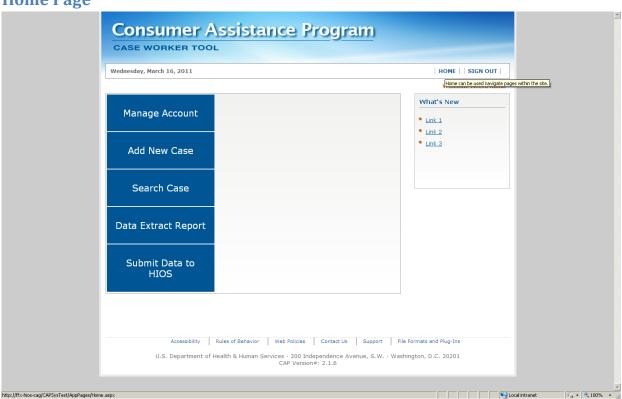
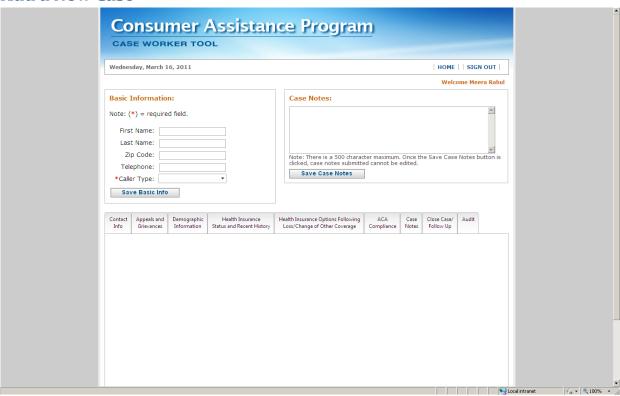
Additional Disclosure: CCIIO developed a database for collecting, tracking, and reporting consumer complaints data, and made it available, free of charge, to Consumer Assistance Program (CAP) grantees (pursuant to Section 2793 of the PHS Act, as amended by Section 1002 of the Affordable Care Act) for use in tracking and reporting data on consumer complaints to CCIIO. A separate emergency Paperwork Reduction Act package was approved on February 15, 2011 for the Caseworker Tool for the exclusive use of CAP grantees. The use of the Caseworker Tool by CAPs is separate and distinct from the use of the Caseworker Tool for purposes of the Health Insurance Assistance Team in CCIIO for which this PRA package is being submitted.

