

## Locate Assistance – Employer & Individuals Locate Assistance

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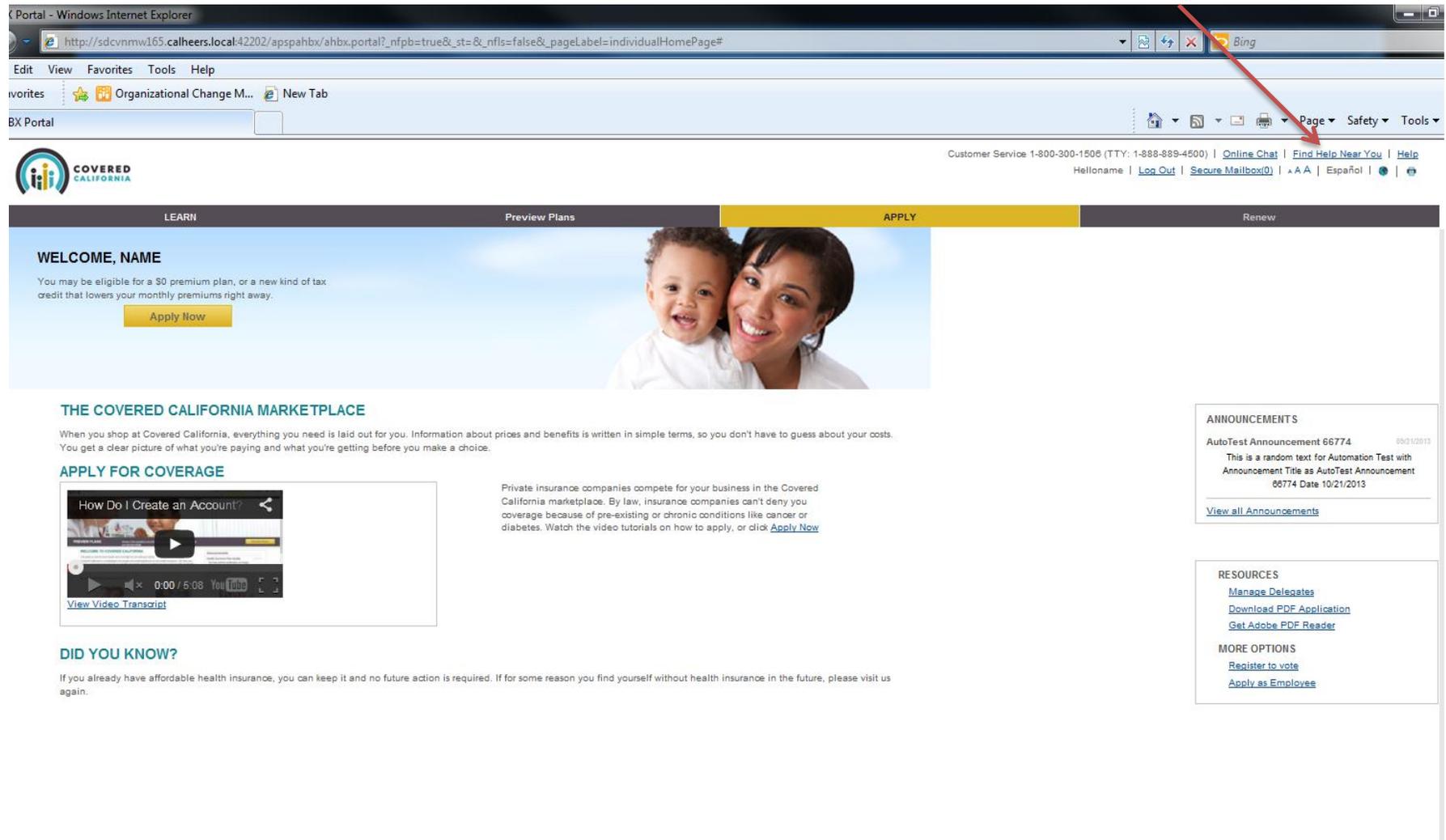
Once an Employer or Individual consumer has created their account, they can designate an agent through "Find Help Near You" link. Once the Individual Consumer or Employer has designated their agent, they will show in the Agent's Portal. The Agents will need to 'accept' the delegation in order to be able to assist them. The Agent Portal has two TABS in the display; **INDIVIDUALS** and **EMPLOYERS**. The functionality associated with making and accepting delegations is the same in both TABS. The following screens represent acceptance in the INDIVIDUAL Tab:

*NOTE: The consumer must be logged into their application for the delegation to occur.*

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## Locate Assistance:

Figure 1.1 - Once the Consumer logs-in, Click the link “Find Help Near You” to locate Assistance:



The screenshot shows a Windows Internet Explorer browser window displaying the Covered California website. The address bar shows the URL: [http://sdcvnmw165.calheers.local:42202/apspahbx/ahbx.portal?\\_nfpb=true&\\_st=&\\_nfls=false&\\_pageLabel=individualHomePage#](http://sdcvnmw165.calheers.local:42202/apspahbx/ahbx.portal?_nfpb=true&_st=&_nfls=false&_pageLabel=individualHomePage#). The browser's address bar and menu bar are visible. The website header includes the Covered California logo, navigation tabs for LEARN, Preview Plans, APPLY (highlighted in yellow), and Renew, and a search bar labeled "BX Portal". A red arrow points to the "Find Help Near You" link in the top right corner of the page. The main content area features a "WELCOME, NAME" message with an "Apply Now" button and a video titled "How Do I Create an Account?". The right sidebar contains "ANNOUNCEMENTS" and "RESOURCES" sections.

Customer Service 1-800-300-1506 (TTY: 1-888-889-4500) | [Online Chat](#) | [Find Help Near You](#) | [Help](#)  
Helloname | [Log Out](#) | [Secure Mailbox\(0\)](#) | A A | Español |

LEARN Preview Plans **APPLY** Renew

**WELCOME, NAME**  
You may be eligible for a \$0 premium plan, or a new kind of tax credit that lowers your monthly premiums right away.  
[Apply Now](#)

**THE COVERED CALIFORNIA MARKETPLACE**  
When you shop at Covered California, everything you need is laid out for you. Information about prices and benefits is written in simple terms, so you don't have to guess about your costs. You get a clear picture of what you're paying and what you're getting before you make a choice.

**APPLY FOR COVERAGE**

How Do I Create an Account?

Private insurance companies compete for your business in the Covered California marketplace. By law, insurance companies can't deny you coverage because of pre-existing or chronic conditions like cancer or diabetes. Watch the video tutorials on how to apply, or click [Apply Now](#).

**ANNOUNCEMENTS**  
AutoTest Announcement 66774 09/21/2013  
This is a random text for Automation Test with Announcement Title as AutoTest Announcement 66774 Date 10/21/2013  
[View all Announcements](#)

