

Usability and Cognitive Testing: HC.gov Application Enhancements for DACA Recipients

Prototype Structure and Flow

Order of Pages

- 1.Your Marketplace Application
- 2.Section 1 – Application Set up
- 3.Tell us about yourself
- 4.Section 2 – Personal & household information
- 5.Citizenship & immigration status
- 6.[Applicant's name] immigration status
- 7.Section 3 – Current coverage & life changes
- 8.Life changes
- 9.Tell us about the recent change to eligible immigration status
- 10.Thank-you page

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Your Marketplace application

Fill out this application to check for 2 things

- If you or others in your household can enroll in coverage.
- If your household can save money on coverage costs.

There are 4 main sections in the application

SECTION 1
Application setup



- Cost savings setup
- Contact information
- Who needs coverage

SECTION 2
Personal & household information



- Information about filing taxes
- Social Security Numbers
- Household income

SECTION 3
Current coverage & life changes



- Current health coverage
- Recent life changes, like moving or getting married

SECTION 4
Submit your application



- Review your application
- Agree to statements
- Sign & submit

[Learn more about what information you may be asked to provide.](#)

After you submit your application

You'll get your eligibility results after submitting your application.

If you're eligible to enroll, you can compare plans and choose the coverage that fits your needs.

Continue to application

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SECTION 1

Application setup

Decide whether to check for savings, and enter basic information about everyone seeking health coverage

What we'll ask about & why

The questions in this section collect some basic information to set up your application.

First, you'll decide if you want the application to check your household's eligibility for lower costs on health coverage.

You'll also enter personal details, like names and birth dates, for yourself as the primary contact person, and for others in your household who need health coverage.

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Tell us about yourself

Do you need coverage for yourself?

☒ Yes☐ No

First name

Middle name

Optional

Last name

Suffix

Optional

Date of birth

For example: 3/4/2018

Month Day Year

/

/

Sex

[Learn more about why we're asking.](#)

☐ Female☐ Male[Save & continue](#)

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SECTION 2

Personal & household information

Provide details about everyone in your household

What we'll ask about & why

In this section, we'll ask for information about the people in your household who are applying for coverage.

Information you may need

For each person in your household:

- Addresses
- Social Security Numbers
- Citizenship or immigration information

It's ok if you need to pause to gather any documents that will help you provide this information. All your answers up to this point have been saved.

[Continue](#)

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Citizenship & immigration status

Is Alex a U.S. citizen or U.S. national?

[Learn more about being a U.S. citizen or U.S. national.](#)

☐ Yes

☐ No

Save & continue

Application ID: 4389081765

*Yes/No required

An official website of the United States government

Here's how you know

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Citizenship & immigration status

Is Alex a U.S. citizen or U.S. national?

[Learn more about being a U.S. citizen or U.S. national.](#)

☐ Yes

☐ No

Save & continue

Application ID: 4389081765

Learn more about being a U.S. citizen or U.S. national

Close

A **U.S. citizen** is someone who was born in the United States (including U.S. territories, except for American Samoa), or who was born outside the U.S., including those who:

- Are naturalized as U.S. citizens.
- Have derived citizenship through the naturalization of parent(s).
- Have derived citizenship through adoption by U.S. citizen parents, provided certain conditions are met.
- Have acquired citizenship at birth because they were born to U.S. citizen parent(s).

A **U.S. national** is someone who's either a U.S. citizen or non-citizen who owes permanent allegiance to the U.S. In nearly all cases, non-citizen U.S. nationals are people born in American Samoa or abroad with one or more American Samoan parent under certain conditions.

If someone isn't a U.S. citizen or U.S. national, select "No." We'll ask about immigration status later in the application.

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Still need help?

If you have questions, you can get in-person help by [finding someone local](#), or calling the Marketplace Call Center at [1-800-318-2596](#) (TTY: [1-855-889-4325](#)).

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Alex's immigration status

[Learn how we use this information.](#)

i Deferred Action for Childhood Arrivals (DACA) is now an eligible immigration status

As of **November 1, 2024**, DACA recipients may be eligible for Marketplace coverage.

As a result of this policy change, they're now considered to have **eligible immigration status for Marketplace coverage. If Alex is a** DACA recipient, or has a different eligible immigration status, select "Yes" below.

Does **ALEX** have eligible immigration status?

