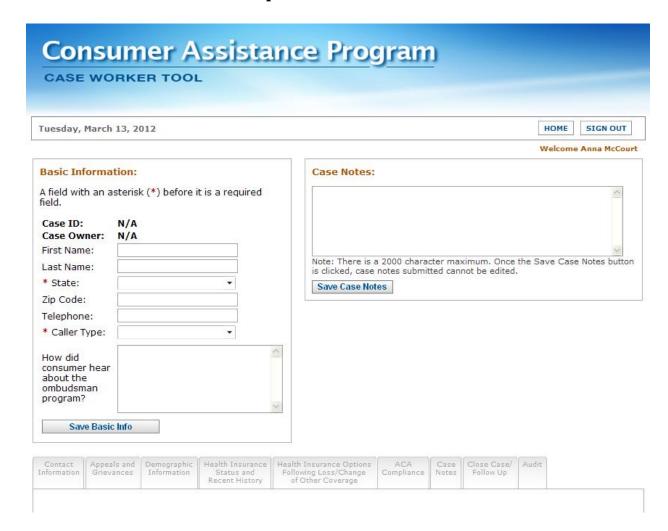
## Appendix 1

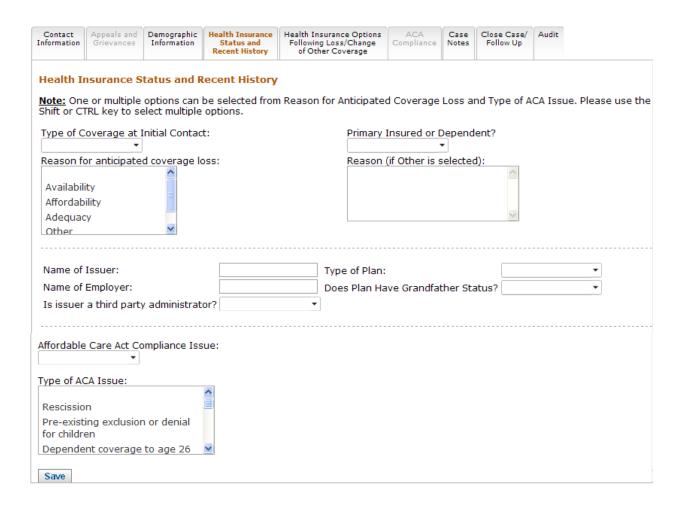
## **Screenshots of CCIIO-Developed Database**

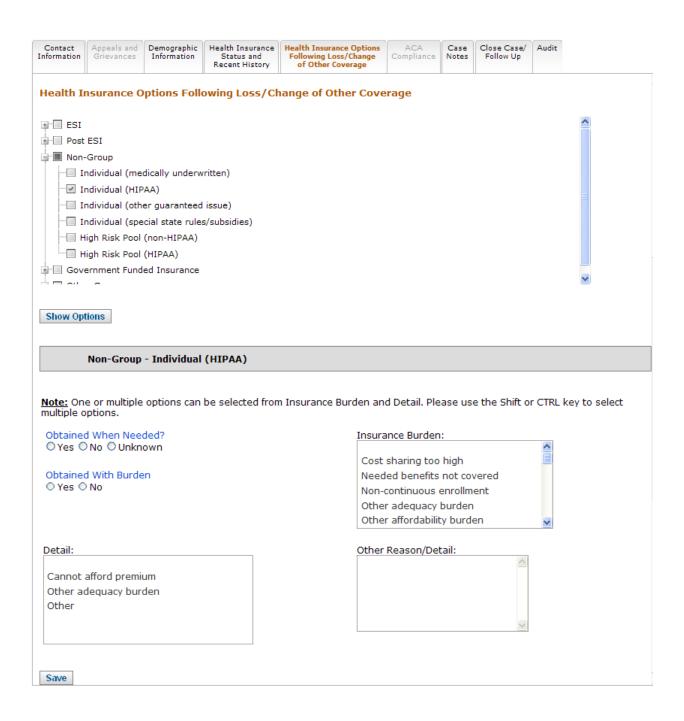


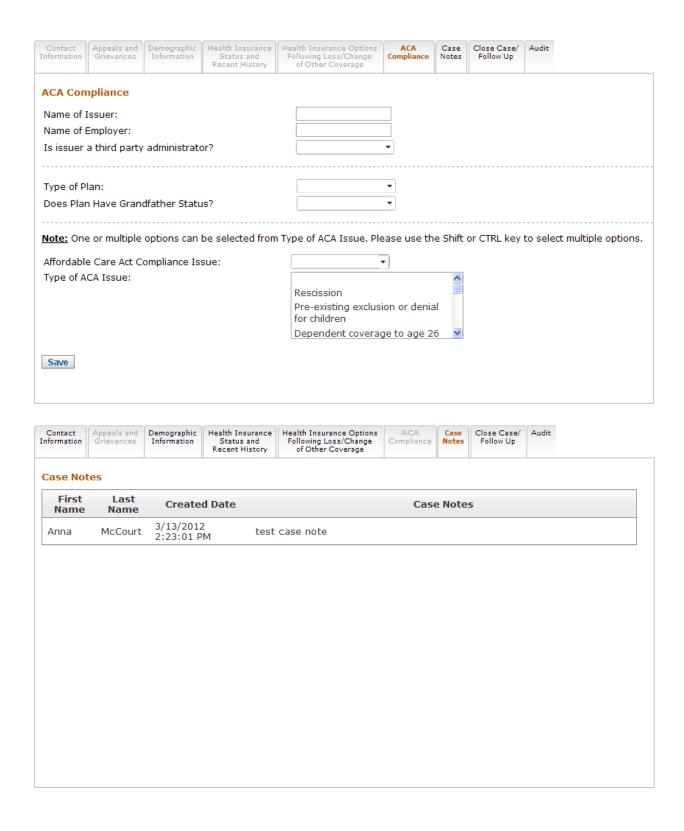
Contact Information	Appeals and Grievances	Demographic Information	Health Insurance Status and Recent History	Health Insurance Options Following Loss/Change of Other Coverage	ACA Compliance	Case Notes	Close Case/ Follow Up	Audit		
Contact 1	(nformatio	n								
Complain	ant?		•	Evening Ph	Evening Phone:					
Address:				E-mail Addr	ess:					
City:										
Source of	Communicat	tion:			-					
English Pr	oficiency:				-					
Additional	Contact:									
Additional	Contact Pho	one Number:								
Contact R	elationship:				•					
Consent F	orm Require	ed?		O Yes O	No O Unkn	own				
* Is this a	n Appeals C	omplaint?		No	•					
C										
Save										

