Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
EEI-01: Prepare Initial Individual Application	This process flow is performed to collect information from an individual necessary to determine his or her eligibility for enrollment in a qualified health plan through the Exchange. This process flow results in a completed application and the creation of an individual account.	EEI-01.10: Complete Initial Application (Individual)	This activity is performed by an individual to fill out and submit an application for eligibility for enrollment in a qualified health plan through the Exchange, and if desired, eligibility for advance premium tax credits, cost-sharing reductions, Medicaid, CHIP, and the Basic Health Program without the support of a Navigator. The application includes information that would be used to determine an individual's eligibility. An individual not required to complete an application to check to see if an account already exists. This functionality is assumed to exist through the web-based interface. This describes the single streamlined application for eligibility for enrollment in a qualified health plan through the Exchange, Advance Premium Tax Credit, Cost-Sharing Reductions, Medicaid, CHIP and BHP Individual not required to complete an application to check to see if an account already exists. This functionality is assumed to exist through web-based interface.	Individual	Individual Decides to Apply for Insurance	Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-01.20: Complete Initial Application for Individual (Navigator)	This activity is performed by a Navigator on behalf and with the authorization of an individual to fill out and submit an application for eligibility for enrollment in a qualified health plan through the Exchange, and if desired, eligibility for advance premium tax credits, cost-sharing reductions, Medicaid, CHIP, and the Basic Health Program. The application includes information that would be used to determine an individual's eligibility. An individual is not required to complete an application to check to see if an account already exists. This functionality is assumed to exist through the web-based interface. This describes the single streamlined application for eligibility for enrollment in a qualified health plan through the Exchange, Advance Premium Tax Credit, Cost-Sharing Reductions, Medicaid, CHIP and BHP Individual not required to complete an application to check to see if an account already exists. This functionality is assumed to exist through web-based interface.	Navigator	Individual Decides to Apply for Insurance Using Navigator	Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-01.30: Accept and Verify Application for Completeness and Accuracy (field level edits)	This activity is performed by the Exchange to verify that the submitted application has all required fields completed and all provided data is valid (e.g., correct zip codes, etc.). This activity verifies that the provided zip code is within the service area of the Exchange. In the event that incomplete fields are detected, then the application will be rejected and a communication to correct the application will be provided to the individual or Navigator as appropriate.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-01.40: Prepare Communication to Individual to Correct/Complete Application	This activity is performed by the Exchange to notify an individual that his or her application is incomplete and/or contains errors. In the event that a paper application was submitted, then the Exchange will generate a notification in a form (e.g., US mail, e-mail, phone, etc.) based on the individual's preferences.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-01.50: Correct Application (Individual)	This activity is performed by an individual to correct the information that he or she provided on the application and resubmit the application to the Exchange for revalidation of completeness and accuracy, and is conducted without the support of a Navigator.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-01.60: Correct Application for Individual (Navigator)	This activity is performed by a Navigator on behalf of an individual to correct the information provided on his or her application and resubmit the application to the Exchange for revalidation of completeness and accuracy.	Navigator		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-01.70: Determine If Individual Account Exists	This activity is performed by the Exchange to determine if an individual already has an account. If so, then he or she previously submitted an application and may have received an eligibility determination, in which case the Exchange will access his or her existing account and request that the individual update the account. If an account does not already exist for the individual then this application is presumed to be for a new individual and, consequently, a new account will be created.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-01.80: Create Individual Account	This activity is performed by the Exchange to create an account for an individual. The individual's account tracks the individual's relationship with the Exchange and maintains application information and other information gathered through the eligibility and enrollment process. The account records all activity with the individual, including any status changes. This activity also notifies the individual about the account being created and how to access it.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-01.90: Update Account with Initial / Updated Application Data	This activity is performed by the Exchange to update an account with an individual's application information and account history. When appropriate, an individual may be notified that the account has been updated. When updates to an existing account are made, the Exchange will initiate appropriate next steps based upon the type of update.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
EEI-02: Verify Individual Citizenship, Status as a National or Lawful Presence	This process flow is performed to verify an individual's citizenship, status as a national, or lawful presence for use in determining his or her eligibility for enrollment in a qualified health plan through the Exchange.	EEI-02.10: Initiate Verification of Individual Citizenship, Status As a National or Lawful Presence	This activity is performed by the Exchange to initiate the verification of an individual's citizenship, status as a national, or lawful presence. This information is used to determine an individual's eligibility for enrollment in a qualified health plan through the Exchange.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-02.15: Prepare Request to CMS to Verify Individual Citizenship, Status As a National or Lawful Presence	This activity is performed by the Exchange to prepare a request to CMS to verify an individual's citizenship, status as a national or lawful presence, based on information available through SSA and DHS, if applicable.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.20: Initiate Verification of Individual Citizenship, Status As a National or Lawful Presence	This activity is performed by CMS to receive a request for verification of an individual's citizenship, status as a national, or lawful presence and initiate communications with SSA and DHS to retrieve authoritative data, as applicable.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.30: Prepare Request to SSA to Validate Individual SSN and Substantiate Individual Citizenship	This activity is performed by CMS to prepare a request to SSA to validate an individual's SSN and if his or her SSN is validated and he or she attests to citizenship, substantiate his or her citizenship. The Exchange will only request that SSA attempt to substantiate an individual's citizenship if he or she attests to citizenship. SSA will only accept a request from the Exchange to substantiate an individual's citizenship if SSA can validate the individual's SSN.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.32: Substantiate Individual Citizenship	This activity is performed by SSA to validate an individual's SSN, and if SSA can validate his or her SSN and he or she attests to citizenship, notify CMS as to whether SSA can substantiate his or her citizenship.	SSA		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.35: Process SSA Individual Citizenship Substantiation Response	This activity is performed by CMS to receive and process the response from SSA. Regardless of the response, CMS notifies the Exchange as to the result. To the extent that SSA is unable to substantiate an individual's citizenship and he or she provided sufficient information to initiate verification of citizenship or immigration status with DHS, CMS will start this process.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.40: Prepare Request to DHS to Verify Individual Citizenship or Immigration Status (Step 1)	This activity is performed by CMS to prepare a request to DHS to verify an individual's citizenship or immigration status.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.42: Verify Citizenship or Immigration Status (Step 1)	This activity is performed by DHS to verify an individual's citizenship or immigration status through step 1 of the DHS process and provide results to CMS. To the extent that DHS is unable to verify an individual's citizenship or immigration status through this step, DHS will proceed to step 2 of the DHS verification process.	DHS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.45: Process DHS Step 1 Citizenship and Immigration Verification	This activity is performed by CMS to receive and process the response from step 1 of the DHS process, and notify the Exchange of the result.	CMS		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-02.52: Verify Citizenship or Immigration Status (Step 2)	This activity is performed by DHS to verify an individual's citizenship or immigration status through step 2 of the DHS process and provide results to CMS.	DHS		Step 2 - 3-5 Days	Mixed