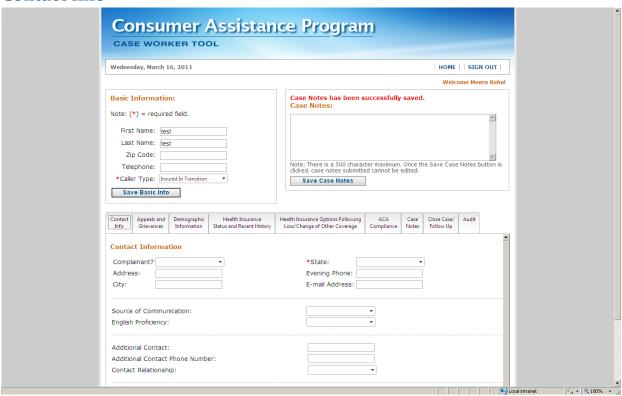
Home Page



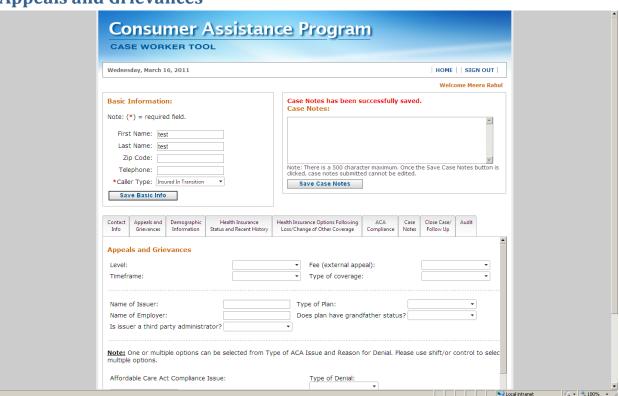
Add a New Case



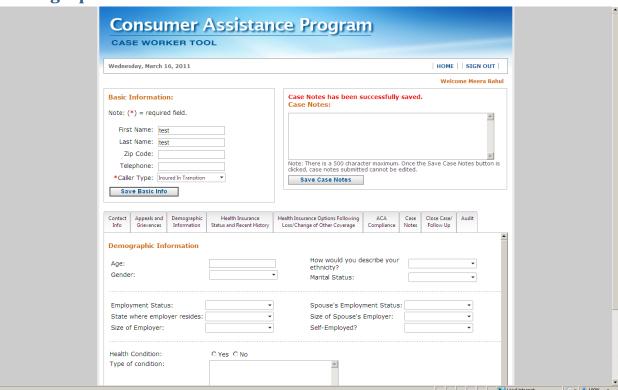
Contact Info



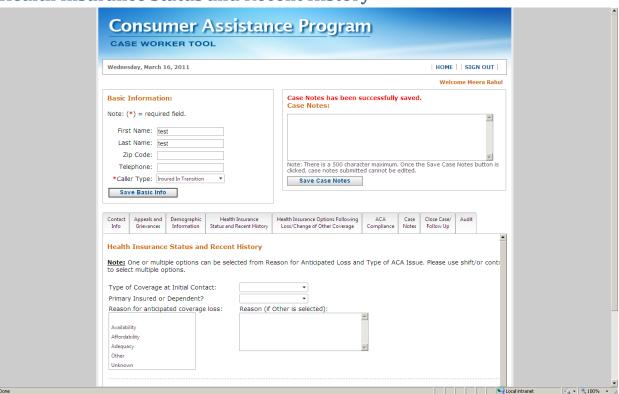
Appeals and Grievances



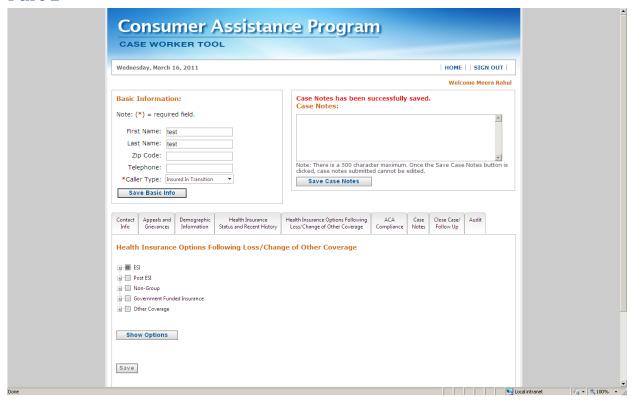
Demographic Information



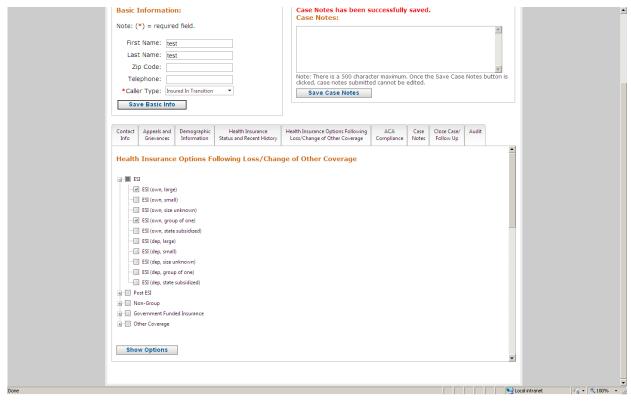
Health Insurance Status and Recent History



