

Uploading Documents to Your Account

04/29/2024 8:22 am MDT

If you need to upload documents to complete your enrollment or if you are asked to provide documentation to validate an event or information, the steps below will walk you through how to upload your files to Your Health Idaho.

Common scenarios in which you may need to provide Your Health Idaho with documents:

1. To validate your eligibility for a Special Enrollment Period when you experience a Qualifying Life Event.
2. To validate your eligibility for marketplace coverage or an Advanced Premium Tax Credit. This is known as a Data Matching Inconsistency.
3. To send other files unrelated to the validation processes above.

Uploading documents for Qualifying Life Events

You may be asked to upload documents to validate a Qualifying Life Event when you apply outside of Open Enrollment and are seeking Special Enrollment Period. The steps below outline how to upload documents to your account for a Qualifying Life Event.

1. Log into your account.
2. From the “My Dashboard” section, click Confirm Event and Shop.
3. Select the appropriate Qualifying Life Event from the drop-down and the date it occurred, then click Continue.
 - a. NOTE: If you don’t have a Qualifying Live Event or don’t need to make changes to your enrollment, select the option “None - I don’t have a qualifying life event” from the dropdown.

Life Change Reporting - Qualifying Life Event

[Help](#)
[Contact Us](#)

Important: In order to qualify for Special Enrollment Period, you need to report and take action within 60 days of the event date. If you don't your request will most likely be denied.

Select your Qualifying Life Event and the date the event occurred

Qualifying Life Event * --- Select --- mm/dd/yyyy

☐ I have provided true answers to all of the questions to the best of my knowledge. I know I may be subject to penalties under federal law if I intentionally provide false information.

[BACK TO DASHBOARD](#)[CONTINUE](#)

4. From the Dashboard, click Upload Documents.

5. Click Choose this next to the document type(s) to begin the document upload(s).

NEXT STEPS

Please provide supporting documents to confirm your life event. Once you have provided verification documents, you will have the ability to shop for plans.

UPLOAD DOCUMENTS


6. From the upload document pop-up, you can drag and drop a file, or use the file explorer to select a document on your computer by clicking Browse files. You can upload a PNG, JPG, or PDF file up to 5 megabytes in size.
7. Once you have finished adding all the required documents, click Submit Documents.
 - a. NOTE: You will be unable to click the "Submit Documents" button until each request has a document attached. If you are unable to upload a required document, please contact customer service for assistance.

Upload Document×

Type

[This space will offer the consumer additional information about the document type selected.]

Attach documents



Drag and drop here

OR

Browse files

Accepted file types: png, jpg, pdf

5.00 MB max file size

Close

8. Allow up to 10 days for documentation verification.

Uploading documents for Data Matching Inconsistencies

You'll be asked to upload documents for a Data Matching Inconsistency if your information doesn't match one or more of the federal databases we validate it against. The steps below outline how to

upload documents to your account for a Data Matching Inconsistency

1. Log into your account.
2. From the "My Dashboard" section, in the "Your Household Eligibility" tile, click the red See more details link .

The screenshot shows a user interface for 'Joe Consumer'. On the left is a sidebar with 'My Stuff' (My Dashboard, My Applications, My Eligibility Results, My Enrollments, My Inbox, My Tickets, My Preferences) and 'Quick Links' (Find Local Assistance, Download Appeals Form). Below is an 'Access Code' field with a 'Submit' button. The main area has tabs for '2022' and '2023'. A yellow banner at the top states: 'We need additional information documents to confirm some of the data provided on your application. Click here to [upload documents](#). If you have already uploaded the relevant documents, please wait for the documents to be approved.' Below this is a 'NEXT STEPS' section with text about missing enrollment information and an 'EDIT APPLICATION' button. The 'Overview' section shows 'Your Application Status' as '2023 Application For 2 members' with 'Edit in progress' status and links for 'Resume Application' and 'Cancel Application'. At the bottom, the 'Your Household Eligibility' section for 'Joe Consumer' shows a red warning: 'This eligibility is conditional. See more details to upload the required documents.' Below this, it lists 'Advanced Premium Tax Credit \$230.47 per month' and 'You are not eligible for Cost Sharing Reduction', with links for 'View Details' and 'Edit Application'.

3. Verify you are on the "Applicant Verifications" tab.
 - a. NOTE: You may see multiple tabs if you have both Qualifying Life Event document requirements and Data Matching Inconsistency document requirements.
4. Review the event/items with a red exclamation point (needs documentation verification). Click the + symbol to access the document upload page and view accepted document types.

The screenshot shows the 'Your Health IDAHO' website interface. At the top, there's a navigation bar with 'Home', 'Inbox', 'Get Assistance', and 'My Account'. The main header indicates 'Viewing Individual Account (Joe Consumer)'. Below this, there's a 'Back to Dashboard' link. The main content area is titled 'Documents for This Household'. On the left, there are two consumer profiles: 'Joe Consumer' (verified) and 'Mary Consumer' (not verified). The 'Applicant Verifications' section contains a warning message about document submission and a list of verification items. The 'Income' item is marked as 'Not Verified' with a deadline of 03/08/2023 and an 'OVERRIDE' button. Other items like 'Non-ESI Minimum Essential Coverage', 'Residency', 'Social Security Number', 'Death', 'Incarceration Status', and 'Minimum Essential Coverage' are all marked as 'Verified'.

5. Allow up to 10-days for documentation verification.








Sending documents to Your Health Idaho

If you need to send a document unrelated to our validation process, like a completed form, you can use the ticketing system. The steps below outline how to send your file to us via a ticket.

1. Log into your account.
2. Click My Tickets.
3. Locate the Ticket ID you wish to upload a document to.
 - a. TIP: If you don't have an open ticket to message from, click Submit New Ticket. Then, choose the Support Request > Document Verification ticket type.

Welcome, Joe Consumer

My Stuff

-  [My Dashboard](#)
-  [My Applications](#)
-  [My Eligibility Results](#)
-  [My Enrollments](#)
-  [My Inbox](#)
-  [My Tickets](#)
-  [My Preferences](#)

Ticket History

Ticket Id	Subject
TIC-28705	Question about
TIC-28722	APTC amount is
TIC-28723	Income Docume
TIC-28724	Plan Selection f
TIC-28742	Agent Designat

- Click the Add Attachment button (Chose files if you created a new ticket), locate the file and attach it to your ticket.
- Include a brief message describing the reason for your document upload.
- When finished, click Post Comment. (Submit if you created a new ticket).

Comments

Joe - Sep 01 12:04pm


I was able to shop and enroll in a plan for me and my family. Thanks for the help!
- Joe

Joe - Aug 30 03:08pm

I have uploaded the documentation you requested. - Joe

YHI Test - Aug 30 03:07pm

Thank you for reaching out to us today, Joe. Please upload your documentation to your account dashboard -YHI



[Post Comment](#)

- Allow up to 3 days for a response.