		EEI-02.55: Process DHS Step 2 Citizenship and Immigration Status Verification	This activity is performed by CMS to receive and process the response from step 2 of the DHS process, and notify the Exchange of the result.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.65: Prepare Request to CMS for DHS Review of Documentation to Verify Citizenship or Immigration Status	This activity is performed by the Exchange to prepare a request to CMS to pass an individual's documentation of citizenship or immigration status to DHS for step 3 of the DHS process.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.70: Prepare Request to DHS to Verify Individual Citizenship or Immigration Status (Step 3)	This activity is performed by CMS to prepare a request to DHS to review an individual's documentation of citizenship or immigration status (step 3 of the DHS process).	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.72: Review Individual Documentation to Verify Citizenship or Immigration Status (Step 3)	This activity is performed by DHS to review and validate an individual's documentation of citizenship or immigration status and provide results to CMS.	DHS		Step 3 - 15-20 days	Mixed
		EEI-02.75: Process DHS Step 3 Citizenship or Immigration Status Verification Response	This activity is performed by CMS to receive and process the response from step 3 of the DHS process, and notify the Exchange of the result.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.80: Prepare Communication to Individual to Verify Citizenship, Status As a National or Lawful Presence Status	This activity is performed by the Exchange to request that an individual provide documentation to support his or her attestation of citizenship, status as a national, or lawful presence when DHS is unable to verify his or her status in either step 1 or step 2 of the DHS process.	Exchange	Start 90 Day Verification Expiration Clock	Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-02.81: Prepare Communication to Individual to Verify Citizenship, Status As a National or Lawful Presence	This activity is performed by the Exchange to request that an individual provide documentation to support his or her attestation of citizenship, status as a national, or lawful presence when SSA is unable to substantiate his or her citizenship and he or she does not have a DHS ID number.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.82: Provide Documentation to Verify Citizenship, Status As a National or Lawful Presence	This activity is performed by an individual to provide documentation to the Exchange to support his or her attestation of citizenship, status as a national or lawful presence when SSA is unable to substantiate his or her citizenship and he or she does not have a DHS ID number. Citizenship may be substantiated with Indian document.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-02.83: Provide Documentation to Verify Citizenship, Status or Immigration Status	This activity is performed by an individual to provide documentation to the Exchange to support his or her attestation of citizenship or lawful presence when DHS is unable to verify his or her status in either step 1 or step 2 of the DHS process.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-02.85: Review Individual Documentation to Verify Citizenship, Status As a National or Lawful Presence	This activity is performed by the Exchange to review and validate an individual's documentation of citizenship, status as a national, or lawful presence.	Exchange	Proof of Citizenship or Immigration Status	In-person review	Manual
		EEI-02.90: Process SSA Individual Citizenship Substantiation Results	This activity is performed by CMS to receive and process the response from SSA regarding whether SSA validated an individual's SSN, and if so and he or she attested to citizenship, whether SSA substantiated his or her citizenship. This activity also notifies the Exchange of the result, and to the extent that SSA was unable to substantiate an individual's citizenship and he or she did not provide a DHS ID, initiates a request to the individual to provide documentation to the Exchange to support the attestation. The Exchange will work with an individual for whom SSA was unable to validate SSN to attempt to correct any issues and repeat the SSA process.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.91: Process CMS Individual Citizenship or Lawful Presence Verification Results (DHS Step 1)2	This activity is performed by the Exchange to process the response from CMS regarding the results of the DHS step 1 verification process.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-02.92: Process CMS Individual Citizenship or Lawful Presence Verification Results (DHS Step 2)	This activity is performed by the Exchange to process the response from CMS regarding the results of the DHS step 2 verification process.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.93: Process CMS Individual Citizenship or Lawful Presence Verification Results (DHS Step 3)	This activity is performed by the Exchange to process the response from CMS regarding the results of the DHS step 3 verification process.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-02.96: Update Account with Citizenship, Status As a National or Lawful Presence	This activity is performed by the Exchange to update an individual's account with information regarding citizenship, status as a national, or lawful presence. Expiration of the 90-day verification clock, will update the account and trigger a redetermination based on trusted data.	Exchange	Revert to Trusted Data If 90 Day Verification Clock Expires	Expect typical real-time or near real-time web-based experience.	Automated
EEI-03: Determine Individual Exchange Eligibility	This process flow is performed to determine an individual's eligibility for enrollment in a qualified health plan through the Exchange.	EEI-03.05: Initiate Eligibility Determination for Enrollment in a Qualified Health Plan Through the Exchange	This activity is performed by the Exchange to initiate an individual's eligibility determination for enrollment in a qualified health plan through the Exchange, which includes consideration of residency, incarceration, and citizenship, status as a national or lawful presence. All required verification activities for an individual must be completed or pending receipt of additional documentation (within 90-day verification period) before this activity can perform its operation.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-03.40: Determine Individual Eligibility	This activity is performed by the Exchange to determine an individual's eligibility for enrollment in a qualified health plan based on his or her residency; incarceration status; and citizenship, status as a national, or lawful presence. To the extent that an individual is an Indian, this activity also determines his or her eligibility for special cost-sharing rules for Indians that are not based on income.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
EEI-04: Update Individual Application	This process flow is performed to collect updated information for use in completing, revising or renewing an individual application. Process and timing requirement for completing updates vary depending on the initiating cause - e.g., annual/mid-year/initial updates.	EEI-04.10: Prepare Communication to Individual to Update Application with Correct/Complete Information	This activity is performed by the Exchange to prepare a notice to an individual (and to his or her Navigator if applicable) to update his or her prior application in the event that he or she is found to have an existing account. An individual may also attest that some or all of the information contained on his or her prior application remains accurate.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-04.20: Update Application (Individual)	This activity is performed by an individual to update his or her application for eligibility for enrollment in a qualified health plan through the Exchange, and if desired, for advance premium tax credits, cost-sharing reductions, Medicaid, CHIP, and the Basic Health Program without the support of a Navigator. This includes a situation in which an enrollee is reporting a change to information that may affect his or her eligibility. To the extent that an individual is reporting a change, he or she is not required to complete an entirely new application even if reporting via paper.	Individual	Individual Decides to Update Application - Self Reported Change	Time requirement for providing updates varies by initial/mid-year/annual. Varies based on individual's response. Near real time if web-based.	Mixed