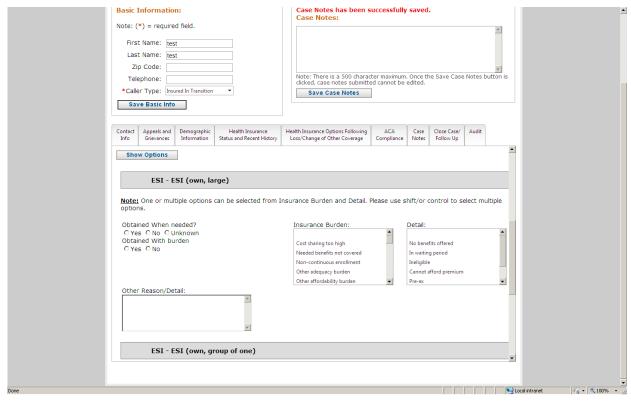
Health Insurance Options Following Loss/Change of Other Coverage – Part 1



Health Insurance Options Following Loss/Change of Other Coverage – Part 2



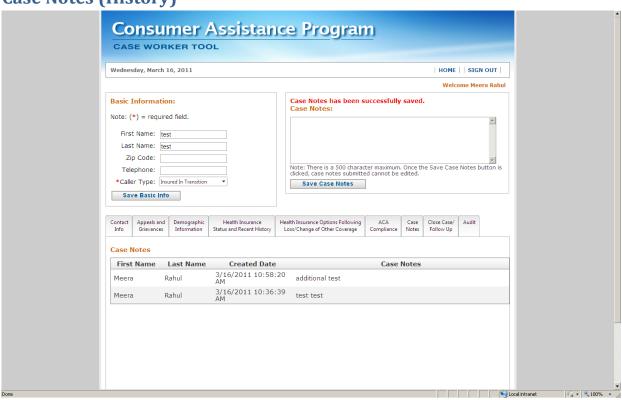
Health Insurance Options Following Loss/Change of Other Coverage – Part 3



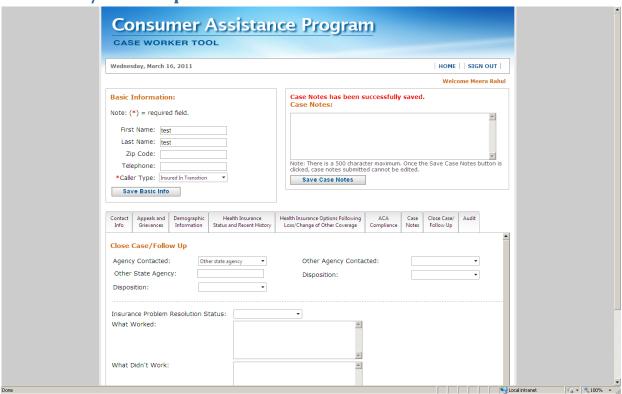
ACA Compliance - Available only on Information Only workflow

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Name Name	Grievances Compliance of Issuer: of Employer		Health Insurant Status and Recent		Health Insurance Options Following Loss/Change of Other Coverage	ACA Compliance	Case Notes	Close Case/ Follow Up	Audit	
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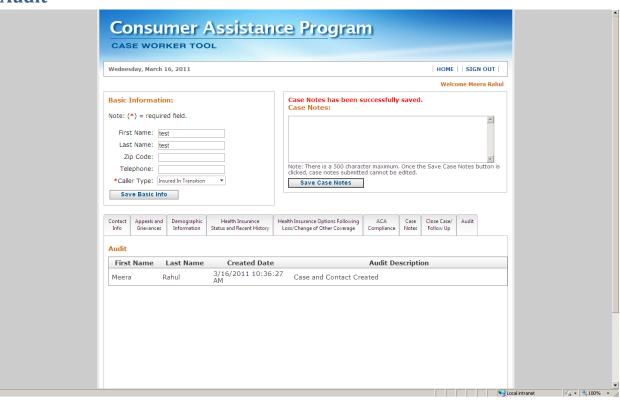
Case Notes (History)



Close Case/Follow up



Audit



Case Search