Contact Information	Appeals and Grievances	Demographic Information	St	th Insurance tatus and ent History	Followin	nsurance Options ng Loss/Change her Coverage	ACA Compliance	Case Notes	Close Case/ Follow Up	Audit	
Appeals and Grievances  Level: Timeframe: CAP acting as authorized representative of the consumer?					Fee (external appeal): Type of coverage:						<b>*</b>
Name of	Issuer: Employer:	y administrat	tor?		<b>-</b>	Type of Plan: Does plan ha		her sta	tus?		<b>*</b>
Affordable Type of Affordable Rescissio Pre-exist for childre	e Care Act Co CA issue:	ompliance Iss		lected fron	T R	ACA Issue an type of Denial: leason for Der Medical neces Experimental / Rescission Incorrect claim tenial Code:	ial: sity / investigatio		I. Please use	e the Sh	ift or CTRL key to
Diagnosis Diagnosis Outcome (	Code:						ent Category ent Code:	/: 			
Final Leve Recovered Save	l Filed: I Benefits An	nount(\$):				<b>~</b>					

Contact Information	Appeals and Grievances	Demographic Information	Health Insurance Status and Recent History	Followin	nsurance Options ng Loss/Change ther Coverage	ACA Compliance	Case Notes	Close Case/ Follow Up	Audit		
Demogra	aphic Infor	mation									
Age:					Race:						
Gender:				•	Marital Status:					•	
Ethnicity	:			•							
Employm	ent Status:			•	Spouse	e's Employme	ent Stat	us:		•	
State wh	nere employe	er resides:		•	Size of	Spouse's Er		•			
Size of E	mployer:			•	Self-Employed? ▼					•	
Health Condition: Type of condition:			○ Yes ○ No								
					<u>^</u>						
Note: One	or multiple	options can	be selected from	Income	Source. Pleas	e use the Sh	nift or C1	TRL key to s	elect mu	ltiple options.	
Income S	ource:			^	Income Level	(Monthly):					
			Wages Pension / Retirement SSI SSDI		Change in income in the past year: Income supports how many people?					•	
Veteran's	Veteran's Status: ▼										
Save											







Contact Appeals and Demog Information		Health Insurance Options Following Loss/Change of Other Coverage	ACA Compliance Notes	Close Case/ Follow Up	udit			
Close Case/Follow Up								
Agency Contacted for Enforcement:		Other Agen Enforcemen	cy Contacted for it:	•				
Disposition:		Disposition:			•			
Insurance Problem Resolution What Worked:	on Status:							
What Didn't Work:								
Follow Up Insurance Status:		•	<u></u>					
Recovered Benefits from App Other Recovered Benefits Ar	· ·							
Consumer is willing to share Did ACA Help Consumer? Follow-Up Required?	e his/her story:	•						
Keywords:								
Case Status:	Ope	Open ▼						
Case Closed Date:	N/A							
Case Modified Date:	3/13	3/2012 2:44:19 PM						
Save								

Contact Information Appeals and Grievances Information Appeals and Recent History Aca Case Following Loss/Change of Other Coverage Aca Compliance Recent History

## **Audit**

Created By: Anna McCourt Created On: 3/13/2012 2:17:36 PM

First Name	Last Name	Created Date	Audit Description
Anna	McCourt	3/13/2012 2:54:33 PM	Caller Type Changed: Uninsured Insured In Transition
Anna	McCourt	3/13/2012 2:54:33 PM	Case and Contact Updated
Anna	McCourt	3/13/2012 2:44:19 PM	Case and Contact Updated
Anna	McCourt	3/13/2012 2:43:26 PM	Caller Type Changed: Other Assistance Referred Uninsured
Anna	McCourt	3/13/2012 2:43:26 PM	Case and Contact Updated
Anna	McCourt	3/13/2012 2:41:18 PM	Caller Type Changed: Information Only Other Assistance Referred
Anna	McCourt	3/13/2012 2:41:18 PM	Case and Contact Updated
Anna	McCourt	3/13/2012 2:30:18 PM	Caller Type Changed: Uninsured Information Only
Anna	McCourt	3/13/2012 2:30:18 PM	Case and Contact Updated