[Learn more about eligible immigration status.](#)

- ☐ Yes, **ALEX** has eligible immigration status. **6a**
- ☐ I would like to continue through the application without answering this question. I understand that if I don't answer it, **ALEX** won't be eligible for full Medicaid or Marketplace coverage and will be considered for only coverage of emergency services, including labor and delivery services. **6b**

*Response required

****Please BOLD for 6/6a/6b:**

"Alex won't be eligible for full Medicaid or Marketplace coverage"

Learn how we use this information

[Close](#)

We'll use this information only to determine if the people applying for coverage are eligible for a Marketplace plan, help with costs, or coverage through Medicaid or the Children's Health Insurance Program (CHIP). We'll verify this information with trusted data sources, based on the consent you gave at the start of your application.

Applying won't impact public charge status

Applying for or receiving Medicaid or CHIP benefits, or getting savings for health insurance costs in the Marketplace, doesn't make someone a **"public charge"**. This means it won't affect their chances of becoming a Lawful Permanent Resident or U.S. citizen.

There's one exception for people receiving long-term care in an institution at government expense, like in a nursing facility. These individuals may face barriers getting a green card.

We won't use the information for immigration enforcement purposes

You don't need to provide citizenship or immigration status information for people on your application who aren't applying for health coverage.

Still need help?

If you have questions, you can get in-person help by [finding someone local](#), or calling the Marketplace Call Center at **1-800-318-2596** (TTY: **1-855-889-4325**).

Learn more about eligible immigration status [Close](#)

Select **"Yes"** if this person has any of these eligible immigration statuses:

- Deferred Action, including Deferred Action for Childhood Arrivals (DACA) - as of Nov. 1, 2024
- Lawful permanent resident (LPR/Green Card holder)
- Asylee
- Refugee
- Paroled into the U.S.
- Granted an employment authorization document (EAD), also called a work permit or I-766
- Individual with non-immigrant status (including worker visas, [^]student visas) and
- Cuban/Haitian entrant
- Conditional entrant granted before 1980
- Battered spouse, child, or parent
- Victim of trafficking and their spouse, child, sibling, or parent
- Special Immigrant Visa holders from Iraq or Afghanistan
- Granted Withholding of Deportation or Withholding of Removal, under the immigration laws or under the Convention against Torture (CAT)
- Violence Against Women Act (VAWA) Self-Petitioners
- Member of a federally recognized Indian tribe or American Indian born in Canada
- Citizens of the Marshall Islands, Micronesia, and Palau who are living in one of the U.S. states or territories (referred to as Compact of Free Association, or COFA migrants)
- Lawful temporary resident
- Temporary Protected Status (TPS)
- Deferred Enforced Departure (DED)
- Special Immigrant Juvenile classification
- Family Unity beneficiary, including those who are under section 1504 of the Legal Immigration and Family Equity (LIFE) Act Amendments

Or, if they're an applicant for one of these:

- Adjustment to lawful permanent resident (LPR/Green Card holder) status
- Special Immigrant Juvenile classification
- Victim of trafficking visa
- Children under the age of 14 with a pending application for asylum, for Withholding of Deportation or Withholding for Removal under the immigration laws or under the Convention against Torture (CAT)

Note: People with these statuses are generally eligible for Marketplace coverage.

*** Changes were made to this panel

Bottom is the same as the other panel, but removed so that we could zoom into content

Alex's immigration status

[Learn how we use this information.](#)

i **Deferred Action for Childhood Arrivals (DACA) is now an eligible immigration status**
As of **November 1, 2024**, DACA recipients may be eligible for Marketplace coverage.
As a result of this policy change, they're considered to have **eligible immigration status for Marketplace coverage**. If Alex is a DACA recipient, or has a different eligible immigration status, select "Yes" below.

Does **ALEX** have eligible immigration status?

[Learn more about eligible immigration status.](#)

- ☒ Yes, **ALEX** has eligible immigration status.
- ☐ I would like to continue through the application without answering this question. I understand that if I don't answer it, **ALEX** won't be eligible for full Medicaid or Marketplace coverage and will be considered for only coverage of emergency services, including labor and delivery services.

Select the document type that corresponds with Alex's most current documentation and status.

Optional

- ☐ Permanent Resident Card (Green Card) or Reentry Permit
I-551, Temporary I-551 stamp, I-327
- ☐ Machine Readable Immigrant Visa
with temporary I-551 language
- ☐ Employment Authorization Card
I-766
- ☐ Arrival/Departure Record
I-94, I-94A
- ☐ Refugee Travel Document
I-571
- ☐ Nonimmigrant Student or Exchange Visitor Status
I-20, DS2019
- ☐ Notice of Action
I-797
- ☐ Other document or status
- ☐ Unexpired foreign passport

☐ None of these

[Clear your selection](#)

Save & continue

Learn how we use this information Close

We'll use this information only to determine if the people applying for coverage are eligible for a Marketplace plan, help with costs, or coverage through Medicaid or the Children's Health Insurance Program (CHIP). We'll verify this information with trusted data sources, based on the consent you gave at the start of your application.

