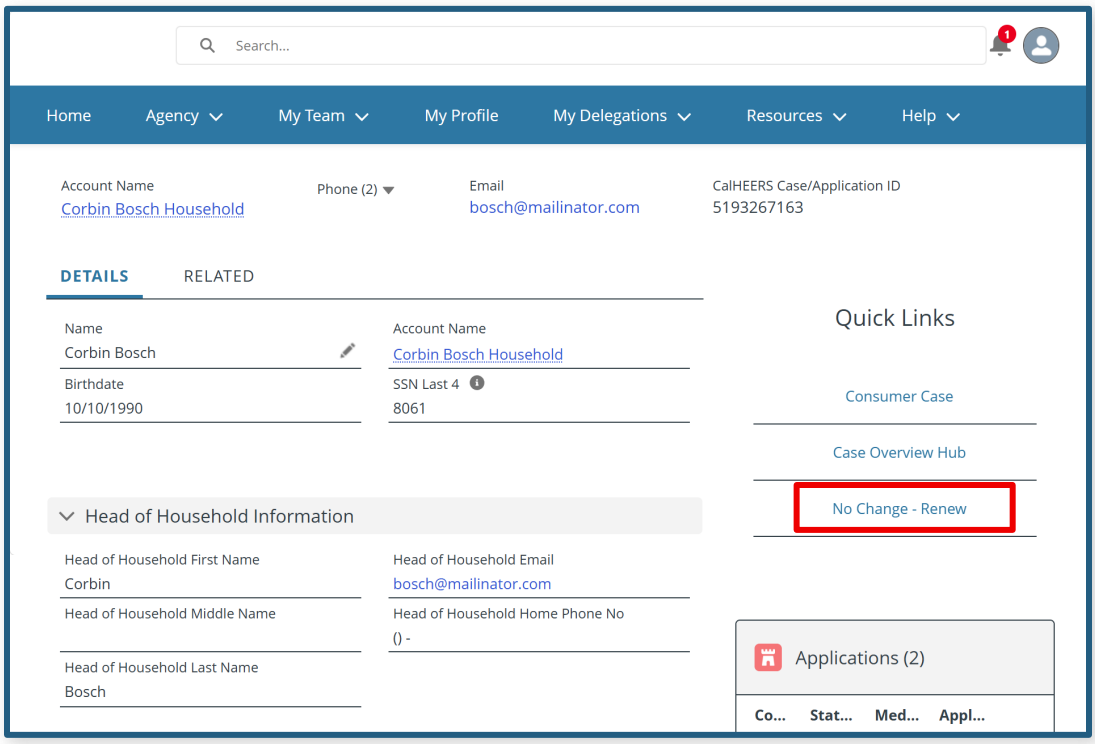
Enroller Portal No Change Renew Link Quick Guide

Overview

The **No-Change Renew** button on the Enroller Portal allows enrollers to complete a renewal with no changes for Covered California only eligible cases.

Steps

1. Login to the Enroller Portal
2. Select the consumer contact page
3. Click the **No Change – Renew** button under *Quick Links*



4. The No Change Renewal flow navigates the users to a view of the *Final Household Review* and *Final Individual Review* pages.

Household Information tab:

- Displays read only case information
- **Click here if you have updates to report** link – navigates the user to the active renewal flow
- **Continue to review** button – navigates the user to the Individual Information Review tab

