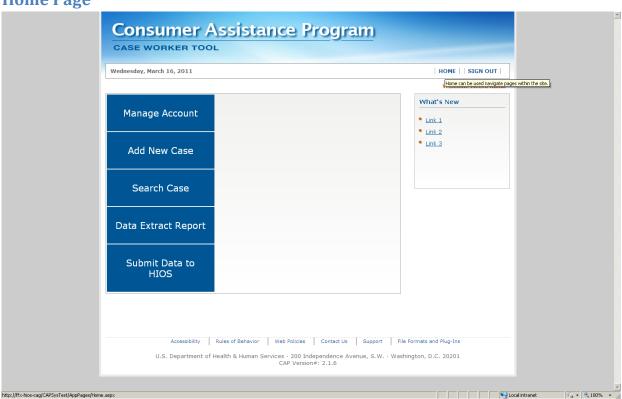
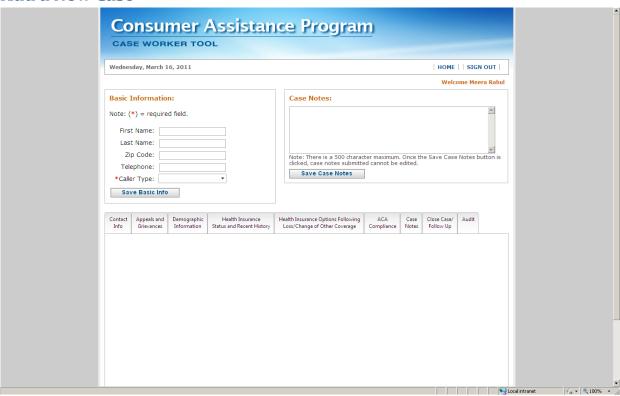
Additional Disclosure: CCIIO developed a database for collecting, tracking, and reporting consumer complaints data, and made it available, free of charge, to Consumer Assistance Program (CAP) grantees (pursuant to Section 2793 of the PHS Act, as amended by Section 1002 of the Affordable Care Act) for 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.

