



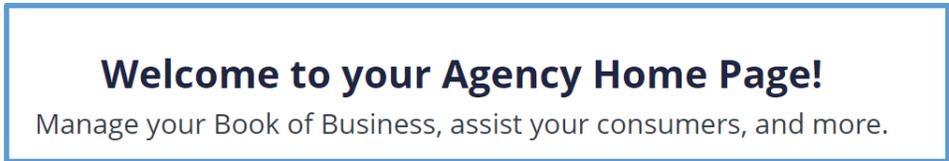
Overview

This Quick Guide is intended for Certified Enrollers assisting consumers who want to change or cancel their current health and/or dental plan. Canceling coverage can only take place if the health or dental plan has not started yet. Disenrolling from coverage can only take place once the health or dental plan has already started.

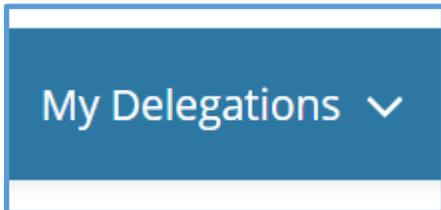
Change or Cancel Coverage on Behalf of the Consumer

A consumer may disenroll from coverage if it is after the coverage start date. A Certified Enroller also may help the consumer disenroll by completing the following steps:

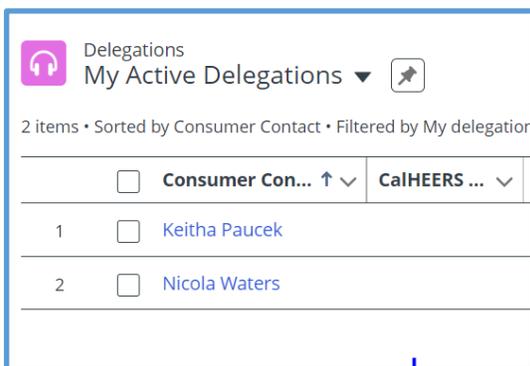
1. Enter your credentials to access your **Agency Home page**.



2. Click the **My Delegations** dropdown located on the dashboard.



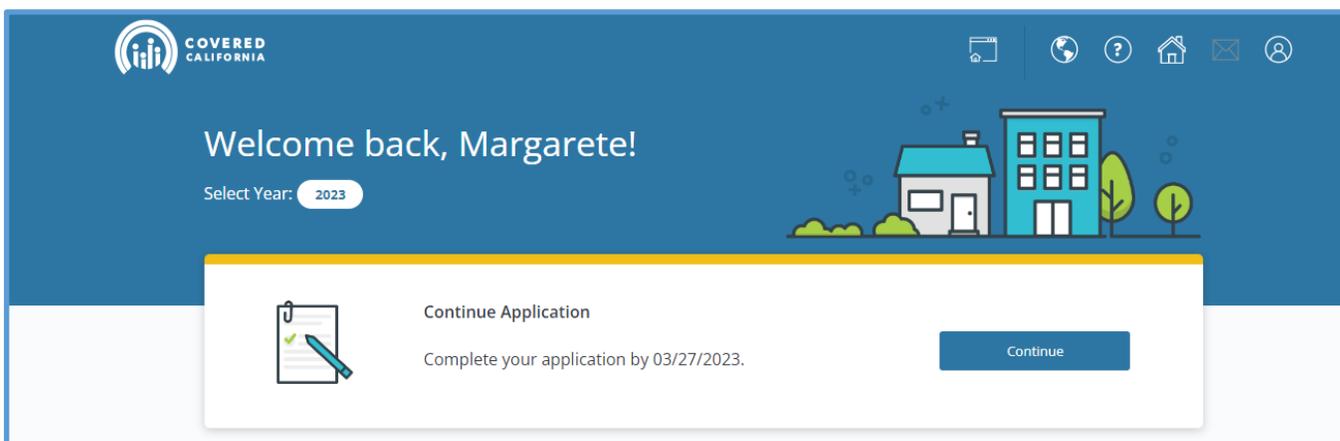
3. Click the **My Active Delegations**. This will lead you to your list of consumers.
4. Click on the consumer you would like to disenroll.



5. Click on the **Consumer Case** hyperlink on the right side of the page.

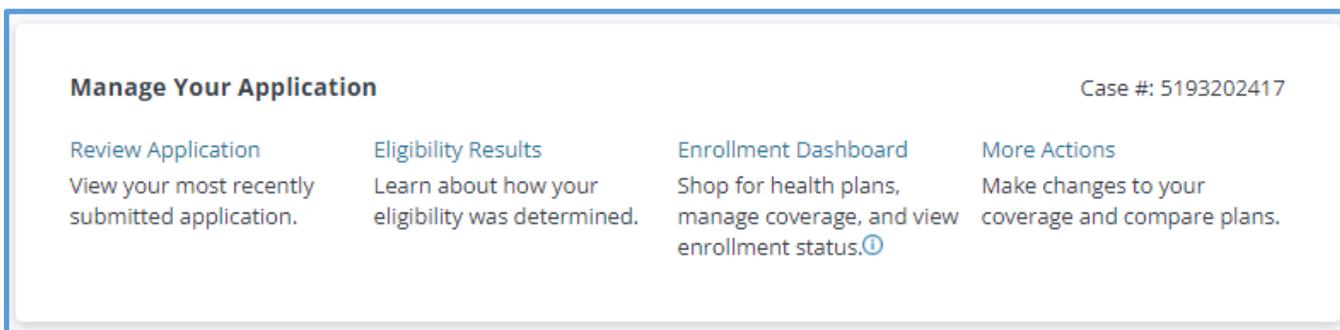


- You will be directed to the consumer’s application home page:



6. Scroll down to the middle of the page and click **More Actions** under **Manage Your Application** section.

- You can either choose **Shop and Compare** or **Withdraw Application for 2023**.