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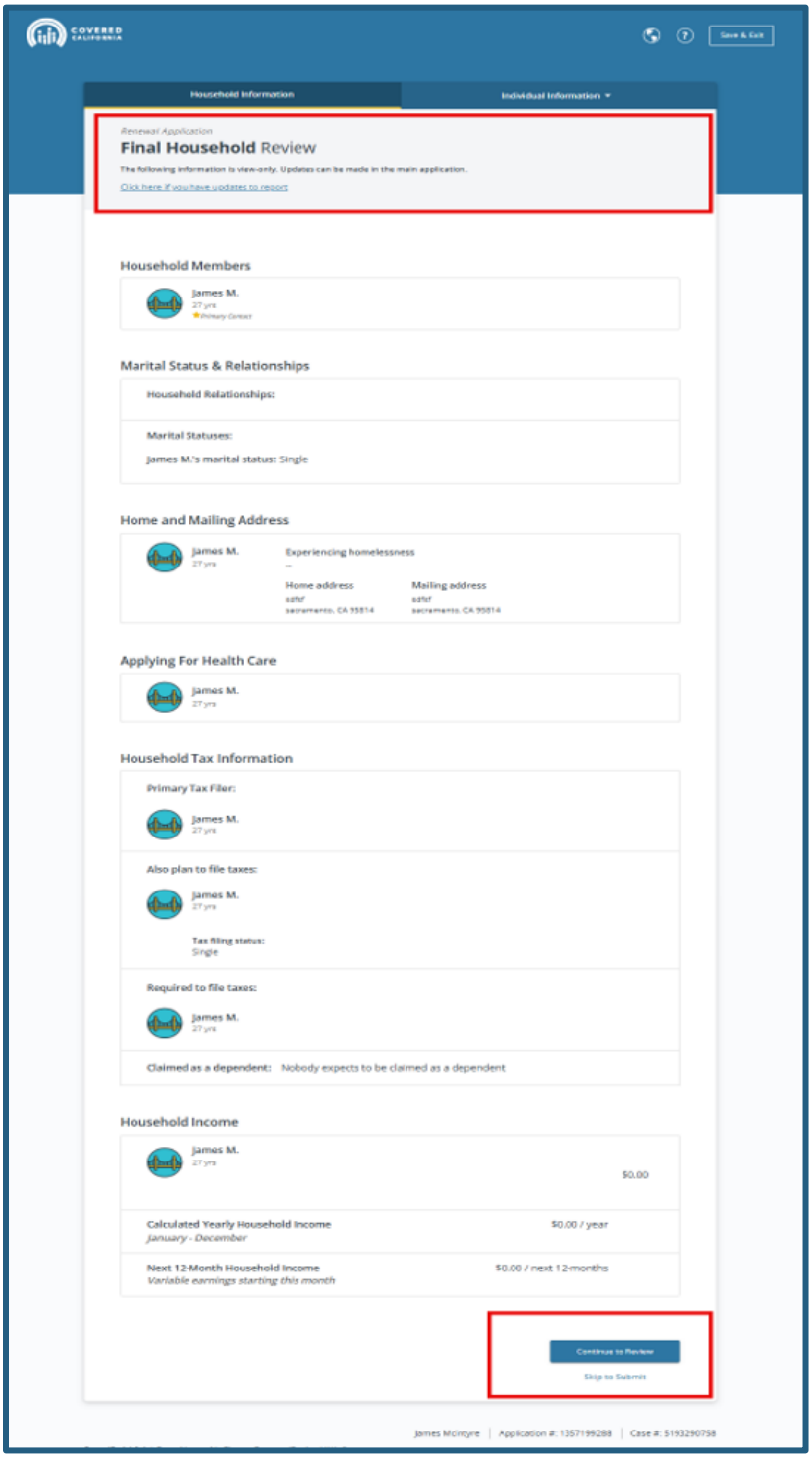
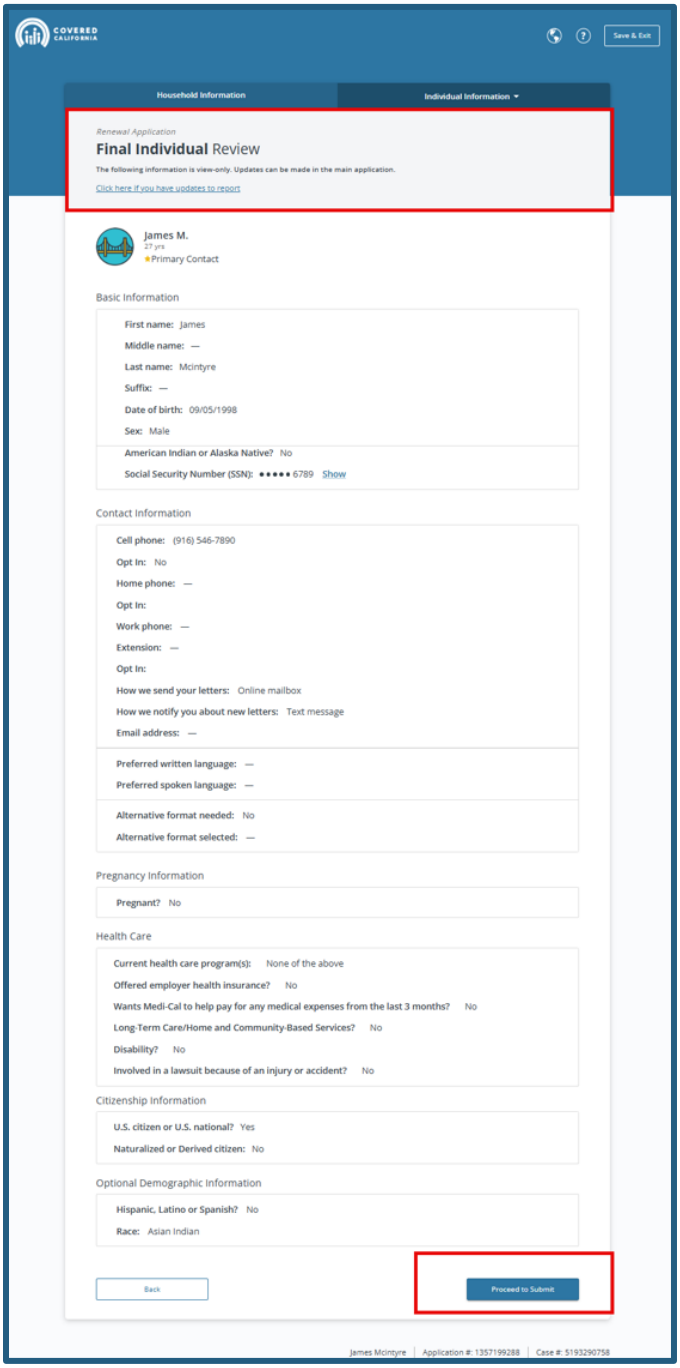


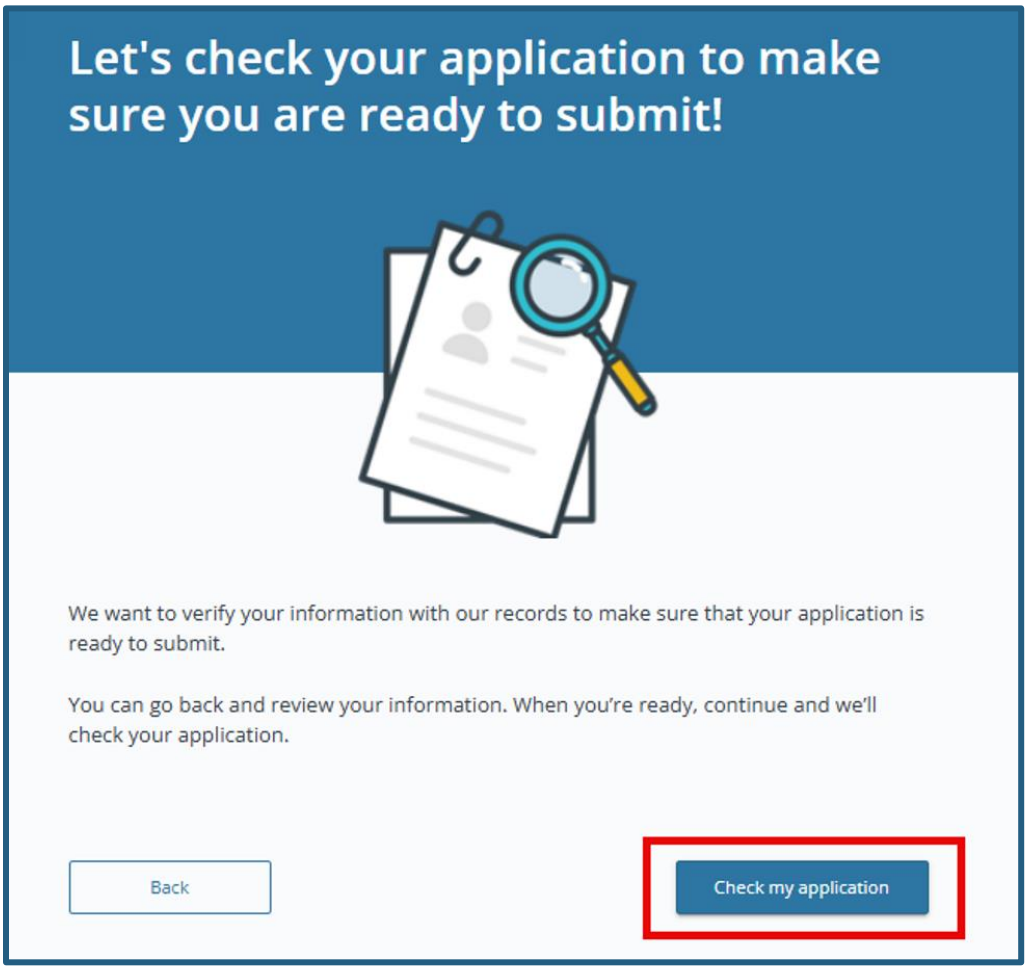
Final Individual information tab:

- Displays individual information and allows the user to select the individual they would like to review.
- **Proceed to Submit** button – navigates the user to continue the renewal process as described on the *Household Information* tab.



After clicking the **Proceed to Submit** button CalHEERS will perform a verifications check.

The Verification check populates the Mini Assessment allowing information to be edited or documents uploaded for attributes that may result conditional eligibility prior to signing and submitting the application. If any details are edited, the quick renew flow will no longer be available and the enroller will need to complete the application for each page. If there are no inconsistencies found a success message appears.



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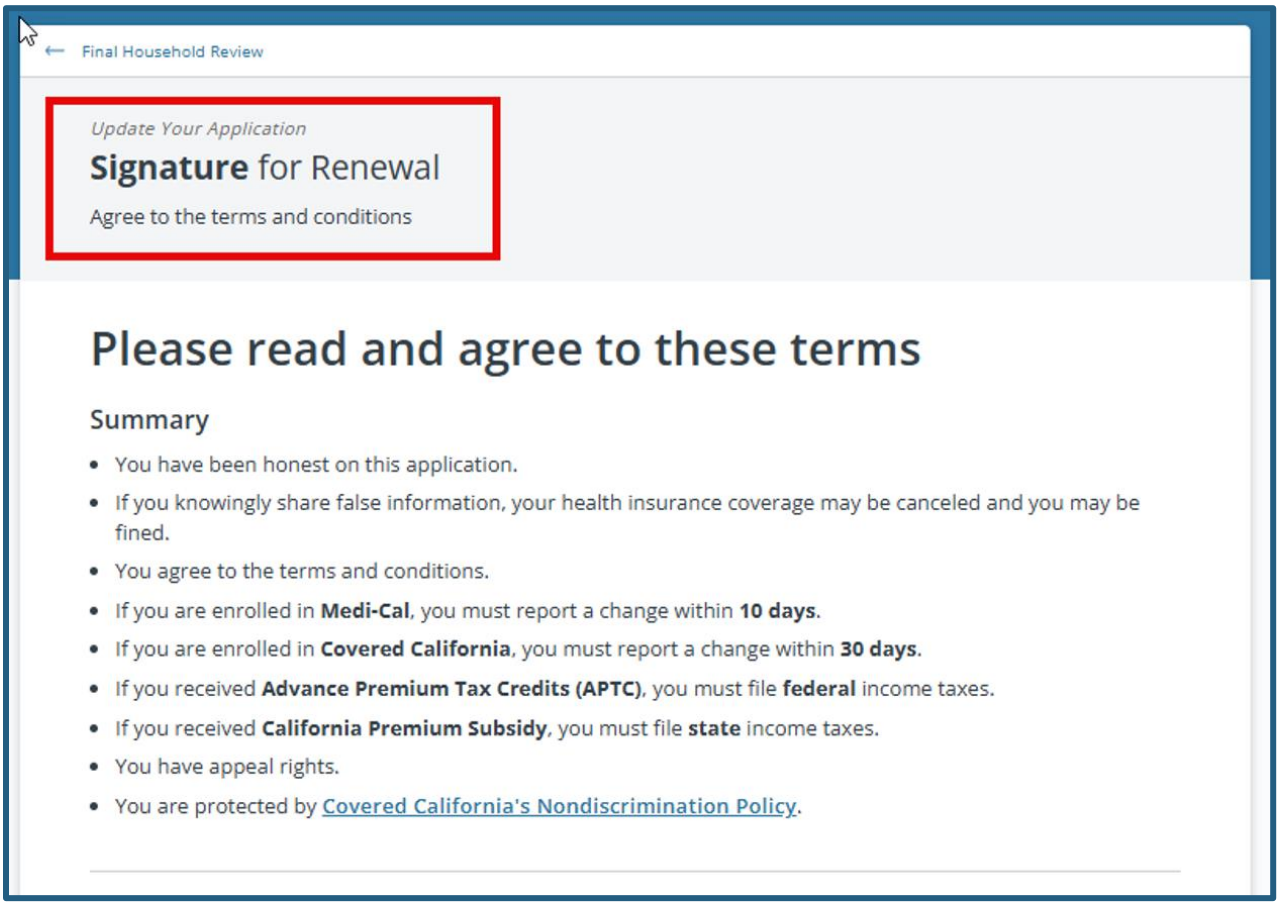
After the application check and no edits were needed for the application, the Signature for Renewal populates with a Summary of terms and conditions.



Upon completion of the Signature for Renewal and agreement to terms and conditions, eligibility results will populate and plan renewal becomes available to keep or change plan.