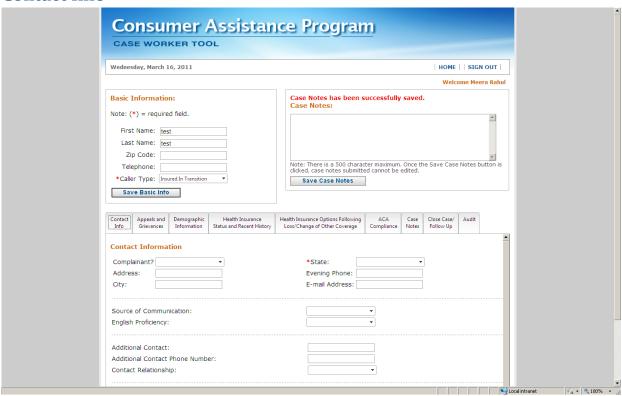
Home Page



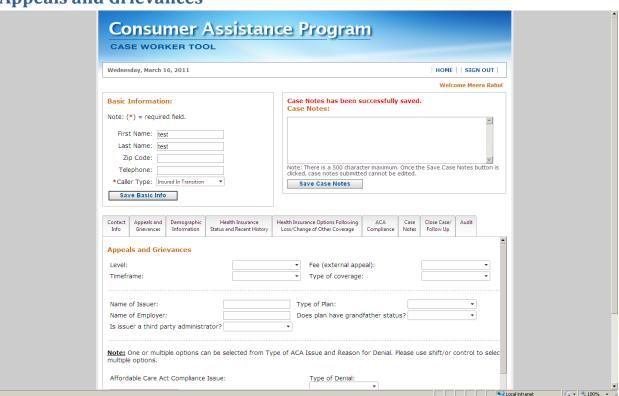
Add a New Case



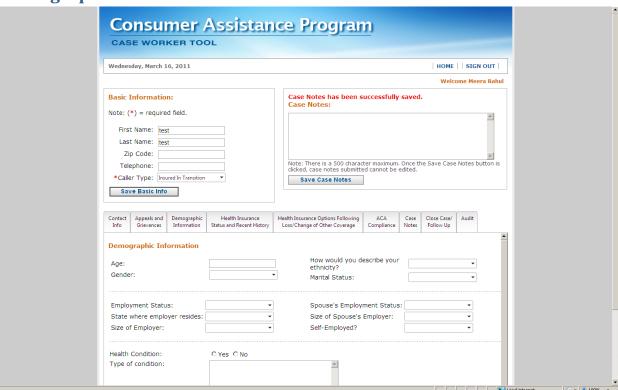
Contact Info



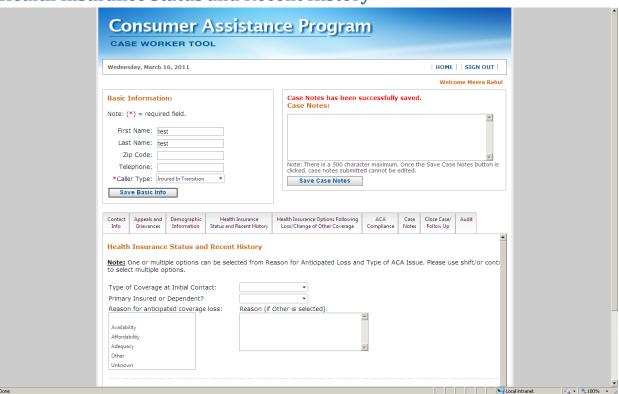
Appeals and Grievances



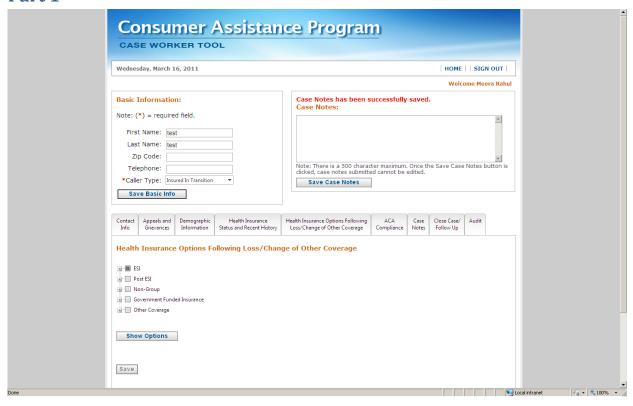
Demographic Information



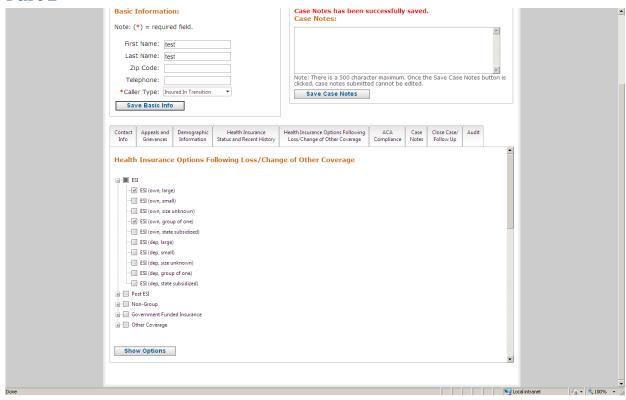
Health Insurance Status and Recent History



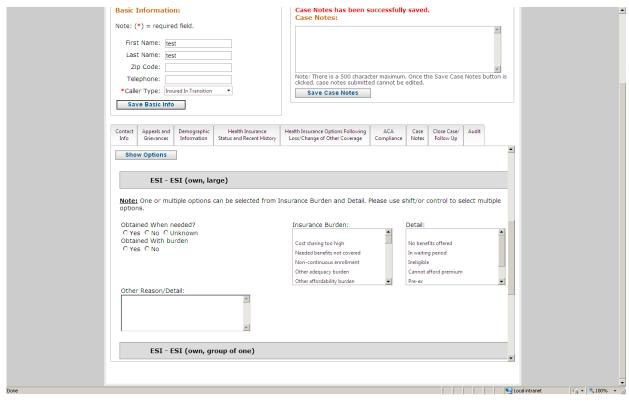
Health Insurance Options Following Loss/Change of Other Coverage – Part 1



