

Open Enrollment Updates  
November 19, 2018

2019 Open Enrollment is off to a great start! Please continue to submit completed enrollment worksheets daily.

**Enrollment Reminders:**

Weekly enrollment calls will be held on the following dates from *11 a.m. – 12 p.m.* These calls will be used as a time for enrollment assisters to ask questions about this Open Enrollment Period:

- November 19
- November 26
- December 3
- December 10
- December 17

Benalytics is available to assist clients with the 2019 enrollment process and can be contacted at 1-855-483-4647. Benalytics is able to complete the enrollment when the client calls or can set up another time (appointment) to assist the client with enrollment.

Reminders about completing an enrollment worksheet:

- The worksheet fields Household Income, Family Size, and the Medicaid-eligibility question must be answered on each submitted enrollment sheet.
- Fill out enrollment worksheets completely. Vital fields, such as the maximum out-of-pocket field and the monthly premium after tax credit applied field are not being completed.

Additionally, the following fields are not being completed on the worksheets and need to be: Enrollment Assister Name, Agency/Company, Agency Phone Number, Date Enrollment Completed. VDH may not be able to determine the source of the documents without this information. This may lead to a delay in premium payments if vital fields are missing and VDH does not know who to contact to verify information.

- Double-check the premium fields on the worksheet. Some submitted worksheets have figures that do not add up correctly.
- Clients that receive a tax credit should apply the entire tax credit amount to reduce the monthly premium.

Clients who were enrolled in 2018 ACA insurance plans may receive 2019 auto-enrollment information from the Marketplace and from their 2018 insurance carrier. Clients should still go back to the Marketplace to update their insurance application for 2019.