**RESOURCES**  
[Manage Delegates](#)  
[Download PDF Application](#)  
[Get Adobe PDF Reader](#)

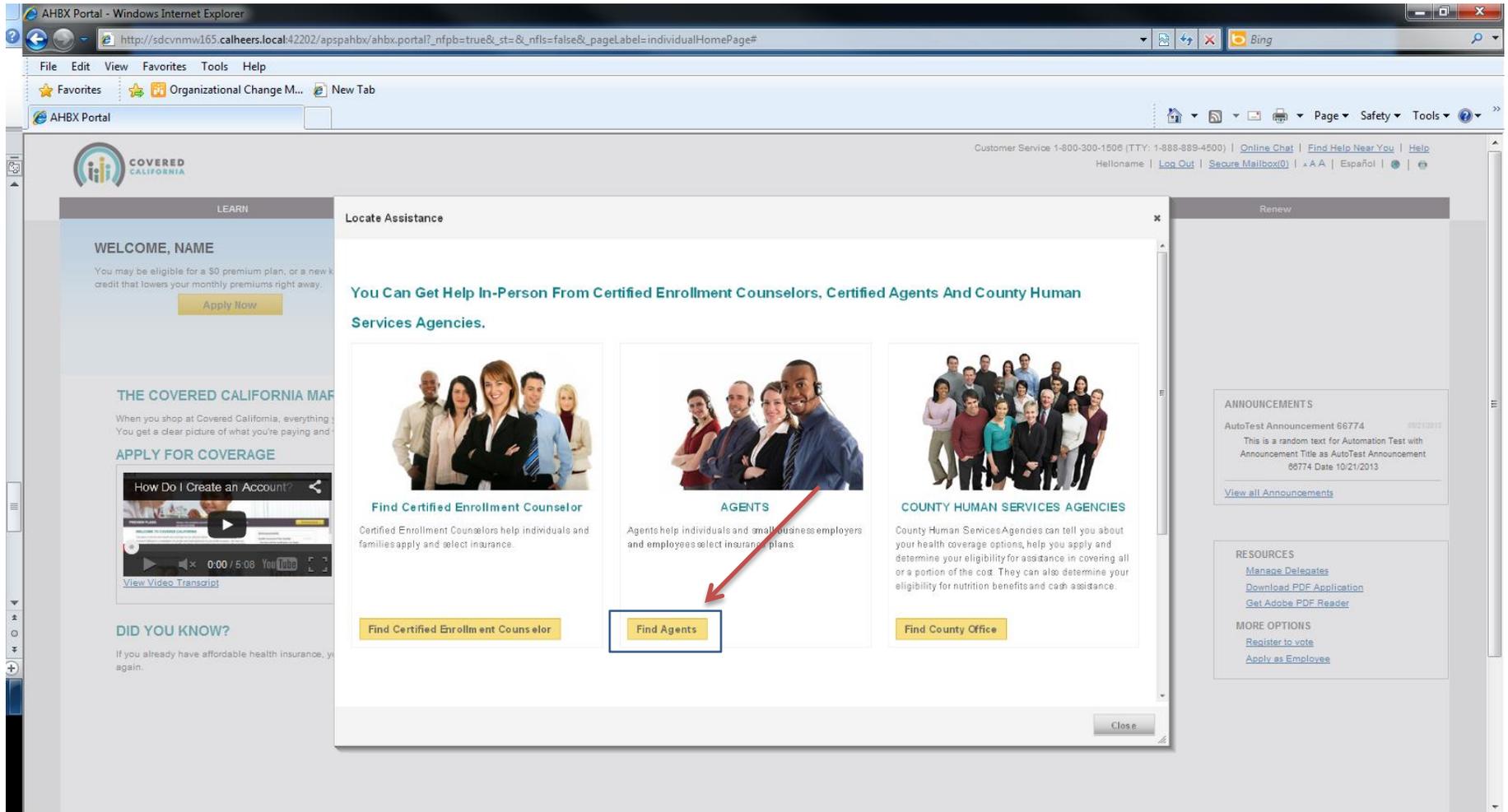
**MORE OPTIONS**  
[Register to vote](#)  
[Apply as Employee](#)

**DID YOU KNOW?**  
If you already have affordable health insurance, you can keep it and no future action is required. If for some reason you find yourself without health insurance in the future, please visit us again.

