

Legacy Replacement Enhancements: Eligibility

Customer value

New Profile page and functionality

- Modernized page to view Profile information such as Contact Info, Language Preferences, Account Number and more
- Ability for customers to update their own information such as phone number and language preferences. *This self-service feature has not been available since August 2020!

Improved Enrollment Period Timer

- Determines Enrollment Period End Date using a single source of Life Change Event and enrollment data which allows a seamless transition from Eligibility to Shopping

Customer Operations value

Improved reliability of the Admin LCE, used to allow shopping for exceptional circumstances

Business value

Technical Enhancements

- More efficient and accessible APTC Calculator
- Improved reliability of eligibility data for consumers such as Admin Portal and Enrollment

Legacy Replacement Enhancements: Shopping

Customer value

Replaced the Purchase and Enroll Pages

- Improved the financial and enrollment agreement pages by adding clarifying language and reducing confusion on the page
- Updated the design to create a consistent user experience for customers
- Added language to explain next steps after an enrollment and enhanced navigation

Moved the APTC Calculator Recall

- Customers will see an accurate monthly cost when entering their first month's payment if their APTC amount changed due to an action taken in the Shopping Portal

Legacy Replacement Enhancements: Enrollment

Customer value

View/ Cancel Plans Pages

- Customers will now have a historical record of how their policy changed over time
- Updated the design to create a consistent user experience for customers

Issuer value

Retire Carrier Change Reporting

- All changes made by a customer will be captured and sent to the issuers, so issuers do not miss policy updates

Business value

Service Oriented Architecture

- Followed best practices for retrieving data which leads to improved data quality and a reduced risk of sending incorrect information over to the issuers

More efficient maintenance and operations processes

- By reducing the amount of time the Enrollment team spends on M&O work, the team has more capacity for other customer facing enhancements
- Enrollment will have an additional 65 hours of capacity each month on average

Legacy Replacement Enhancements: Partner Portals

Broker and Customer value

New Find a Broker process

- Modernized page to search and authorize a Broker to customers' accounts.
- Reduced number of steps to change a broker

Updated roles in Broker Portal account creation based on user feedback

- New roles provides clarity and aligns to industry terms to reduce confusion when creating a Broker Portal account

Broker/Assister Operations value

Driving all Broker and Assister functionality/reporting off one set of tables

- A single source of truth will mean easier reporting, and fewer resources to investigate and resolve discrepancies.

Business value

Technical Enhancements

- Completed refactoring of services to align to architectural best practices, and support improvements to internal reporting.

Legacy Replacement Enhancements: Operations Support

Customer value (Admin Portal user)

New user experience for managing customers' enrollment and account data

- Replaced Manage Plans page in Admin Portal to provide a view of current and previous plan years information related to a household
- Updated Account Details page in Admin Portal to support contact information and account access for Customers

Customer Operations value

Updated process for consuming eligibility and enrollment information to provide the latest and most accurate data for customer's accounts.

- Making sure source of truth is updated when working on-behalf-of

Business value

Technical Enhancements

- Introduced a new approach to sending data to our Customer relationship management (CRM) tool.