		EEI-04.30: Update Application for Individual (Navigator)	This activity is performed by a Navigator on behalf and with the authorization of an individual to update his or her application for eligibility for enrollment in a qualified health plan through the Exchange, and if desired, for advance premium tax credits, cost-sharing reductions, Medicaid, CHIP, and the Basic Health Program. This includes a situation in which an enrollee is reporting a change to information that may affect his or her eligibility. To the extent that an individual is reporting a change, he or she is not required to complete an entirely new application even if reporting via paper.	Navigator	Individual Decides to Update Application Using Navigator - Self Reported Change	Time requirement for providing updates varies by initial/mid-year/annual. Varies based on individual's response. Near real time if web-based.	Mixed
EEI-05: Verify Individual Incarceration Status	This process flow verifies an individual's incarceration status for purposes of eligibility for enrollment in a qualified health plan through the Exchange.	EEI-05.05: Initiate Verification of Individual Incarceration Status	This activity is performed by the Exchange to initiate verification of an individual's incarceration status. This information is used to determine an individual's eligibility for enrollment in a qualified health plan through the Exchange.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-05.10: Prepare Request to Verify Individual Incarceration Status	This activity is performed by the Exchange to prepare a request to authoritative data sources to verify an individual's attestation that he or she is not incarcerated, other than incarceration pending the disposition of charges.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-05.30: Verify Individual Incarceration Status	This activity is performed by authoritative data sources to be determined to verify an individual's attestation that he or she is not incarcerated, other than incarceration pending the disposition of charges, and provide results to the Exchange.	Info Source TBD		Varies	Mixed
		EEI-05.50: Process Individual Incarceration Status Verification Results	This activity is performed by the Exchange to receive and process the verification response from authoritative data sources regarding an individual's incarceration status. The absence of information about an individual's incarceration status from data sources will be treated as a verification that he or she is not incarcerated; the Exchange will only request additional information if a trusted data source indicates that an individual is incarcerated.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-05.60: Prepare Communication to Individual to Verify Incarceration Status	This activity is performed by the Exchange to request that an individual provide documentation to support his or her attestation that he or she is not incarcerated, other than incarceration pending the disposition of charges, to the extent that an authoritative data source conflicts with the individual's attestation.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-05.70: Provide Documentation to Verify Incarceration Status	This activity is performed by an individual to provide documentation to the Exchange to support his or her attestation that he or she is not incarcerated, other than incarceration pending the disposition of charges, to the extent that an authoritative data source conflicted with the individual's attestation.	Individual	Revert to Trusted Data If 90 Day Verification Clock Expires	Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-05.80: Review Individual Documentation to Verify Incarceration Status	This activity is performed by the Exchange to review and validate an individual's documentation supporting his or her attestation that he or she is not incarcerated, other than incarceration pending the disposition of charges, to the extent that an authoritative data source conflicted with the individual's attestation.	Exchange		In-person review	Manual
		EEI-05.90: Update Account with Individual Incarceration Status	This activity is performed by the Exchange to update an individual's account with information regarding incarceration. Expiration of the 90-day verification clock, will update the account and trigger a redetermination based on trusted data.	Exchange	Revert to Trusted Data If 90 Day Verification Clock Expires	Expect typical real-time or near real-time web-based experience.	Automated
EEI-06: Renew Individual Eligibility and Enrollment	This process flow handles the annual renewal of an individual's eligibility and enrollment including eligibility for advance premium tax credits, cost sharing reductions, Medicaid, CHIP or BHP. Eligibility and enrollment renewal occurs at a household level and eligibility changes are assessed at an individual level.	EEI-06.10: Prepare Communication to Individual to Renew Eligibility	This activity is performed by the Exchange to generate an enrollee's annual eligibility redetermination notice and prompt the enrollee to report changes.	Exchange		Start timeframe for Individual response	Automated
		EEI-06.20: Review and Determine Whether Changes Are Required	This activity is performed by an enrollee to review his or her annual eligibility redetermination notice and report any changes.	Individual		Varies	Mixed
		EEI-06.30: Process Individual Response to Renew Eligibility	This activity is performed by the Exchange to assess whether an enrollee has accepted the information presented in his or her annual eligibility redetermination or reported changes. To the extent that an enrollee has reported a change, the Exchange will verify the change and then redetermine the enrollee's eligibility.	Exchange	Timeout for Individual Response (30 days)	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-06.40: Determine Current Individual Plan Availability	This activity is performed by the Exchange to determine whether the qualified health plan in which an enrollee is enrolled will be available for the upcoming year. If the qualified health plan will not be available, the enrollee will be directed to select a new qualified health plan. If the qualified health plan will be available in the coming year, the Exchange will provide the enrollee with the opportunity to either stay in his or her qualified health plan or select a new qualified health plan.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-06.50: Prepare Notice of Annual Enrollment Period	This activity is performed by the Exchange to provide an enrollee with a notice describing the annual enrollment period.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-06.60: Provide Enrollment Renewal Response	This activity is performed by an enrollee to notify the Exchange as to whether he or she is interested in examining other qualified health plans or wants to remain in his or her existing qualified health plan.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-06.70: Assess Individual Enrollment Renewal Response	This activity is performed by the Exchange to determine whether an enrollee is requesting information about other qualified health plans or opting to remain in his or her existing qualified health plan.	Exchange	Individual Fails to Respond in Allotted Timeframe	Expect typical real-time or near real-time web-based experience.	Automated
EEI-07: Appeal Individual Eligibility Decision	This process flow identifies key activities involved in appeals of eligibility determinations made by the Exchange.	EEI-07.05: Halt Appeals Processing	This activity is performed by the Exchange to stop eligibility appeals processing when an individual reports a change that may affect his or her eligibility. In this case, the Exchange will verify the reported change and adjust the individual's eligibility in accordance with the change.	Exchange	Individual Withdraws Appeal	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-07.10: Review Appeal Notice and Request Appeal and Eligibility Record	This activity is performed by an individual to determine whether or not he or she wishes to appeal an eligibility determination. At this point, an individual may also request his or her eligibility record for use in the eligibility appeal process.	Individual		Individual must respond within a set timeframe	Automated
		EEI-07.25: Process Individual Request for Eligibility Record	This activity is performed by the Exchange to provide an individual with his or her eligibility record, based on a request from the individual.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-07.27: Review Eligibility Record	This activity is performed by an individual to review his or her eligibility record.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-07.30: Process Individual Response to Appeal Notice	This activity is performed by the Exchange to determine whether an individual has requested an appeal of an eligibility determination, and if so, initiate the eligibility appeals process. If an individual does not request an appeal within a set timeframe, his or her existing eligibility determination will be maintained.	Exchange	Timeout for Individual Response	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-07.35: Conduct Appeal and Make Appeal Decision	This activity is performed by the Exchange to evaluate available information and make a decision regarding an individual's appeal of an eligibility determination.	Exchange	Timeout for Eligibility Appeal Decision	Exchange has a set timeframe to make a decision	Mixed