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## Locate Assistance Page

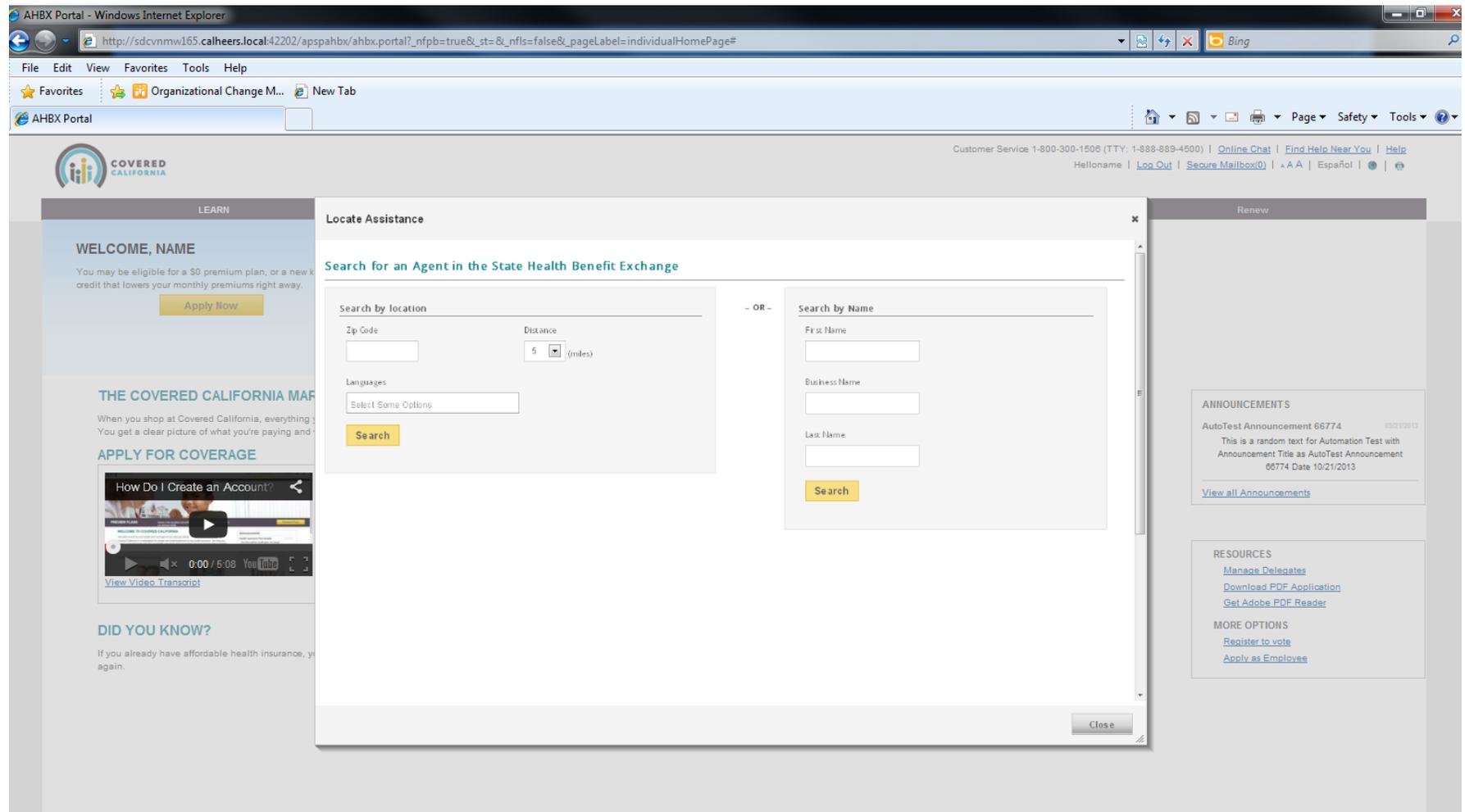
Figure 1.2 - Click “Find Agent” on the page:



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## Locate Assistance Page

Figure 1.3 – Enter search information or just click “search” button for all agents (note: only certified agents will display on this page)