Applying won't impact public charge status

Applying for or receiving Medicaid or CHIP benefits, or getting savings for health insurance costs in the Marketplace, doesn't make someone a "public charge". This means it won't affect their chances of becoming a Lawful Permanent Resident or U.S. citizen.

There's one exception for people receiving long-term care in an institution at government expense, like in a nursing facility. These individuals may face barriers getting a green card.

We won't use the information for immigration enforcement purposes

You don't need to provide citizenship or immigration status information for people on your application who aren't applying for health coverage.

Still need help?

If you have questions, you can get in-person help by [finding someone local](#), or calling the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325).

*Same panels as step 6 and 6b

Learn more about eligible immigration status Close

Select "Yes" if this person has any of these eligible immigration statuses:

- Deferred Action, including Deferred Action for Childhood Arrivals (DACA) - as of Nov. 1, 2024
 - Lawful permanent resident (LPR/Green Card holder)
 - Asylee
 - Refugee
 - Paroled into the U.S.
 - Granted an employment authorization document (EAD), also called a work permit or I-766
 - Individual with non-immigrant status (including worker visas, student visas) ^A and
 - Cuban/Haitian entrant
 - Conditional entrant granted before 1980
 - Battered spouse, child, or parent
 - Victim of trafficking and their spouse, child, sibling, or parent
 - Special Immigrant Visa holders from Iraq or Afghanistan
 - Granted Withholding of Deportation or Withholding of Removal, under the immigration laws or under the Convention against Torture (CAT)
 - Violence Against Women Act (VAWA) Self-Petitioners
 - Member of a federally recognized Indian tribe or American Indian born in Canada
 - Citizens of the Marshall Islands, Micronesia, and Palau who are living in one of the U.S. states or territories (referred to as Compact of Free Association, or COFA migrants)
 - Lawful temporary resident
 - Temporary Protected Status (TPS)
 - Deferred Enforced Departure (DED)
 - Special Immigrant Juvenile classification
 - Family Unity beneficiary, including those who are under section 1504 of the Legal Immigration and Family Equity (LIFE) Act Amendments
- Or, if they're an applicant for one of these:
- Adjustment to lawful permanent resident (LPR/Green Card holder) status
 - Special Immigrant Juvenile classification
 - Victim of trafficking visa
 - Children under the age of 14 with a pending application for asylum, for Withholding of Deportation or Withholding for Removal under the immigration laws or under the Convention against Torture (CAT)
- Note:** People with these statuses are generally eligible for Marketplace coverage. There are different eligibility rules for Medicaid and CHIP.
- [Learn more about these statuses.](#)

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Alex's immigration status

[Learn how we use this information.](#)

i Deferred Action for Childhood Arrivals (DACA) is now an eligible immigration status

As of **November 1, 2024**, DACA recipients may be eligible for Marketplace coverage.

As a result of this policy change, they're now considered to have **eligible immigration status for Marketplace coverage. If Alex is a** DACA recipient, or has a different eligible immigration status, select "Yes" below.

Does **ALEX** have eligible immigration status?

[Learn more about eligible immigration status.](#)

☐ Yes, **ALEX** has eligible immigration status.

☒ I would like to continue through the application without answering this question. I understand that if I don't answer it, **ALEX** won't be eligible for full Medicaid or Marketplace coverage and will be considered for only coverage of emergency services, including labor and delivery services.

Important: If Alex has an immigration status on [this list of statuses](#), change the answer to "Yes." If you're not sure or you need help, call the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325).

Save & continue

Learn how we use this information Close

We'll use this information only to determine if the people applying for coverage are eligible for a Marketplace plan, help with costs, or coverage through Medicaid or the Children's Health Insurance Program (CHIP). We'll verify this information with trusted data sources, based on the consent you gave at the start of your application.

Applying won't impact public charge status

Applying for or receiving Medicaid or CHIP benefits, or getting savings for health insurance costs in the Marketplace, doesn't make someone a "public charge". This means it won't affect their chances of becoming a Lawful Permanent Resident or U.S. citizen.

There's one exception for people receiving long-term care in an institution at government expense, like in a nursing facility. These individuals may face barriers getting a green card.

We won't use the information for immigration enforcement purposes

You don't need to provide citizenship or immigration status information for people on your application who aren't applying for health coverage.

Still need help?

If you have questions, you can get in-person help by finding someone local, or calling the Marketplace Call Center at 1-800-318-2596 (TTY: 1-855-889-4325).

