

# Job Aid: Multi-Tax Household / Multi-Ethnicity/ Multi- CCA Program Determination

## Overview:

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Beginning on February 18<sup>th</sup>, members who previously would have fallen into the category of “Stuck Shoppers” due to meeting the criteria below will be able to continue with the full application, enrollment and plan selection process.

1. Multi tax household (filing taxes separately) families
2. Multi ethnicity (American Indian/Alaskan Native vs. Non-American Indian/Alaska Native)
3. Multi Health Connector program determination (e.g. ConnectorCare and QHP with APTCs)

As of February 18<sup>th</sup>, Assisters will notice new enrollment screens to assist the member(s) with plan selection. Assisters should follow the steps outlined in this document to assist these consumers.

**Note:** The processes outlined in this document are for new members that would be categorized as a Multi-Income/Ethnic household.

## Existing “Stuck Shoppers”

Effective February 18<sup>th</sup>, existing ‘stuck shoppers’ will receive multiple outreach efforts (letter, e-mail, and robo calls] letting them know that they will now be able to continue with the plan selection and enrollment process. Because these members fall under the Special Enrollment Period (SEP) due to them losing current coverage (they have temporary coverage through February 28<sup>th</sup>), they will have to pick a plan and pay by February 23<sup>rd</sup> in or for their plan to take effect March 1<sup>st</sup> so there is no gap in coverage.

## Assisting Shoppers

### Steps to selecting multiple plans:

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1. Login into member account on website
2. On the “My Eligibility” tab, click on “Detail” to arrive at the ‘Results’ page. Scroll down to the bottom of the page and click on ‘Find a Plan’

[Find a Plan](#)

- From the Getting Started page, click on 'Continue' under 'Check Out and Enroll'



### Check Out & Enroll

Once you have selected a plan, you will be able to enter payment information and enroll in coverage.



- The Shopping Groups page explains why the system created the groups and what factor the information was based on. In this example, the member added a dependent. There is one group listed so Assister or member would click on 'Continue'

- On the next screen, Assister or member will select coverage type – Health and Dental, or Health only. It is noted that member must continue to contact Customer Service for Dental only. Once coverage type has been selected, Assister or member will click 'Continue' for the next screen.

#### Select coverage type below to begin your plan shopping:

You may select health only OR health and dental together. If you would like to purchase dental ONLY, you must call Customer Service at 1-877-MA-ENROLL (1-877-623-6765), TTY 1-877-623-7773 for assistance.



- At this point, Assisters or members will complete the shopping and enrollment process.

*Please note: Household members in the same group, must select and enroll in the same plan health insurance plan.*