

1. On consumer's Overview page select the **Plans tab**.

The screenshot shows the user's Overview page. At the top, there is a navigation menu with tabs: Overview, Account, Application, Eligibility, Verification, **Plans** (highlighted with a red box), Inbox, Appeals, and Address History. Below the navigation, the user's name 'Daniel McBride' is displayed, along with an 'Edit Account Information' button. The 'Mailing Address' is listed as 4303 Main St, Albany NY 12208, and the 'Primary Phone' is (555) 555-5555. There is an 'OPTIONS' section with buttons for 'Update Application' and 'Return to Agent Portal'. The main content area is titled 'Overview' and contains text explaining the importance of reporting changes. At the bottom, there is a 'Communication from NY State of Health' section with 'Go to Inbox' and 'Go to Appeals' buttons, and a message stating 'You have 7 new messages in your inbox and 0 new appeals documents.'

2. Once on the Plans tab select **Pick a New Plan**.

The screenshot shows the 'Child Health Plus' plan details page. It includes a table with the following information:

Household Member(s)	Adam McBride (3) HX ID : HX0000074230
Health Plan Information	<a href="#">View Plan Benefits</a>
Plan Name	CDPHP
Insurance Company	CDPHP
Plan Type	Medical with Dental
Level of Coverage	NA
Monthly Premium	\$0.00
Coverage Period	07/01/2023 - 07/31/2023

At the bottom of the page, there are two buttons: 'Cancel Enrollment in Plans' and **'Pick a New Plan'** (highlighted with a red box).

3. Select **Next** on the Plan Selection Introduction page.

The screenshot shows the 'Plan Selection Introduction' page. It is divided into two columns: 'Coming Up in this Section' and 'What You Need to Know'. The 'Coming Up in this Section' column contains text explaining the plan selection process and a list of questions to consider. The 'What You Need to Know' column contains a list of items to check, such as current doctors and nearby hospitals. At the bottom of the page, there is a **'Next'** button (highlighted with a red box).

4. On the Plan Selection Dashboard, select **Change Child Health Plus Plans**.

### Child Health Plus

Policy Start Date: 07/01/2023

Change Child Health Plus Plan





Adam McBride (3) Member Start Date: 07/01/2023

You will receive a bill for the premium amount from the health plan after you have selected a plan for your child(ren). You must pay the premium to start and keep your coverage. If you do not pay the premium on time, your child could lose his/her health insurance. This does not apply if your child(ren) are eligible for Child Health Plus and do not have a monthly premium.





Health Plan	Monthly Premium	Advance Premium Tax Credit	Amount you Would Owe
Current Plan Name: CDPHP	\$0.00	NA	\$0.00
New Plan Name: CDPHP	\$0.00	NA	\$0.00

Review Plan Selections

5. Help the members select the new CHPlus plan they would like to be enrolled in. Once they have decided, click **Select Plan**. For this example, we are changing from CDPHP to MVP Healthcare.

	Plan name	Quality	Plan Type	
 CDPHP CDPHP	CDPHP CDPHP	Overall Quality Rating ★★★★★ <a href="#">Quality Details</a>	CHP	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">View Detail</div> <div style="background-color: #004a87; color: white; padding: 2px 5px; display: inline-block;">Remove</div>
 Fidelis Care Fidelis Care	Fidelis Care Fidelis Care	Overall Quality Rating ★★★★★ <a href="#">Quality Details</a>	CHP	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">View Detail</div> <div style="background-color: #004a87; color: white; padding: 2px 5px; display: inline-block;">Select Plan</div>
 MVP Health Plan, Inc. MVP Health Plan, Inc.	MVP Health Plan, Inc. MVP Health Plan, Inc.	Overall Quality Rating ★★★★★ <a href="#">Quality Details</a>	CHP	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">View Detail</div> <div style="border: 2px solid red; background-color: #004a87; color: white; padding: 2px 5px; display: inline-block;">Select Plan</div>
 UnitedHealthcare Community Plan UnitedHealthcare Community Plan	UnitedHealthcare Community Plan UnitedHealthcare Community Plan	Overall Quality Rating ★★★★★ <a href="#">Quality Details</a>	CHP	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">View Detail</div> <div style="background-color: #004a87; color: white; padding: 2px 5px; display: inline-block;">Select Plan</div>

- After you select the new plan, a pop-up will appear advising that you are going to override the previously selected plan. If everything is correct, click **Ok**.