		EEI-07.40: Prepare Exchange Appeal Decision Notice to Individual	This activity is performed by the Exchange to notify an individual of an Exchange eligibility appeal decision.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-07.50: Review Appeal Decision Notice	This activity is performed by an individual to receive and review the results of his or her appeal of an eligibility determination.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-07.60: Prepare Notice to CMS of Exchange Appeal Decision	This activity is performed by the Exchange to prepare a notice to CMS with a minimum dataset of information regarding an Exchange eligibility appeal decision.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-07.62: Process Appeal Decision and Prepare Notice to IRS	This activity is performed by the Exchange to receive and process an Exchange eligibility appeal decision and provide a notice to IRS with appropriate information for use in tax administration.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-07.65: Process Appeal Decision	This activity is performed by IRS to receive and process information regarding an Exchange eligibility appeal decision.	IRS		Periodically	Automated
		EEI-07.90: Implement Adjusted Eligibility Determination Resulting from Appeal	This activity is performed by the Exchange to adjust an individual's eligibility determination in accordance with an Exchange eligibility appeal decision.	Exchange		Varies	Mixed
		EEI-07.92: Prepare Communication of Adjusted Eligibility Based on Appeal	This activity is performed by the Exchange to notify an individual regarding his or her adjusted eligibility determination based on his or her Exchange eligibility appeal decision.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-07.95: Receive Final Eligibility Determination Resulting from Appeal	This activity is performed by an individual to review his or her adjusted eligibility determination based on his or her Exchange eligibility appeal decision.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
EEI-08: Verify Whether an Individual is an Indian	This process flow verifies whether an individual is an Indian for purposes of cost-sharing reductions (CSR) and special enrollment periods.	EEI-08.10: Initiate Verification of Whether Individual Is an Indian	This activity is performed by the Exchange to initiate verification of an individual's attestation that he or she is an Indian. This information is used to determine an individual's eligibility for special cost-sharing rules and special enrollment periods. This process flow only occurs to the extent that an individual attested that he or she is an Indian.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-08.90: Update Account with Whether Individual Is an Indian	This activity is performed by the Exchange to update an individual's account with information regarding whether he or she is an Indian.	Exchange	Revert to Trusted Data If 90 Day Verification Clock Expires	Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
EEI-09: Verify Eligibility for Employer-Sponsored Minimum Essential Coverage	This process flow is performed to gather data to verify whether an individual is eligible for employer-sponsored minimum essential coverage, and if so, whether such coverage is affordable and meets the minimum value requirements.	EEI-09.10: Initiate Verification of Individual Eligibility for Employer-Sponsored Minimum Essential Coverage	This activity is performed by the Exchange to initiate a request to authoritative data sources to verify whether an individual has access to qualifying employer-sponsored minimum essential coverage. This information is used to determine an individual's eligibility for advance premium tax credits.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-09.20: Verify Individual Eligibility for Employer-Sponsored Minimum Essential Coverage	This activity is performed by authoritative data sources to be determined to verify whether an individual has access to qualifying employer-sponsored minimum essential coverage and provide results to the Exchange.	Info Source TBD		Varies	Mixed
		EEI-09.70: Process Individual Eligibility for Employer-Sponsored Minimum Essential Coverage Verification Results	This activity is performed by the Exchange to receive and process the verification response from authoritative data sources regarding whether an individual has access to qualifying employer-sponsored minimum essential coverage.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
EEI-10: Determine Medicaid, CHIP & BHP Eligibility	This process flow is performed to determine an individual's eligibility for Medicaid, CHIP and the Basic Health Program (BHP).	EEI-10.10: Determine Eligibility for Medicaid, CHIP & BHP Based on MAGI	This activity is performed by the Exchange to determine whether an individual is eligible for Medicaid, CHIP, or the Basic Health Program, where applicable, based on factors which the Exchange can consider, including modified adjusted gross income (MAGI).	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-10.20: Enroll Individual in Medicaid or CHIP	This activity is performed by the agency administering Medicaid or CHIP to enroll an individual that it has determined eligible for Medicaid or CHIP based on either factors which the Exchange will not consider (including non-MAGI income) or a full determination requested by an individual.	In-State Medicaid, CHIP, & Basic Health Program		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-10.30: Assess Application to Determine Potential Eligibility in Medicaid or CHIP Based on Factors Other Than MAGI	This activity is performed by the Exchange to assess an individual's response to application screening questions to determine whether he or she may be eligible for Medicaid or CHIP based on factors other than those that the Exchange will consider, including for an individual who may be eligible based on income other than MAGI. This activity refers an individual who may be eligible for Medicaid or CHIP for to the agencies that administer those programs for an eligibility determination while simultaneously continuing the Exchange eligibility determination process.	Exchange		Varies	Mixed
		EEI-10.35: Prepare Communication to Individual to Submit Additional Information	This activity is performed by the agency administering Medicaid or CHIP to request additional information from an individual who was referred to the agency for additional determination, to the extent that such information is necessary to complete an eligibility determination.	In-State Medicaid, CHIP, & Basic Health Program		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-10.36: Provide Additional Information for Medicaid or CHIP Eligibility Determination Based on Factors Other Than MAGI	This activity is performed by an individual to provide additional information requested by the agency administering Medicaid or CHIP.	Individual		Varies	Mixed
		EEI-10.40: Conduct Eligibility Determination for Medicaid or CHIP Based on Factors Other Than MAGI	This activity is performed by the agency administering Medicaid or CHIP to determine whether an individual who was referred for additional determination by the Exchange is eligible for Medicaid or CHIP.	In-State Medicaid, CHIP, & Basic Health Program		Varies	Mixed
		EEI-10.45: Process Eligibility Determination for Medicaid, CHIP or BHP	This activity is performed by the Exchange to process eligibility determinations for Medicaid, CHIP, and the BHP made by the Exchange or, in the case of eligibility determinations made based on factors not considered by the Exchange (including income other than MAGI) by the agencies administering Medicaid and CHIP. To the extent that the agency administering Medicaid or CHIP determines that an individual is eligible for Medicaid or CHIP, the agency will notify the Exchange which may trigger a redetermination of an individual's eligibility for advance premium tax credits and cost-sharing reductions.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-10.50: Prepare Communication to Individual of Ineligibility for Medicaid or CHIP Based on Factors Other Than MAGI	This activity is performed by the agency administering Medicaid or CHIP to provide an eligibility notice to an individual who was referred to the relevant agency for an eligibility determination based on factors not considered by the Exchange and who was determined not to be eligible for Medicaid or CHIP.	In-State Medicaid, CHIP, & Basic Health Program		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-10.60: Requests Full Eligibility Determination for Medicaid or CHIP	This activity is performed by an individual to request a full eligibility determination for Medicaid or CHIP.	Individual		Varies	Mixed
		EEI-10.70: Conduct Full Eligibility Determination for Medicaid or CHIP	This activity is performed by the agency administering Medicaid or CHIP to conduct a full eligibility determination for an individual who requests such a determination.	In-State Medicaid, CHIP, & Basic Health Program		Varies	Mixed

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
