

If you are screened eligible for Child Health Plus

Here are the answers to some questions people who are interested in **Child Health Plus** often have about the Facilitated Enrollment process:

Question: Does the Facilitated Enroller decide if I am eligible?

Answer: No. A Facilitated Enroller's role is to help you fill out the application with the needed documentation. Facilitated Enrollers **CANNOT** make a decision about your eligibility. However, Facilitated Enrollers can tell you if you appear to be eligible. A final decision about your eligibility for coverage (often called "a determination,") will be made by staff at the Health Plan (Excellus Blue Cross Blue Shield or Fidelis Care).

Question: How long will it take for a decision about my health insurance coverage?

Answer: You can expect an eligibility **determination to take between 2 to 3 weeks**. You will know if you are approved before the Facilitated Enroller is informed. If you are eligible you will receive a **Notice of Acceptance** in the mail.

Question: Will I receive a Benefits card?

Answer: Yes. When you receive your Notice of Acceptance, you will also receive a health care card for each child that has been approved.

Question: When will my child's coverage be effective?

Answer: Coverage will become effective the first of the month following your **Notice of Acceptance. Before going to the doctor, call the customer service number listed on the insurance card to confirm your effective date.** If you are required to pay a monthly premium, please make sure you submit the premium by the required due date. Failure to do so will result in losing coverage.

Question: Who can help me with questions once I am enrolled in Child Health Plus?

Answer: If you have any questions regarding your coverage, **contact the Health Plan's Customer Service representative.**