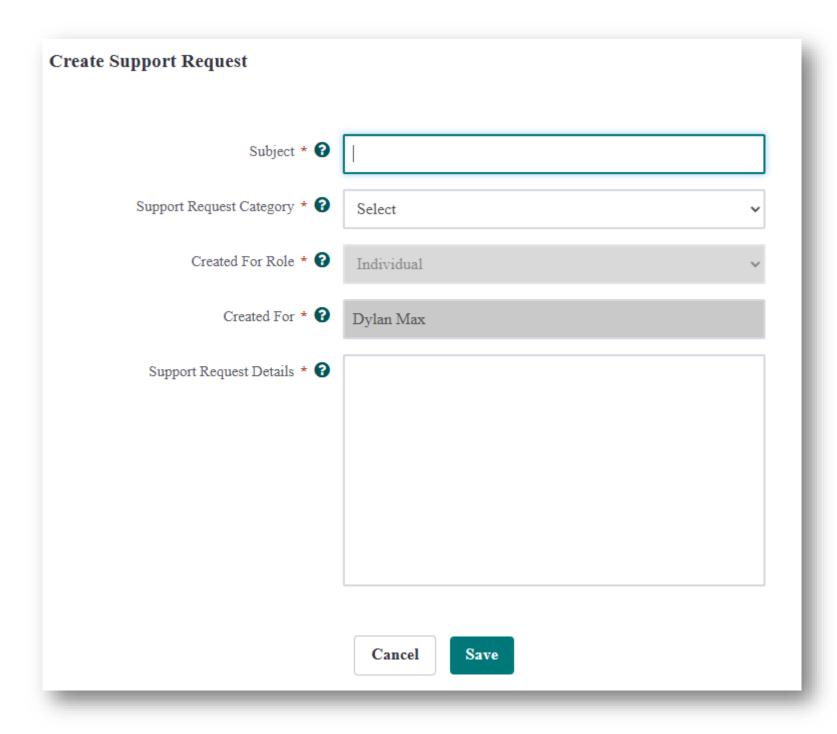
\$724.08

\$724.08

\$724.08



Support Requests



Please refer to the Support Request documentation for details on Request types and values needed.



DEMO



THANK YOU