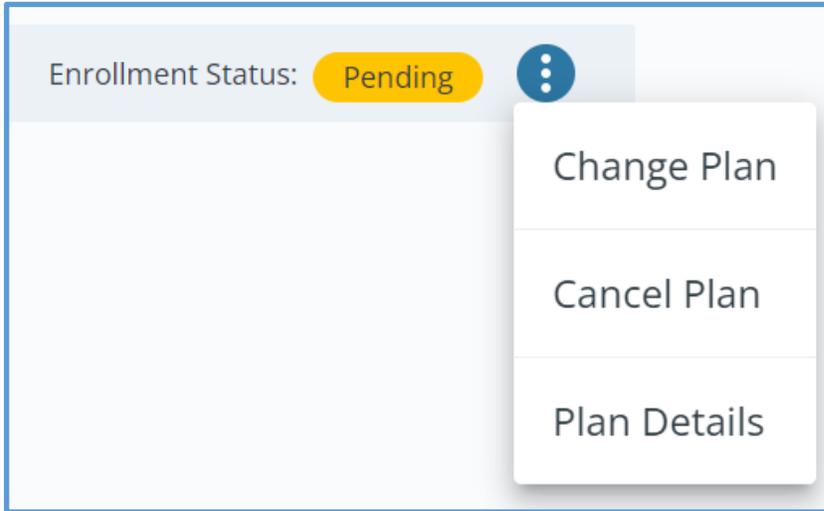


7. Select the **Health Plan** or **Dental Plan** tab to disenroll coverage.

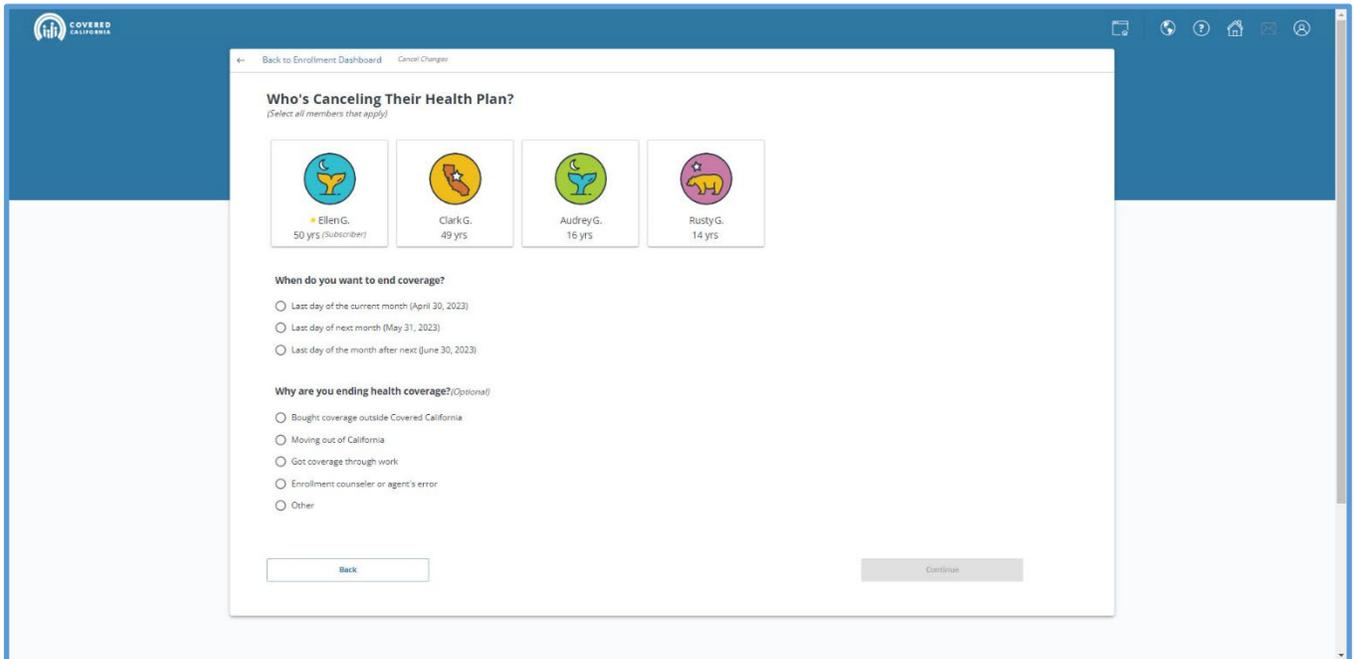




8. Select the ellipsis (...) located in the right corner and choose **Cancel Plan**.



9. Select the member of the family you would like to disenroll and answer the questions below the consumer's icons. When finished, click **Continue**.





10. Select **Confirm** when the pop up appears or **Go Back** if the information is incorrect.

**Confirm Your Health Coverage
Cancellation Details**

You have chosen to cancel Health coverage for:



Clark Griswold (49 years old)

Coverage End Date:

April 30, 2023

Health Plan:

Anthem Blue Cross Bronze 60 HMO

Go Back

Confirm