EEI-11: Determine Eligibility for Advance Premium Tax Credits and Cost Sharing Reductions	This process flow handles the determination of eligibility for advance premium tax credits and cost-sharing reductions, including the maximum level of advance premium tax credits and the category of cost-sharing reductions, for a household that has been determined to include individuals who are eligible for enrollment in a qualified health plan through the Exchange, have requested screening for financial assistance, are not eligible for Medicaid, CHIP or BHP, and have met the other eligibility requirements for advance premium tax credits and cost sharing reductions. This process flow involves evaluating eligibility based on IRS rules for income and household size.	EEI-11.03: Initiate Eligibility Determination for Advance Premium Tax Credits and Cost Sharing Reductions	This activity is performed by the Exchange to initiate an eligibility determination for advance premium tax credits and cost-sharing reductions for an individual who requested such a determination. This activity may be triggered by notification from the agency administering Medicaid or CHIP regarding an individual's eligibility determination for those programs.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-11.30: Determine Eligibility for Advance Premium Tax Credits	This activity is performed by the Exchange to determine an individual's eligibility for advance premium tax credits and cost-sharing reductions based on his or her eligibility for enrollment in a qualified health plan through the Exchange; household income; eligibility for Medicaid, CHIP, or the Basic Health Program; and eligibility for other qualifying minimum essential coverage.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-11.40: Prepare Request to CMS to Calculate Maximum Advance Premium Tax Credit	This activity is performed by the Exchange to initiate a request to CMS to calculate an individual's level of maximum advance premium tax credits based on his or her household income and other relevant information.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-11.50: Calculate Maximum Advance Premium Tax Credit	This activity is performed by CMS to calculate an individual's level of maximum advance premium tax credits using tools provided by IRS/CMS and information provided by the Exchange, and return this calculation to the Exchange. CMS calculates the individual's APTC using tools provided by IRS/CMS provided calculator.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-11.60: Process Maximum Advance Premium Tax Credit Calculation Results	This activity is performed by the Exchange to process the maximum advance premium tax credits calculation provided by CMS.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-11.90: Determine Category of Cost-Sharing Reductions	This activity is performed by the Exchange to determine an individual's category of cost-sharing reductions based on household FPL and whether the individual is an Indian.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
EEI-12: Select Individual Qualified Health Plan	This process flow handles an individual's selection of a qualified health plan through the Exchange. This involves generating plan choice information that is customized to the individual's eligibility and personal preferences. The outcome of this process flow is an informed plan selection by an individual and to the extent that the individual is eligible for the amount of his or her advance premium tax credit.	EEI-12.10: Initiate Individual Selection of a Qualified Health Plan	This activity is performed by the Exchange to initiate the process by which an individual selects a qualified health plan.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-12.50: Prepare Enrollment Questionnaire to Gather Individual Preferences	This activity is performed by the Exchange to provide an individual with a set of questions to enable the Exchange to tailor qualified health plan choices to his or her preferences.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-12.55: Complete Enrollment Questionnaire and Select Preferences	This activity is performed by an individual to provide his or her preferences with respect to qualified health plans, and may be adjusted and repeated during an online session based on interaction with the individual.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-12.60: Determine Plan Availability and Calculate Plan Cost	This activity is performed by the Exchange to determine which qualified health plans are available to an individual and the associated cost of each based on the individual's eligibility determination, including advance premium tax credits and cost-sharing reductions. In order to be eligible in a catastrophic plan the individual must be under age 30 or have an exemption based on hardship or inability to afford coverage.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-12.70: Prepare Communication/Comparison of Available Qualified Health Plans Based on Individual Preferences	This activity is performed by the Exchange to provide plan information in accordance with the preferences expressed by the individual on his or her enrollment questionnaire. This information is designed to facilitate the comparison of qualified health plans, and may be adjusted and repeated during an online session based on interaction with the individual.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-12.80: Evaluate Available Qualified Health Plans	This activity is performed by an individual to use the information provided in the plan comparison to evaluate available qualified health plans, and may be adjusted and repeated during an online session based on interaction with the individual.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-12.85: Select Plan and Provide Payment Information	This activity is performed by an individual to select a qualified health plan. The individual will provide method of payment as part of the enrollment process.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-12.90: Process Plan Selection	This activity is performed by the Exchange to process an individual's qualified health plan selection. If initial enrollment, then a plan will not be selected. If an update is being performed for an currently enrolled individual, then the individual will be disenrolled from the current plan if action is not taken in a timely manner.	Exchange	Timeout for Plan Enrollment Response	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-12.95: Calculate Advance Premium Tax Credit	This activity calculates the amount of the advance premium tax credit using the selected plan.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
EEI-13: Communicate to Issuer Regarding Individual Enrollment in Qualified Health Plan	This process flow handles an individual's enrollment in a qualified health plan in the Exchange after he or she has selected a plan. This involves determining whether an individual is already enrolled in another qualified health plan, as well as notifying the issuer of the selected qualified health plan, and processing the issuer's response to the Exchange enrollment transaction. This process flow also captures the issuer's provision of a welcome package and ID card to a newly covered individual.	EEI-13.05: Initiate Communication to Issuer About Individual Enrollment in Qualified Health Plan	This activity is performed by the Exchange to initiate a communication to the issuer of a qualified health plan selected by an individual regarding his or her enrollment.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.10: Assess Current Enrollment Status	This activity is performed by the Exchange to determine whether an individual is already enrolled in a plan and seeking to change or is not enrolled in a plan, in order to determine whether the Exchange needs to notify an individual's current qualified health plan issuer at the same time as it notifies his or her new qualified health plan issuer.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.20: Prepare Communication to Issuer About Individual Enrollment in Qualified Health Plan	This activity is performed by the Exchange to notify the issuer of an individual's selected qualified health plan regarding his or her selection. This includes the transmission of information necessary in order for the qualified health plan issuer to provide a welcome package and identification card to the individual and to implement advance premium tax credits and cost-sharing reductions, as applicable.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.30: Process Individual Enrollment	This activity is performed by a qualified health plan issuer to process an enrollment transaction from the Exchange and provide the Exchange with an acknowledgment.	Issuer		Expect typical real-time or near real-time web-based experience. May vary based on timing of individual payments.	Mixed

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-13.40: Process Acknowledgement of Individual Enrollment from Issuer	This activity is performed by the Exchange to receive an issuer's acknowledgment of an enrollment transaction from the Exchange.	Exchange	Timeout for Issuer Acknowledge ment Response (tbd days)	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.45: Prepare Notice to CMS About Individual Enrollment in Qualified Health Plan	This activity is performed by the Exchange to prepare a notice to CMS with a minimum dataset of information regarding an individual's enrollment in a qualified health plan through the Exchange. This information is used to generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.50: Process Individual Enrollment in Qualified Health Plan and Prepare Notice for IRS	This activity is performed by CMS to receive information from the Exchange regarding an individual's enrollment in a qualified health plan through the Exchange, pass information to processes that generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, and provide relevant information to IRS to facilitate tax administration.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.52: Process Individual Enrollment in Qualified Health Plan	This activity is performed by IRS to receive and process information from the Exchange via CMS regarding an individual's enrollment in a qualified health plan through the Exchange.	IRS		Periodically	Automated