***Same panels as step 6 and 6a**

Learn more about eligible immigration status Close

Select "Yes" if this person has any of these eligible immigration statuses:

- Deferred Action, including Deferred Action for Childhood Arrivals (DACA) - as of Nov. 1, 2024

- Lawful permanent resident (LPR/Green Card holder)

- Asylee

- Refugee

- Paroled into the U.S.

- Granted an employment authorization document (EAD), also called a work permit or I-766

- Individual with non-immigrant status (including worker visas, student visas) [^] and

- Cuban/Haitian entrant

- Conditional entrant granted before 1980

- Battered spouse, child, or parent

- Victim of trafficking and their spouse, child, sibling, or parent

- Special Immigrant Visa holders from Iraq or Afghanistan

- Granted Withholding of Deportation or Withholding of Removal, under the immigration laws or under the Convention against Torture (CAT)

- Violence Against Women Act (VAWA) Self-Petitioners

- Member of a federally recognized Indian tribe or American Indian born in Canada

- Citizens of the Marshall Islands, Micronesia, and Palau who are living in one of the U.S. states or territories (referred to as Compact of Free Association, or COFA migrants)

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- Temporary Protected Status (TPS)

- Deferred Enforced Departure (DED)

- Special Immigrant Juvenile classification

- Family Unity beneficiary , including those who are under section 1504 of the Legal Immigration and Family Equity (LIFE) Act Amendments

Or, if they're an applicant for one of these:

- Adjustment to lawful permanent resident (LPR/Green Card holder) status

- Special Immigrant Juvenile classification

- Victim of trafficking visa

- Children under the age of 14 with a pending application for asylum, for Withholding of Deportation or Withholding for Removal under the immigration laws or under the Convention against Torture (CAT)

Note: People with these statuses are generally eligible for Marketplace coverage. There are different eligibility rules for Medicaid and CHIP.

[Learn more about these statuses.](#)

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SECTION 3



Current coverage & life changes

Report other health coverage and any recent life changes

What we'll ask about & why

In this section, we'll ask for information about any health coverage offers or current enrollment your household may have from employers or other programs. This helps us check eligibility for savings on Marketplace plans.

[Learn more about how other health coverage can impact Marketplace eligibility.](#)

We'll also ask about recent life changes to see if you or other household members qualify for a Special Enrollment Period to enroll in or change Marketplace coverage outside of Open Enrollment.

Information you may need

For each person in your household:

- Current health coverage, including recent or upcoming coverage changes
- Offers of coverage through a job, even if you're not enrolled
- Qualifying life changes, like a move, marriage, or release from incarceration

It's ok if you need to pause to gather any documents that will help you provide this information. All your answers up to this point have been saved.

Continue

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Life changes

Has Alex had any of these changes since 8/7/2024 ?

☐

Got married

☐

Gained a dependent (or became a dependent) due to an adoption, foster care placement, or court order

☐

Moved

Don't select if they moved for vacation or medical treatment.

☐

Was released from incarceration (detention or jail)

☐

Gained eligible immigration status

**Deferred Action for Childhood Arrivals (DACA) is now an eligible immigration status**

As of **November 1, 2024**, DACA recipients may be eligible for Marketplace coverage.

As a result of this policy change, they're considered to have gained eligible immigration status for Marketplace coverage. If anyone listed above is a DACA recipient, or recently gained a different eligible immigration status, select this option.

☐

None of these changes

Save & continue

*Response required

Tell us about the recent change to eligible immigration status

Did Alex gain eligible immigration status since 8/7/2024?

- ☐ Yes
- ☐ No

Save & continue

*Yes/No required

IF select Yes

Tell us about the recent change to eligible immigration status

Did Alex gain eligible immigration status since 8/7/2024?

- ☒ Yes
- ☐ No

On what date did ALEX gain eligible immigration status?

 All DACA ([Deferred Action for Childhood Arrivals](#)) recipients enter 11/1/2024 below. Anyone else who gained eligible immigration status on November 1 should also enter 11/1/2024.

Month / Day / Year
 / /

Save & continue

*Date required

Tell us about the recent change to eligible immigration status

Did Alex gain eligible immigration status since 8/7/2024 ?

☒ Yes

☐ No

On what date did ALEX gain eligible immigration status?

All DACA Deferred Action for Childhood Arrivals recipients enter 11/1/2024 below.
Anyone else who gained eligible immigration status on November 1 should also enter 11/1/2024.

Month

Day

Year

/

/

Save & continue

Once they've responded and selected "Save & Continue"

Thank you!

You've reached the end of the testing environment.

[← Back to first page](#)

Create "Thank you" page, with

1.

link to go back to the first "Your Marketplace Application" page

2.

link to the prior page "Tell us about the recent change to eligible immigration status"