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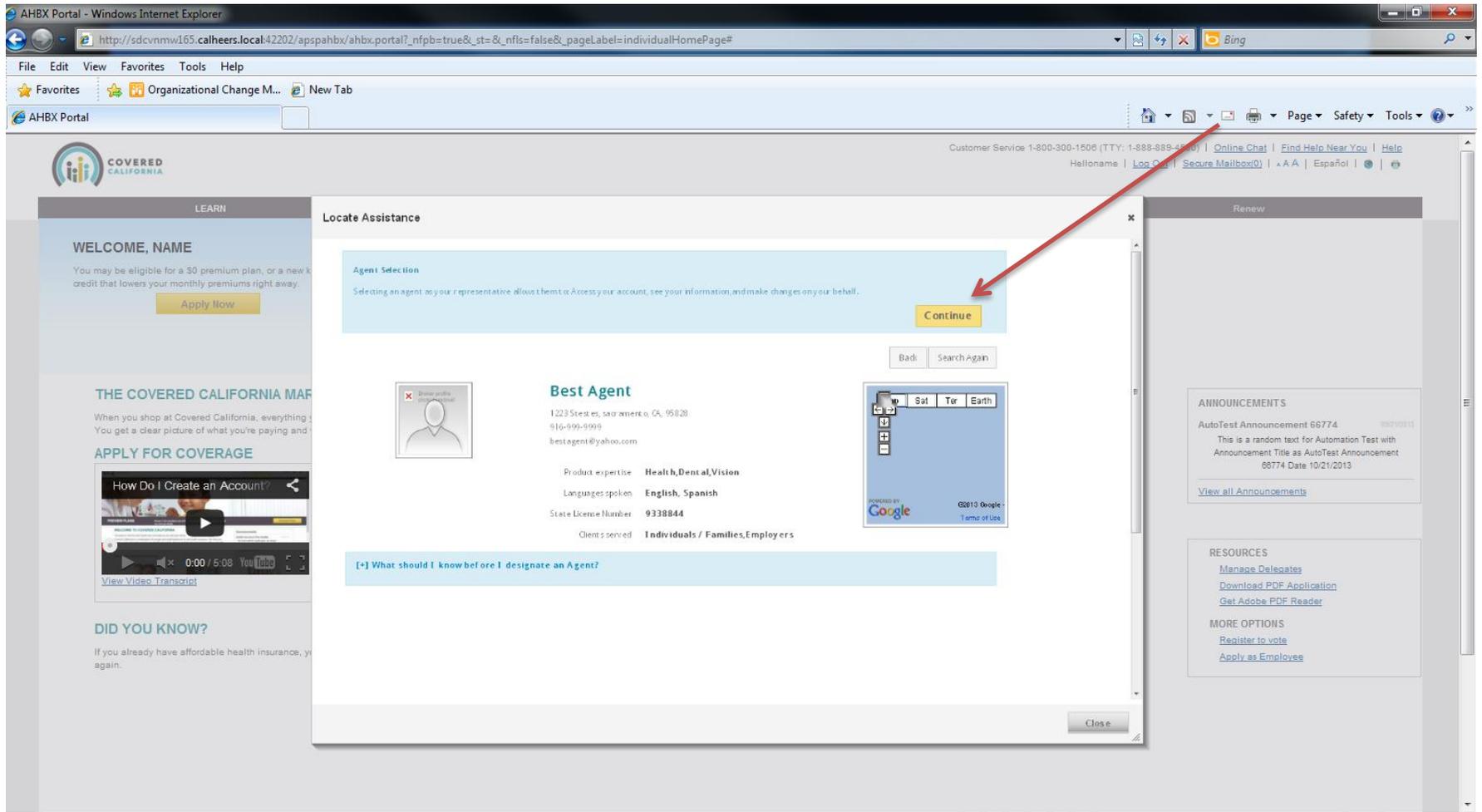
Figure 1.4 - Certified Agents are displayed, click on the agent's name to select agent:

The screenshot shows a web browser window displaying the AHBX Portal. The main content area is titled "Locate Assistance" and features a table of certified agents. A red arrow points to the "Best Agent" link in the "Name" column of the table. The table has four columns: Name, Contact Info, Product Expertise, and Languages. The "Name" column contains a link labeled "Best Agent". The "Contact Info" column lists the address "1223 Steeles sacramento CA 95828", phone number "916-999-9999", and email "bestagent@yahoo.com". The "Product Expertise" column lists "Health,Dental,Vision". The "Languages" column lists "English,Spanish". A "Search Again" button is located in the top right corner of the table area. The browser window also shows the "AHBX Portal" logo and navigation links like "Home", "Log Out", and "Secure Mailbox(0)".

Name	Contact Info	Product Expertise	Languages
<a href="#">Best Agent</a>	1223 Steeles sacramento CA 95828 916-999-9999 bestagent@yahoo.com	Health,Dental,Vision	English,Spanish