		EEI-13.60: Provide Welcome Package and ID Cards	This activity is performed by a qualified health plan issuer to provide an individual with a welcome package and identification card in order to enable the individual to receive covered health care services.	Issuer		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.70: Utilize Health Services Provided Through Qualified Health Plan	This activity is performed by an individual to utilize covered health care services.	Individual		Varies depending on individual's response.	Mixed
		EEI-13.80: Prepare Communication to Issuer About Changes in Enrollee Information and Renewal	This activity is performed by the Exchange to notify the issuer of an individual's selected qualified health plan regarding changes to the individual's information, including to his or her levels of advance premium tax credits or cost-sharing reductions, or regarding a decision by an individual to renew his or her enrollment in the qualified health plan. This activity includes changes to advance premium tax credits and cost sharing reductions.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-13.82: Process Changes in Enrollee Information or Renewal	This activity is performed by a qualified health plan issuer to process changes to an enrollee's information received from the Exchange, including changes to his or her levels of advance premium tax credits or cost-sharing reductions, or to process an individual's renewal of his or her enrollment in the qualified health plan.	Issuer		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-13.85: Process Acknowledgement of Changes in Enrollee Information from Issuer	This activity is performed by the Exchange to receive a qualified health plan issuer's acknowledgment of changes to an individual's information sent to the qualified health plan issuer by the Exchange.	Exchange		Varies depending on individual's response.	Mixed
EEI-14: Disenroll Individual from Qualified Health Plan	This process flow handles an individual's disenrollment from a qualified health plan, which is generally initiated by an individual's request to his or her qualified health plan or to the Exchange (including when an individual changes qualified health plans). This process flow involves notification of an individual, the Exchange, the qualified health plan issuer, and CMS.	EEI-14.10: Notify Issuer of Intent to Disenroll	This activity is performed by an individual to notify the issuer of his or her qualified health plan that he or she is disenrolling from the qualified health plan.	Individual	Individual Elects to Disenroll from a Qualified Health Plan	Varies depending on individual's needs.	Mixed
		EEI-14.20: Process Individual Request for Disenrollment	This activity is performed by a qualified health plan issuer to notify the Exchange regarding an individual's notification that he or she is disenrolling from a qualified health plan.	Issuer		Varies depending on issuer's needs.	Mixed
		EEI-14.30: Initiate Individual Disenrollment	This activity is performed to initiate the disenrollment of an individual from the qualified health plan in which he or she is enrolled. This activity may be initiated by a variety of activities.	Exchange	Issuer Determines Individual has Stopped Payment or Fraudulently Used Services	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-14.40: Prepare Communication to Issuer to Disenroll Individual	This activity is performed by the Exchange to notify the issuer of an individual's qualified health plan to disenroll the individual.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-14.50: Prepare Communication to Notify Individual of Disenrollment	This activity is performed by a qualified health plan issuer to notify an individual of his or her disenrollment. This activity also includes receiving a notice from the Exchange regarding an individual's disenrollment.	Issuer	Issuer Determines Individual has Stopped Payment or Fraudulently Used Services	Varies depending on issuer's needs.	Mixed
		EEI-14.60: Review Disenrollment Notice	This activity is performed by an individual to review a disenrollment notice from his or her qualified health plan issuer.	Individual		Varies depending on individual's response.	Mixed

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-14.70: Disenroll individual from Qualified Health Plan on the Effective Date	This activity is performed by a qualified health plan issuer to disenroll an individual on the proper effective date and notify the Exchange of such disenrollment.	Issuer		Varies depending on issuer's needs.	Mixed
		EEI-14.80: Process Individual Disenrollment from Qualified Health Plan	This activity is performed by the Exchange to receive a notice from a qualified health plan issuer regarding an individual's disenrollment.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-14.85: Prepare Notice to CMS About Individual Disenrollment from Qualified Health Plan2	This activity is performed by the Exchange to prepare a notice to CMS with a minimum dataset of information regarding an individual's disenrollment from a qualified health plan through the Exchange. This information is used to adjust payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-14.90: Process Individual Disenrollment from Qualified Health Plan and Prepare Notice for IRS	This activity is performed by CMS to receive information from the Exchange regarding an individual's disenrollment from a qualified health plan through the Exchange, pass information to processes that generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, and provide relevant information to IRS to facilitate tax administration.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-14.92: Process Individual Disenrollment in Qualified Health Plan	This activity is performed by IRS to receive and process information from the Exchange via CMS regarding an individual's disenrollment from a qualified health plan through the Exchange.	IRS		Periodically	Automated
EEI-15: Verify Individual Residency in Exchange Service Area	This process flow is performed to verify an individual's residency in the service area of the Exchange.	EEI-15.05: Initiate Verification of Individual Residency Status	This activity is performed by the Exchange to initiate verification of an individual's attestation that he or she meets residency requirements, to the extent that the Exchange does not choose to accept an individual's attestation to residency without further verification. This information is used to determine an individual's eligibility for enrollment in a qualified health plan through the Exchange.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-15.10: Prepare Request to Verify Individual Residency Status	This activity is performed by the Exchange to prepare a request to authoritative data sources to verify an individual's attestation that he or she meets residency requirements, to the extent that the Exchange does not choose to accept an individual's attestation to residency without further verification.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-15.30: Verify Individual Residency Status	This activity is performed by authoritative data sources to be determined to verify an individual's attestation that he or she meets residency requirements, to the extent that the Exchange does not choose to accept an individual's attestation to residency without further verification, and provides results to the Exchange.	Info Source TBD		Varies	Mixed

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-15.50: Process Individual Residency Verification Results	This activity is performed by the Exchange to receive and process the verification response from authoritative data sources regarding whether an individual meets residency requirements.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-15.60: Prepare Communication to Individual to Verify Residency Status	This activity is performed by the Exchange to request that an individual provide documentation to support his or her attestation that he or she meets residency requirements to the extent that the Exchange does not choose to accept an individual's attestation to residency without further verification and the Exchange is unable to verify the individual's attestation with authoritative data sources.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-15.70: Provide Documentation to Verify Individual Residency Status	This activity is performed by an individual to provide documentation to the Exchange to support his or her attestation that he or she meets residency requirements, to the extent that the Exchange does not choose to accept an individual's attestation to residency without further verification and the Exchange is unable to verify the individual's attestation with authoritative data sources.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-15.80: Review Individual Documentation to Verify Residency Status	This activity is performed by the Exchange to review and validate an individual's documentation supporting his or her attestation that he or she meets residency requirements.	Exchange		In-person review	Manual