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



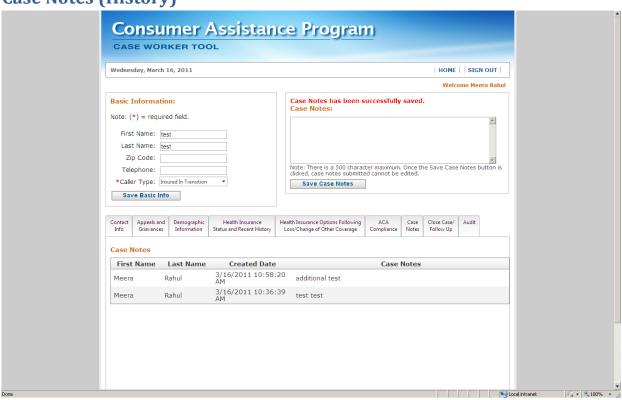
Health Insurance Options Following Loss/Change of Other Coverage – Part 3



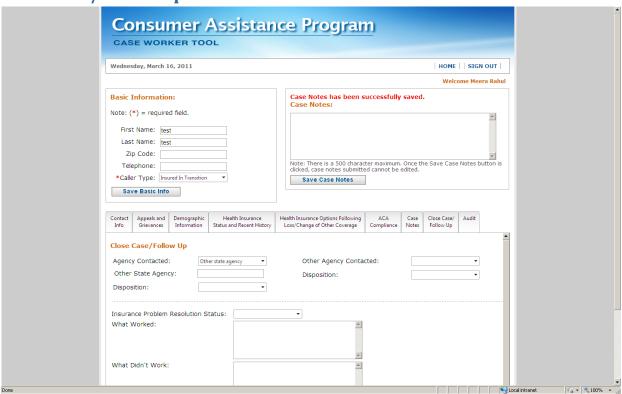
ACA Compliance - Available only on Information Only workflow

onsumer Assistance Program
nesday, March 16, 2011 HOME SIGN OUT
Welcome Meera Rai
Case Notes has been successfully saved. Case Notes: Note: There is a 500 character maximum. Once the Save Case Notes button is clicked, case notes submitted cannot be edited. Save Case Notes
tct Appeals and Grievances Information Batus and Recent History Loss/Change of Other Coverage Compliance Compliance In Information Compliance In Informat
suer a third party administrator?
s Plan Have Grandfather Status? I one or multiple options can be selected from Type of ACA Issue. Please use shift/or control to select multiple options. I one or multiple options can be selected from Type of ACA Issue. Please use shift/or control to select multiple options. I of ACA Issue:
Rescission

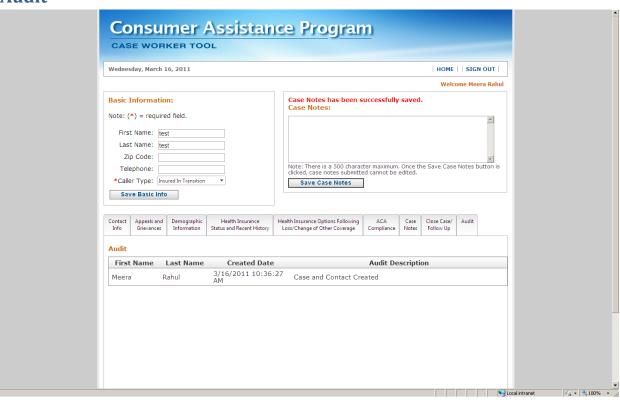
Case Notes (History)



Close Case/Follow up



Audit



Case Search