	Plan name	Quality	Plan Type	
 CDPHP CDPHP	CDPHP	Overall Quality Rating ★★★★★ Quality Details	CHP	View Detail Remove
	CDPHP			
<div style="border: 1px solid gray; padding: 5px;"> <p style="background-color: #2e7d32; color: white; text-align: center; margin: 0;"><b>Warning</b></p> <p style="margin: 0;">  This will override your previously selected Plan for this member.           </p> <p style="text-align: center; margin: 0;"> <input style="border: 2px solid red; padding: 2px 10px;" type="button" value="Ok"/> <input style="padding: 2px 10px;" type="button" value="Cancel"/> </p> </div>				
 MVP Health Plan, Inc. MVP Health Plan, Inc.	MVP Health Plan, Inc.	Overall Quality Rating ★★★★★ Quality Details	CHP	View Detail Select Plan
	MVP Health Plan, Inc.			
 UnitedHealthcare Community Plan UnitedHealthcare Community Plan	UnitedHealthcare Community Plan	Overall Quality Rating ★★★★★ Quality Details	CHP	View Detail Select Plan
	UnitedHealthcare Community Plan			

- You will be brought back to the Plan Selection Dashboard. If everything is correct, select **Review Plan Selections**.

**Child Health Plus**  
Policy Start Date: 07/01/2023  
[Change Child Health Plus Plan](#)

Adam McBride (3) Member Start Date: 07/01/2023

You will receive a bill for the premium amount from the health plan after you have selected a plan for your child(ren). You must pay the premium to start and keep your coverage. If you do not pay the premium on time, your child could lose his/her health insurance. This does not apply if your child(ren) are eligible for Child Health Plus and do not have a monthly premium.

Health Plan	Monthly Premium	Advance Premium Tax Credit	Amount you Would Owe
Current Plan Name: CDPHP	\$0.00	NA	\$0.00
New Plan Name: MVP Health Plan, Inc.	\$0.00	NA	\$0.00

When you click on the **Review Plan Selections** button, the following people will be disenrolled from the following plans.

Disenrollments			
Household Member	Plan Name	Program	
Adam McBride	CDPHP plan	Child Health Plus-Health Plan	

[Review Plan Selections](#)

8. Review plans for all household members. Confirm that the enrollments showing are correct and then choose **Confirm Plan Selections**.

### Child Health Plus

Policy Start Date: 07/01/2023

Adam McBride (3) Member Start Date: 07/01/2023

You will receive a bill for the premium amount from the health plan after you have selected a plan for your child(ren). You must pay the premium to start and keep your coverage. If you do not pay the premium on time, your child could lose his/her health insurance. This does not apply if your child(ren) are eligible for Child Health Plus and do not have a monthly premium.

Health Plan	Monthly Premium	Advance Premium Tax Credit	Amount you Would Owe
Current Plan Name: CDPHP	\$0.00	NA	\$0.00
New Plan Name: MVP Health Plan, Inc. Start Coverage: 07/01/2023 End Coverage: 07/31/2023	\$0.00	NA	\$0.00

When you click on the **Confirm Plan Selections** button, the following people will be disenrolled from the following plans.

Disenrollments		
Household Member	Plan Name	Program
Adam McBride	CDPHP plan	Child Health Plus-Health Plan

[Return to Plan Selection Dashboard](#) **Confirm Plan Selections**

- Now that the plan(s) have been confirmed, the consumer can print this page or they can write down the transaction IDs for their records.

## Plan Selections Confirmed

Congratulations! Information about the plans you have chosen for you and your family is below. You can print out this page for your records.

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### Medicaid

Policy Start Date: 07/01/2022

Daniel McBride (36)
Member Start Date: 07/01/2022

### Child Health Plus

Policy Start Date: 07/01/2023

Adam McBride (3)
Member Start Date: 07/01/2023

You will receive a bill for the premium amount from the health plan after you have selected a plan for your child(ren). You must pay the premium to start and keep your coverage. If you do not pay the premium on time, your child could lose his/her health insurance. This does not apply if your child(ren) are eligible for Child Health Plus and do not have a monthly premium.

Health Plan	Monthly Premium	Advance Premium Tax Credit	Amount you Would Owe
Current Plan Name: CDPHP	\$0.00	NA	\$0.00
New Plan Name: MVP Health Plan, Inc.	\$0.00	NA	\$0.00

Your transaction id is ET000008456560

Your child will not be enrolled in a Child Health Plus plan until the first month's premium is paid. The health plan will send you a bill for the first month's premium. Payment must be made by the end of the month prior to the start of coverage. If the health plan does not

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### Disenrollments

Household Member	Plan Name	Program
Adam McBride	CDPHP plan	Child Health Plus-Health Plan

Print This Page