		EEI-15.90: Update Account With Individual Residency Status	This activity is performed by the Exchange to update an individual's account with information regarding whether he or she meets residency requirements. Expiration of the 90-day verification clock, will update the account and trigger a redetermination based on trusted data.	Exchange	Revert to Trusted Data If 90 Day Verification Clock Expires	Expect typical real-time or near real-time web-based experience.	Automated
EEI-16: Verify Eligibility for Other Public Minimum Essential Coverage	This process flow is performed to determine whether the individual is eligible for minimum essential coverage (MEC) through public programs, including Medicaid, CHIP and BHP. For Medicaid, CHIP and BHP this involves verifying whether an individual has already been determined eligible for one of those program.	EEI-16.05: Initiate Verification of Individual Eligibility for Other Public Minimum Essential Coverage	This activity is performed by the Exchange to initiate the verification of an individual's eligibility for other public minimum essential coverage. This information is used to determine an individual's eligibility for advance premium tax credits. When the individual provides a self reported change, this activity determines which activity to perform based on changes made to the account. Only the appropriate downstream activity (EEI-16.30 or 16.40) will be evaluated.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-16.30: Prepare Request to Verify Other Public Minimum Essential Coverage	This activity is performed by the Exchange to prepare a request to authoritative data sources to verify whether an individual is eligible for other public minimum essential coverage.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-16.35: Verify Individual Eligibility for Other Public Minimum Essential Coverage	This activity is performed by authoritative data sources to be determined to verify whether an individual is eligible for other public minimum essential coverage and provide results to the Exchange.	Info Source TBD		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-16.40: Prepare Request to Verify Whether an Individual Has Already Been Determined Eligible for Medicaid, CHIP or the BHP	This activity is performed by the Exchange to prepare a request to authoritative data sources to verify whether an individual has already been determined eligible for Medicaid, CHIP, or the Basic Health Program.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-16.41: Verify Whether an Individual Has Already Been Determined Eligible for Medicaid, CHIP or the BHP	This activity is performed by authoritative data sources to be determined to verify whether an individual has already been determined eligible for Medicaid, CHIP, or the Basic Health Program and provide results to the Exchange. This activity only verifies whether an individual has already been determined eligible for Medicaid, CHIP, or the BHP. The Exchange will determine an individual's eligibility for Medicaid, CHIP, and the BHP later in the eligibility process.	In-State Medicaid, CHIP, & Basic Health Program		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-16.80: Process Verification of Individual Eligibility for Other Public Minimum Essential Coverage	This activity is performed by the Exchange to process verification responses regarding an individual's eligibility for other public minimum essential coverage and update his or her account accordingly.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
EEI-17: Verify Income	This process flow is performed to determine an individual's household income for use in evaluating his or her eligibility for advance premium tax credits, cost-sharing reductions, Medicaid, CHIP and BHP.	EEI-17.03: Determine Need for Verification of Income	This activity is performed by the Exchange to determine whether income verification is required when an individual reports a change in household size during the year. To the extent that a household adds a newborn, for example, additional income verification is likely unnecessary. In a situation when the added or removed household member clearly has no income, the Exchange may not need to re-verify the household's income.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.05: Initiate Verification of Household Income	This activity is performed by the Exchange to initiate the verification of an individual's household size and household income. This information is used to determine an individual's eligibility for advance premium tax credits, cost-sharing reductions, Medicaid, CHIP, and the Basic Health Program.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.07: Prepare Request to CMS to Verify Household Income	This activity is performed by the Exchange to prepare a request to CMS to obtain information from an individual's most recent tax return from IRS, based on authorization from the individual. When the individual provides a self reported application updates, this activity coordinates verification of individual/household income for use in assessing the individual self-declaration. The self reported change is treated as a self declaration.	Exchange	Annual Redetermination	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.10: Prepare Request to IRS to Verify Household Income	This activity is performed by CMS to receive a request from the Exchange to obtain information from an individual's most recent tax return and pass the request to IRS.	CMS		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-17.20: Verify Household Income	This activity is performed by IRS to retrieve information from an individual's most recent tax return and provide it to CMS to transmit to the Exchange.	IRS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.30: Process IRS Household Income Verification Response	This activity is performed by CMS to receive information from an individual's most recent tax return and provide it to the Exchange.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.35: Process Household Income Data	This activity is performed by the Exchange to receive information from an individual's most recent tax return from the IRS via CMS and current income information from third party data sources. This activity passes the information from an individual's most recent tax return that was obtained at the point of initial enrollment to EEI-17.75 to support the verification of income when an individual reports a change during the year.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.40: Prepare Communication to Individual to Verify Tax Information and Current Income Data	This activity is performed by the Exchange to prepare a communication to an individual with information from his or her most recent tax return and information from authoritative sources of current income for validation by the individual. This communication will include information to facilitate an educated review by the individual.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.45: Prepare Request for Current Income Information	This activity is performed by the Exchange to prepare a request to obtain current income data.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.46: Provide Current Income Data	This activity is performed by an information source to be determined to provide current income data for an applicant.	Info Source TBD		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.50: Validate Tax Information and Quarterly Wage Data and Provide Alternate Income Attestations	This activity is performed by an individual to review information from his or her most recent tax return and information from authoritative sources of current income data, notify the Exchange as to whether they are correct, and if not, provide alternate attestations of annual and current household income.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-17.60: Assess Individual Validation of Tax Information and Quarterly Wage Data and Alternate Income Attestations	This activity is performed by the Exchange to assess an individual's response to the information presented from his or her most recent tax return and authoritative sources of current income data. To the extent that an individual provides an attestation of annual or current household income, this process determines whether the Exchange can use authoritative sources of current income data to attempt to verify this information or if the Exchange must request documentation from the individual.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
		EEI-17.75: Assess Self Declaration	This activity is performed by the Exchange to assess an individual's attestation of annual and/or current household income to attempt to verify such attestations using authoritative sources of current income data. All updates are directed to this step as the Exchange will already have updated information from an individual's most recent tax return and from authoritative sources of current income data, either from the initial verification process or from the annual redetermination.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.80: Prepare Communication to Individual to Establish Alternative Income	This activity is performed by the Exchange to prepare a communication to an individual to request documentation to support his or her attestation of annual and/or current household income. This activity only occurs when the Exchange is unable to verify an individual's attestations using available authoritative sources of current income data.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-17.81: Provide Documentation to Establish Alternative Income	This activity is performed by an individual to provide documentation to support his or her attestation of annual and/or current household income.	Individual		Varies based on applicant's response, real-time or near real-time if Web-based	Mixed
		EEI-17.82: Conduct Manual Review of Individual Documentation to Establish Alternative Income	This activity is performed by the Exchange to review documentation provided by an individual to support his or her attestation of annual and/or current household income, and determine whether it verifies his or her attestation.	Exchange		In-person review	Manual
		EEI-17.90: Establish Household Income and Federal Poverty Level (FPL) for Assistance Determination	This activity is performed by the Exchange to update an individual's account with information regarding his or her household income in dollars and as a percentage of the Federal Poverty Level. Expiration of the 90-day verification clock, will update the account and trigger a redetermination based on trusted data. This may only apply to annual income.	Exchange	Revert to Trusted Data If 90 Day Verification Clock Expires	Expect typical real-time or near real-time web-based experience.	Automated
EEI-18: Qualify Individual For Enrollment Period	This process flow assesses whether an individual meets the requirements for the enrollment period.	EEI-18.05: Initiate Plan Selection Due to Mid-Year Plan Decertification	This activity is performed by the Exchange to initiate the individual qualified health plan selection process when an individual's qualified health plan is decertified during a plan year.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-18.10: Qualify Individual for an Enrollment Period	This activity is performed by the Exchange to determine whether an individual who is eligible for enrollment in a qualified health plan through the Exchange is qualified for an enrollment period. To the extent that an individual is qualified, he or she can choose a qualified health plan or change qualified health plans.	Exchange	Exceptional Circumstances, Contract Violations and Errors in Enrollment	Expect typical real-time or near real-time web-based experience.	Automated

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
EEI-19: Communicate Eligibility Determination and Coordinate Enrollment Activities	This process flow is performed to notify an individual of his or her eligibility determination and provide information to CMS, which will provide information to IRS as needed to support tax administration. A single notice is produced for each application and includes all determination information for each applicant on the application.	EEI-19.10: Initiate Communication to Individual and CMS Regarding Individual Eligibility Determination	This activity is performed by the Exchange to initiate communications to an individual and to CMS regarding an individual's eligibility determination. This includes the individual's formal eligibility determination notice. All Eligibility determinations and enrollment period qualifications must be completed for all applicants before this activity can perform its operation.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-19.20: Prepare Notification to CMS of Individual Eligibility Determination	This activity is performed by the Exchange to prepare a notice to CMS with a minimum dataset of information regarding an individual's eligibility determination. This information is used for performance measurement and tax administration, as applicable.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-19.30: Process Notification of Individual Eligibility Determination and Prepare Notification to IRS	This activity is performed by CMS to receive information from the Exchange regarding an individual's eligibility determination and provide relevant information to IRS to facilitate tax administration.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-19.40: Process Notification of Individual Eligibility Determination	This activity is performed by IRS to receive and process information from the Exchange via CMS regarding an individual's eligibility determination.	IRS		Periodically	Automated
		EEI-19.50: Provide Communication of Individual Eligibility Determination to Individual	This activity is performed by the Exchange to notify an individual of his or her eligibility determination, including his or her eligibility for enrollment in a qualified health plan through the Exchange, advance premium tax credits, cost-sharing reductions, Medicaid, CHIP, and the Basic Health Program. In the case of an individual who is determined eligible for enrollment in a qualified health plan through the Exchange, this notice also includes information regarding his or her qualification for an enrollment period. Lastly, this notice includes information regarding an individual's right to an appeal of his or her eligibility determination and the process for initiating such an appeal.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-19.60: Review Eligibility Notice	This activity is performed by an individual to receive and review his or her eligibility determination notice. Based on the information and instructions in this notice, an individual may choose to initiate an appeal of his or her eligibility determination.	Individual		Varies depending on individual's response.	Mixed
		EEI-19.70: Coordinate Subsequent Activities	This activity is performed by the Exchange to coordinate activities after the completion of an individual's eligibility determination. Depending on whether the determination was based on an initial application or an update, this activity may initiate the selection of a qualified health plan; transmit an individual to Medicaid, CHIP, or the Basic Health Program; or update an individual's existing enrollment in a qualified health plan through the Exchange.	Exchange		Varies depending on individual's response.	Mixed

Process Flow	Process Flow Description	Activity	Activity Description	Activity Owner	Trigger Event	Activity Time Requirement	Automated or Manual?
EEI-20: Conduct Periodic Enrollment Reporting & Reconciliation	This process flow is performed to periodically by the Exchange to report individual enrollment information to qualified health plan issuers, reconcile such information, and then report results to CMS.	EEI-20.10: Generate Report to Issuer About Individual Enrollment in Qualified Health Plan	This activity is performed periodically by the Exchange to generate a report to a qualified health plan issuer regarding the Exchange's records of current enrollment with the qualified health plan issuer. This report is used to reconcile enrollment records between the Exchange and the qualified health plan issuer.	Exchange	Periodic (Monthly) Notification of Individual Enrollment	Expect typical real-time or near real-time web-based experience.	Automated
		EEI-20.20: Process Report on Individual Enrollment in the Qualified Health Plan	This activity is performed by a qualified health plan issuer to receive a process the periodic enrollment report provided by the Exchange and return information to the Exchange regarding discrepancies between the records of the qualified health plan and the records of the Exchange.	Issuer		Varies	Mixed
		EEI-20.30: Process Issuer Discrepancies and Payment Information	This activity is performed by the Exchange to process information provided by a qualified health plan issuer regarding discrepancies between the enrollment information maintained by the qualified health plan issuer and the enrollment information maintained by the Exchange and address the discrepancies.	Exchange		Varies	Mixed
		EEI-20.40: Generate Report to CMS About Individual Enrollment in Qualified Health Plan	This activity is performed by the Exchange to notify CMS regarding reconciled periodic enrollment information. This information is used to generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, as well as for performance measurement and tax administration, as applicable.	Exchange		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-20.50: Process Periodic Report of Individual Enrollment in Qualified Health Plan and Prepare Notice for IRS	This activity is performed by CMS to receive information from the Exchange regarding reconciled periodic enrollment information, pass information to processes that generate payments to qualified health plan issuers for advance premium tax credits and cost-sharing reductions, and provide relevant information to IRS to facilitate tax administration.	CMS		Expect typical real-time or near real-time web-based experience.	Automated
		EEI-20.60: Process Periodic Report of Individual Enrollment in Qualified Health Plan	This activity is performed by IRS to receive and process reconciled periodic enrollment information from the Exchange via CMS regarding an individual's enrollment in a qualified health plan through the Exchange.	IRS		Expect typical real-time or near real-time web-based experience.	Automated