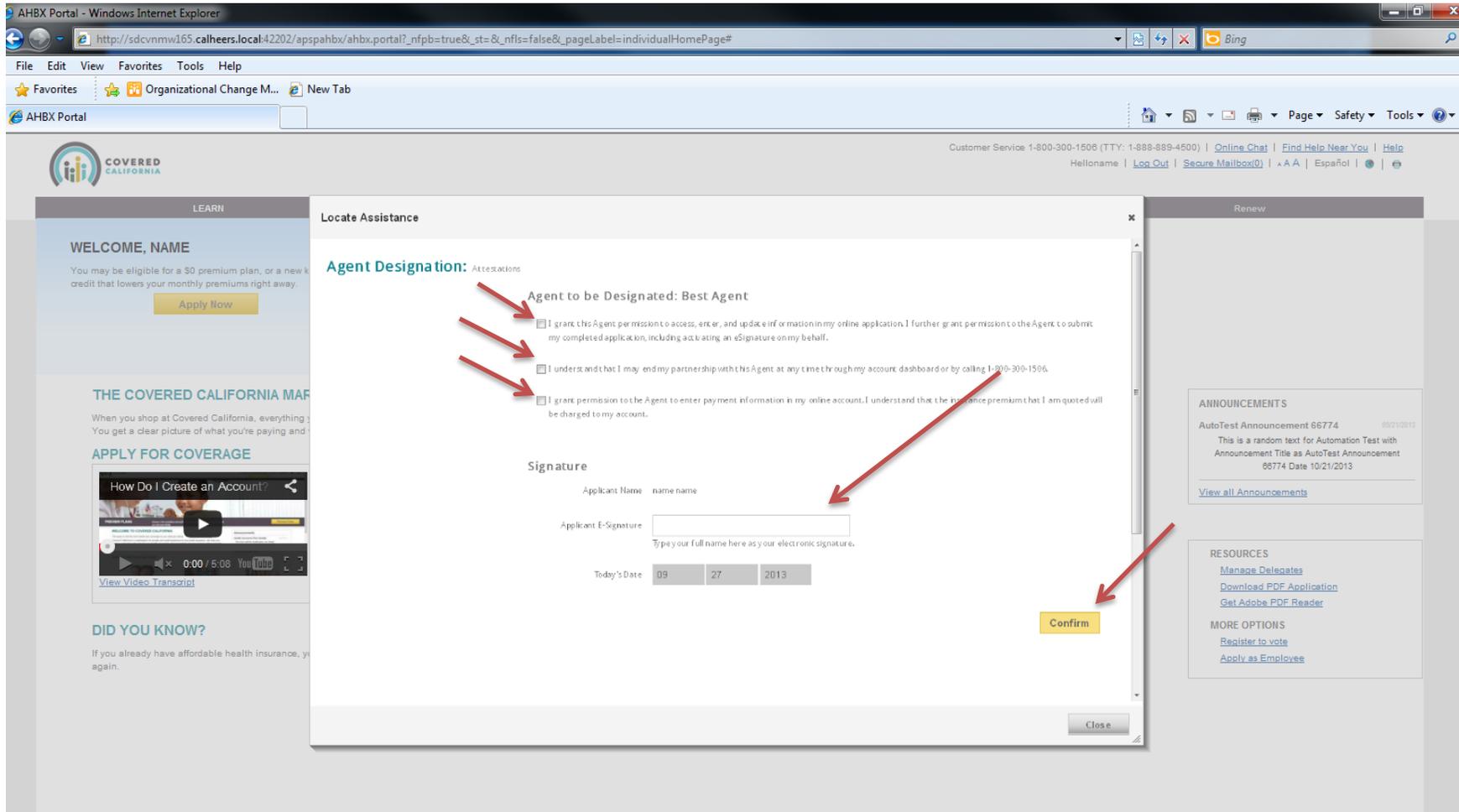
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Figure 1.5 - Agent Information is Displayed, click the “Continue” button to select the agent:



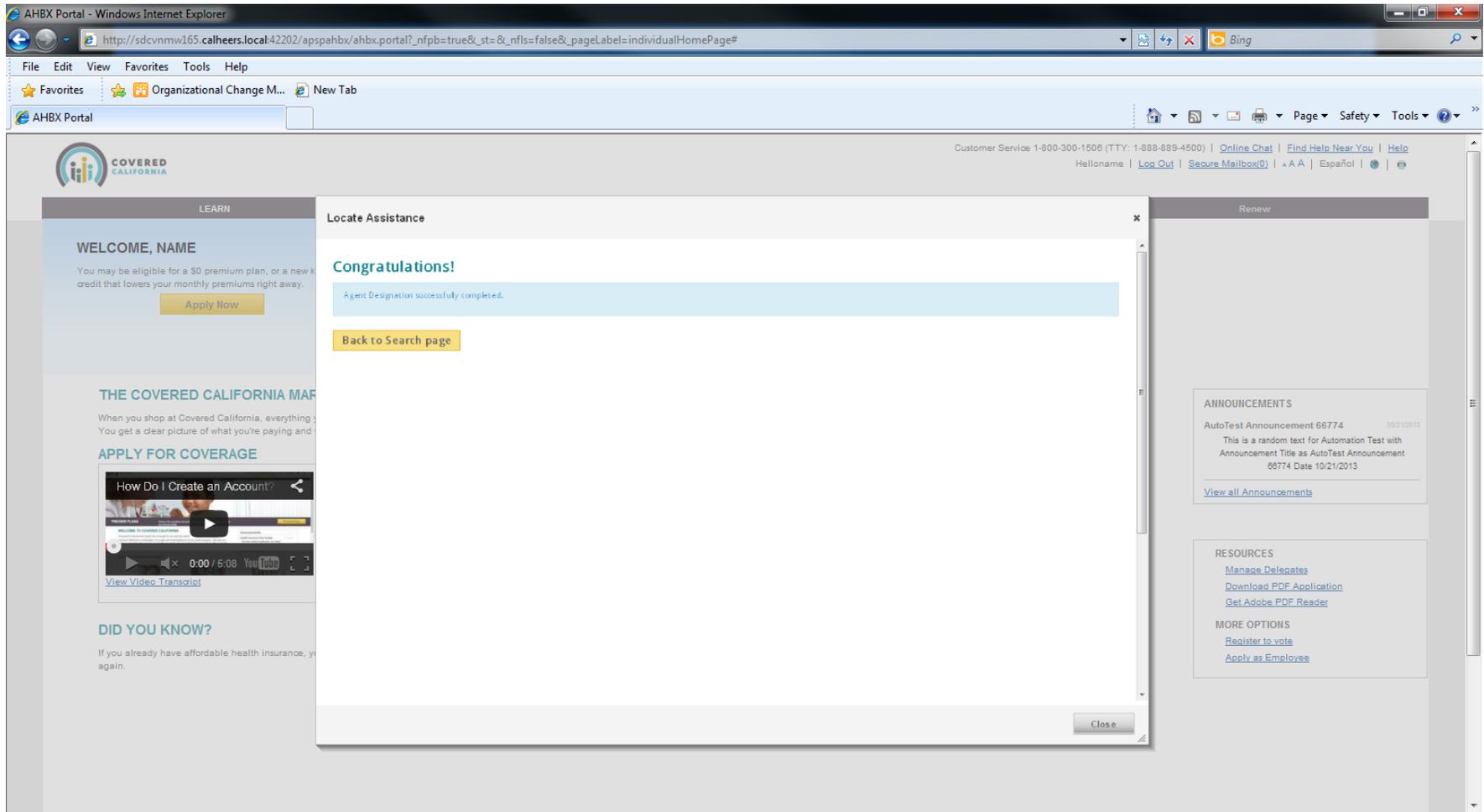
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Figure 1.6 - Attestation Page must be completed by the consumer by checking the boxes, typing their name and clicking on “Confirm”:



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Figure 1.7 - Once the consumer has completed the information on the Attestations Page, consumer will receive “Congratulations!” Page



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Figure 1.8 - Agent Dashboard Page, (the individual/Employer will be displayed on the agent Dashboard page in **“Pending Request”** status. Agent must click **“Accept”** or **“Decline”**).

The screenshot displays the Covered California Agent Dashboard. At the top left is the Covered California logo. The top right contains navigation links: Customer Service 1-800-300-1506, Online Chat, Help, Logout, Secure Inbox, and Español. A dark navigation bar below the header has tabs for HOME, EMPLOYERS, INDIVIDUALS (highlighted in yellow), PAYMENTS, and ACCOUNT. The main content area is titled "Individuals" and shows "1 Pending Request". On the left, there are "Refine Results" filters for First Name and Last Name, and a "Request Sent" section with "From:" and "To:" input fields and a "Go" button. The main table lists the pending request with columns: Contact Name, Family Size, Request Sent, and Actions. A red arrow points to the "Accept" and "Decline" options in the Actions column.

