

Navigator Checklist: Member Enrollment

IMPORTANT: A member may only be assigned to one MCE/health plan per calendar year regardless of changes in eligibility/enrollment within that year.

- Ask the member to call Maximus at 877-GET-HIP-9 to verify if the member has already been assigned an MCE/health plan for the calendar year.**
 - Maximus is the state's enrollment broker and assigns members to health plans based on their choice or randomly.
 - If a member previously had HIP during the year – the member is already assigned a calendar year MCE/health plan.

- Call DFR at 800-403-0864 to see if he/she has a current application on file**
 - This step will ensure that multiple application are not filed and that the approval process is not delayed.
 - You can call on the member's behalf if you are his/her authorized representative.

- If member is already assigned a calendar year MCE – please have the member select that same MCE on the new application.**
 - If an organization is making a Fast Track prepayment for member – confirm that the member approves and that it is for the calendar year.

- If there is no assigned calendar year MCE, ask for the member's preference.**
 - If organization is making a Fast Track prepayment for a member – confirm that the member approves and understands that he or she will be locked in to the selected plan until the next MCE selection period in the Fall.
 - Provide the MCE comparison sheet that shows the benefits for each plan.

- Confirm that the member has all required documentation.**
 - Reference the list of documents that fulfill the application requirement on the back of this handout.

- Complete the member application and submit it online.**
 - Inform members that it can take up to 45 days for application approval.
 - Inform members that they may receive a request for additional documentation and that they should submit this information to DFR using the bar-coded cover sheet provided.

- Review the Eligibility Notice with the member.**
 - Point out the member's POWER Account contribution (PAC) in the notice.



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Required Documentation

Proof of Identity

- Social Security Card
- Valid driver's license
- Student photo ID

Proof of U.S. Citizenship

- Legal birth certificate
- Certification of Naturalization
- Certificate of Citizenship
- U.S. passport, if it was issued with no restrictions

Proof of money received by applicant, spouse, and dependent children in the home

- Income from jobs or training (30-90 days worth of income through pay stub, paycheck, etc.)
- Benefits you received in the last 30 days, such as Social Security, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), veteran benefits, or child support
- The most recent tax return for self-employed
- Family and tax relationship information

Proof of immigration status

- If you are not a U.S. citizen, a copy of your alien registration card
 - Permanent resident card
 - Documentation from the Bureau for Citizenship and Immigration Services
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