Customer Service 1-800-300-1506 | Online Chat | Help | Logout | Secure Inbox | Español |

HOME EMPLOYERS **INDIVIDUALS** PAYMENTS ACCOUNT

**Individuals** 1 Pending Request (0 Items Selected)

Contact Name	Family Size	Request Sent	Actions
<input type="checkbox"/> name name	0	Sep 27, 2013	<input type="checkbox"/> Accept Decline

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Figure 1.9 – Select the “Active” drop down link -

The screenshot displays the Covered California website interface. At the top left is the Covered California logo. The top right contains navigation links: Customer Service 1-800-300-1505, Online Chat, Help, Logout, Secure Inbox, and Español. A dark navigation bar includes links for HOME, EMPLOYERS, INDIVIDUALS (highlighted in yellow), PAYMENTS, and ACCOUNT. A dropdown menu is open under INDIVIDUALS, showing three options: Pending Requests, Active (indicated by a red arrow), and InActive. The main content area features a 'Refine Results' sidebar with input fields for First Name and Last Name, and a 'Request Sent' section with 'From:' and 'To:' fields and a 'Go' button. The main content area shows a search result for 'als' with '0 Pending Request' and '( 0 Items Selected )'.

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Figure 1.10 - **All** active individual consumers are displayed. Click on the individual consumer name for summary of consumer's information:

The screenshot shows the Covered California website interface. At the top left is the Covered California logo. At the top right are links for Customer Service (1-800-300-1508), Online Chat, Help, Logout, Secure Inbox, and Español. Below the header is a navigation menu with tabs for HOME, EMPLOYERS, INDIVIDUALS (highlighted), PAYMENTS, and ACCOUNT. The main content area is titled 'Individuals' and shows '1 Active Individuals'. On the left is a 'Refine Results' sidebar with input fields for 'First Name' and 'Last Name', and a 'Status' section with checkboxes for Eligibility, Plan Selection, Open Enrollment, and Active. A 'Go' button is at the bottom of the sidebar. On the right is a table with columns: Contact Name, Family Size, Household Income, Eligibility Status, and Actions. The table contains one row with 'name name' in the Contact Name column and '0' in the Family Size column. A red arrow points to the 'name name' text. The table also shows '( 0 Items Selected )' and a gear icon in the Actions column.

<input type="checkbox"/>	Contact Name	Family Size	Household Income	Eligibility Status	Actions
<input type="checkbox"/>	name name	0			

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Figure 1.11 – Agent will click on “View Individual Account” and will be taken to the Individual Portal for access to the Individual Application:

The screenshot shows the Covered California website interface. At the top left is the Covered California logo. At the top right are links for Customer Service (1-800-300-1506), Online Chat, Help, Logout, Secure Inbox, and Español. A navigation bar below the header contains links for HOME, EMPLOYERS, INDIVIDUALS, PAYMENTS, and ACCOUNT. The main content area is titled "Name Name" and features a "SUMMARY" section. On the left, there is a sidebar with "About this Household" and "Actions" (including "View Individual Account" and "New Comment").

**COVERED CALIFORNIA**

Customer Service 1-800-300-1506 | [Online Chat](#) | [Help](#) | [Logout](#) | [Secure Inbox](#) | [Español](#) |

HOME | EMPLOYERS | INDIVIDUALS | PAYMENTS | ACCOUNT

## Name Name

### SUMMARY

Primary Applicant: **name name**

Primary Address: .

Phone Number: **0**

Email Address: **maika.kha4@gmail.com**

Eligibility Status:

Enrollment Status:

**About this Household**

**Summary**

Comments

**Actions**

**View Individual Account**

**New Comment**

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Figure 1.12 - “View Individual Account” Page displayed, click “Individual View” button to go to the individual portal to start the application:

