

The logo for idalink features a green silhouette of the state of Idaho on the left. The word "idalink" is written in a stylized font where the "idaho" part is green and the "link" part is blue. Below the word is a blue brushstroke underline.

# idalink Agent Console

[idalink.idaho.gov](http://idalink.idaho.gov)

# Introduction

The idalink Agent Console is a tool available to health insurance agents to view and manage Health Coverage Assistance benefits available from the Idaho Department of Health and Welfare. Once a client has designated a health insurance agent as their authorized representative, the agent may access the client's account through the Agent Console.

Using the Agent Console, agents can:

- View eligibility for Health Coverage Assistance and APTC
- View clients' notices
- Apply for HCA and APTC on behalf of the client
- Report changes on behalf of the client

# What is YHI vs. idalink?

Health insurance agents use both the Your Health Idaho website and the idalink website



Agents use the Your Health Idaho website to:

- View clients that list them as the health insurance agent or broker.
- Manage insurance plans, obtain payments, and make plan selections.



Agents use the idalink website to:

- View clients who have designated them as the Agent Authorized Representative.
- Submit Health Coverage Assistance applications, report changes, and view client information.

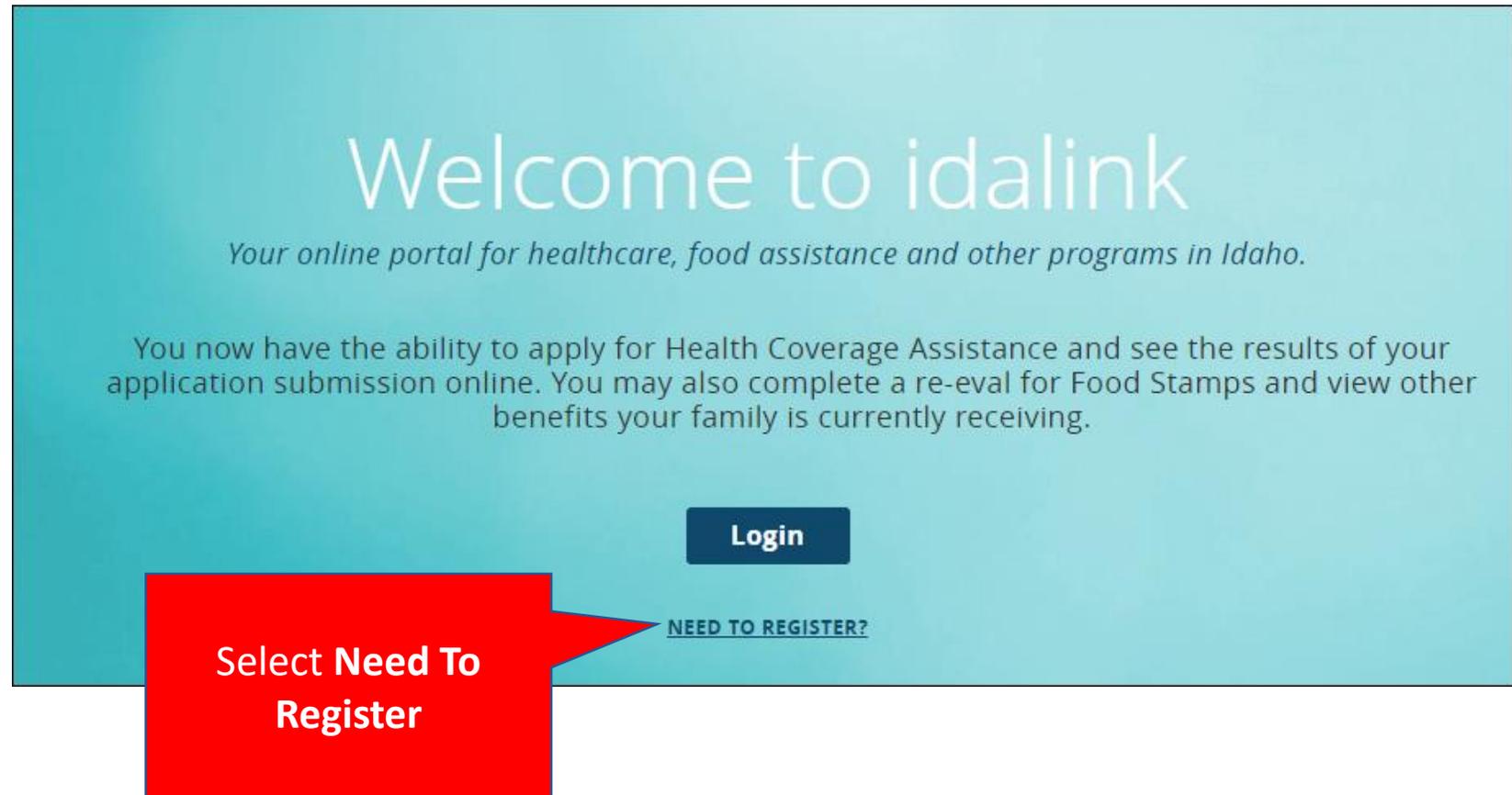
# Getting started

Agents must meet the following criteria in order to view their clients in idalink:

- **Be an approved health insurance agent with Your Health Idaho**  
Agents are required to complete the YHI certification training. Contact [connectors@yourhealthidaho.org](mailto:connectors@yourhealthidaho.org) to set up an account and begin the certification process.
- **Have a registered idalink account as a health insurance agent**  
Read on to see a walk-through for how to register an account on the idalink website.
- **Be designated by the client as their Agent Authorized Representative in idalink.**  
Read on to see a walk-through for how clients can designate an agent as their Agent Authorized Representative.

# Registering with Idalink

Before customers can select you as their Agent Authorized Representative, you must register with idalink by visiting <https://idalink.idaho.gov/>



The screenshot shows the Idalink website interface. At the top, it says "Welcome to idalink" followed by the tagline "Your online portal for healthcare, food assistance and other programs in Idaho." Below this, a paragraph states: "You now have the ability to apply for Health Coverage Assistance and see the results of your application submission online. You may also complete a re-eval for Food Stamps and view other benefits your family is currently receiving." There are two buttons: a dark blue "Login" button and a blue link that says "NEED TO REGISTER?". A red callout box with a white border and a pointer to the link contains the text "Select Need To Register".

Welcome to idalink

*Your online portal for healthcare, food assistance and other programs in Idaho.*

You now have the ability to apply for Health Coverage Assistance and see the results of your application submission online. You may also complete a re-eval for Food Stamps and view other benefits your family is currently receiving.

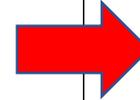
Login

[NEED TO REGISTER?](#)

Select Need To Register

# Registering with Idalink

Complete the Registration ensuring the check box to indicate you are an Agent Authorized Representative is selected.



Already have an account? [Sign In](#) [Help](#)



## REGISTRATION

Registering for idalink will enable you to view your benefits, apply for Health Coverage Assistance and complete your Food Stamps re-evaluation online. If you have already registered for Your Health Idaho, you do not need to register again here, but will need to provide some additional information to [sign in](#).

New to idalink? Register below:

**Check this box, if you are an Agent Authorized Representative.**

Registering in idalink for an agent account requires that your name, license number and email address match the records we have on file. When you register for your agent account, you will be able to view the activity on idalink for any client that has selected you as their Agent Authorized Representative through their idalink account.

If you are unable to register, please [send a report](#) for help with registering.

*\* All fields are required*

Name:

Email Address:

Confirm Email Address:

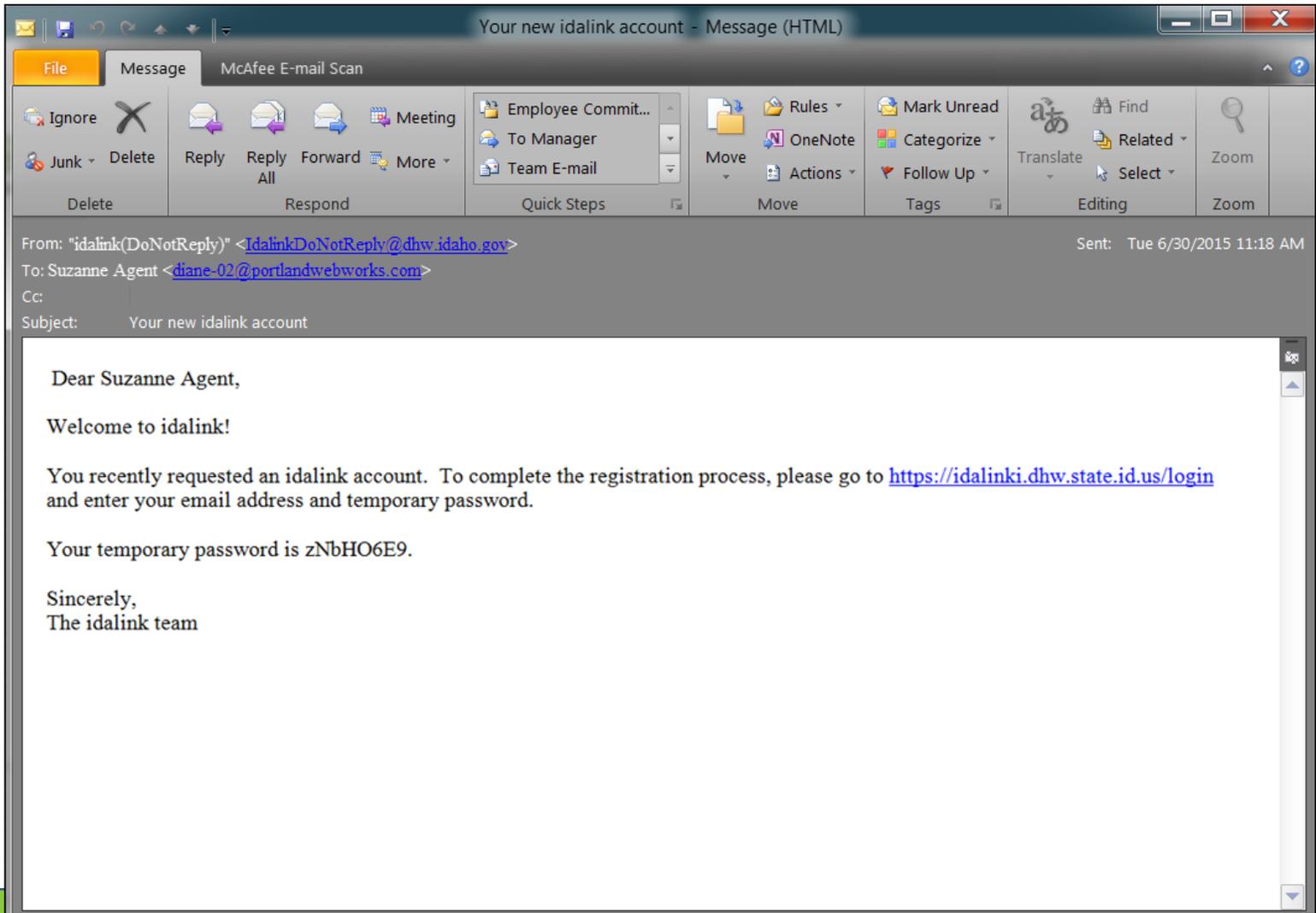
Security Check:  I'm not a robot 

Please complete the reCaptcha security check by clicking the checkbox.

[NEXT](#)

# Complete Registration

Once the registration is complete, a *Confirmation* screen will display. Your idalink password will be sent to your email.



# How to be designated as an Authorized Representative

Only clients can designate an Agent Authorized Representative.

## At Application:

When a client hasn't already applied for Health Coverage Assistance, they can apply for coverage once they log into idalink and navigate to the *My Benefits* screen.

**MY BENEFITS**

Your household is not currently receiving benefits (such as Food Stamps and Health Coverage Assistance). You may [Apply for Health Coverage Assistance](#) or access [Frequently Used Forms](#).

**APPLY FOR HEALTH COVERAGE ASSISTANCE**

The Health Coverage Assistance Program provides health coverage assistance according to individuals needs. Eligible families may qualify for Medicaid or Advance Payment of Premium Tax Credits to help pay health coverage premiums or affordable private health insurance plans.

**CONTINUE**

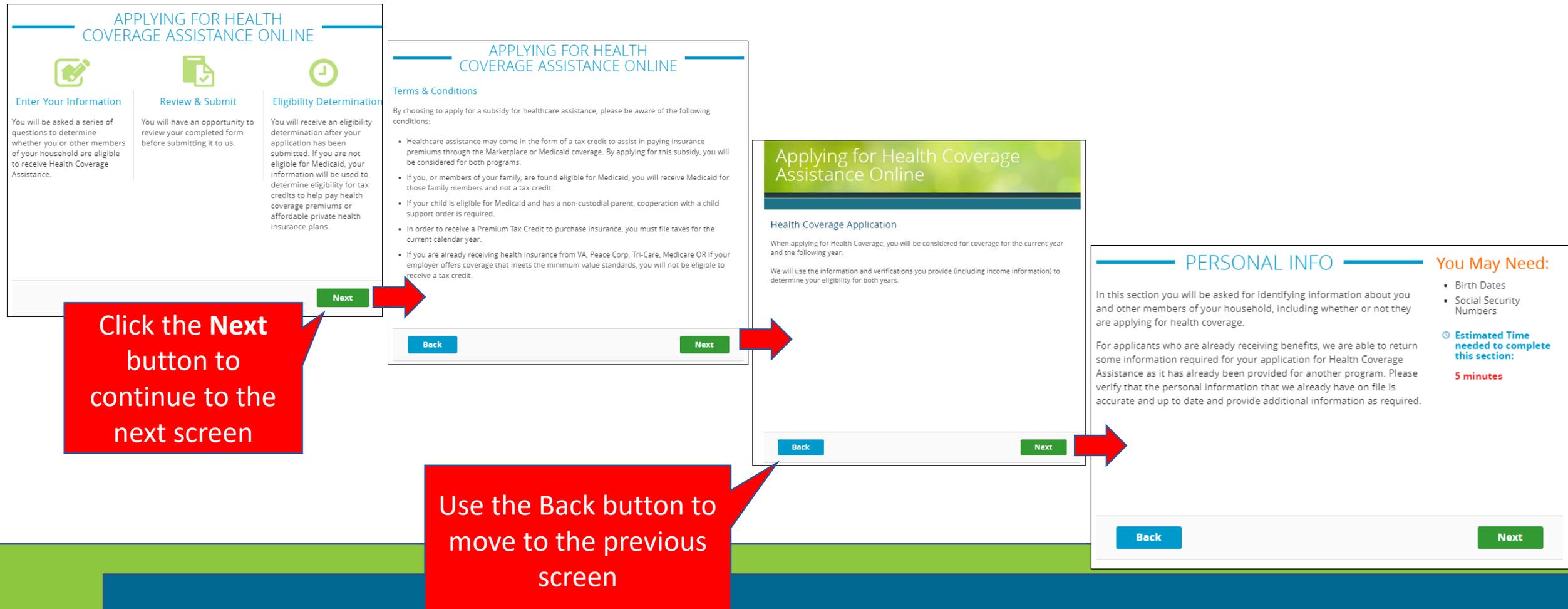
**FREQUENTLY USED FORMS**

To access a list of the most commonly used forms, click the link below. You may download and print any form from the Forms page.

**START NOW**

# How to be designated as an Authorized Representative

**At Application:** Continue to read through the instructions and click the Next button until you arrive at the *Personal Info* screen.



# How to be designated as an Authorized Representative

## At application:

The client can designate an **Agent Authorized Representative** in the *About You* section on the *Personal Info* screen.

The screenshot shows a web application interface for 'Personal Info'. On the left is a navigation menu with icons and labels: 'Personal Info' (selected), 'About You', 'Your Household', 'Tax Status', 'Income', and 'Review & Submit'. The main content area is titled 'ABOUT YOU' and contains instructions and a form. A 'Time Remaining: 72h' indicator is in the top right. A red callout box points to the 'Yes' radio button, and another red callout box points to the 'Agent Name' input field.

**Personal Info** Time Remaining: 72h

**About You**

Your Household

Tax Status

Income

Review & Submit

**ABOUT YOU**

Listed below is the information that we currently have on file for you. If anything has changed, please update it below. If nothing has changed, please select **NEXT** to move forward once all sections are complete.

If you are seeking health coverage for yourself or others in your household, please enter your information below.

**Designate an Agent Authorized Representative**

Your Agent Authorized Representative is able to receive information related to your family's situation and view notices related to the Health Coverage Assistance program.

Would you like to designate an Agent Authorized Representative?

Yes  No

To designate an Agent Authorized Representative, select an agent from the list. If an agent's name displays with -inactive, you must either select an active agent's name from the list or remove the inactive agent entirely.

Agent Name:

Select the Yes radio button

Select or type the agents name here

# How to be designated as an Authorized Representative

## When the client is receiving Health Coverage Assistance:

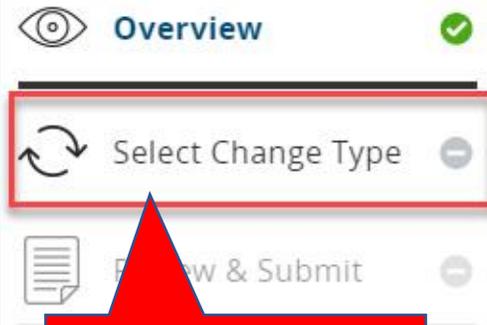
When a customer has active benefits and needs to designate an agent authorized representative, the client can report the change on the *My Benefits* screen.

The screenshot displays the 'MY BENEFITS' interface. On the left sidebar, the 'Benefits Summary' menu is expanded, and the 'Report a Change or Add a Person' option is highlighted with a red box. A red callout box points to this option with the text 'Select Report a Change or Add a Person'. The main content area shows a red header for 'HEALTH COVERAGE ASSISTANCE - ADVANCE PAYMENT OF PREMIUM TAX CREDIT (APTC)'. Below this, a table lists 'BENEFIT MEMBERS' and 'YOUR 2020 AVAILABLE APTC PER MONTH'. The table contains one entry for 'Victoria Matthew' with a value of '\$1,315.00'. At the bottom, there are two promotional banners: 'Find a Healthcare Plan' with a 'Start Shopping' button, and 'Find a Medicaid Primary Care Provider' with a 'Connect Now' button.

BENEFIT MEMBERS	YOUR 2020 AVAILABLE APTC PER MONTH
Victoria Matthew	\$1,315.00

# How to be designated as an Authorized Representative

**When an Application Exists:**



**Click Select Change Type**



## REPORT A CHANGE

In this section, you will be able to provide information on changes about your household's situation. You will have the opportunity to review your changes before submitting them to us.

You can also report changes in one of the following ways:

- Complete a [change report form](#) and mail or email that to us according to the information that is listed on the form,
- Call the Department at 1-877-456-1233, or
- Visit a local Health and Welfare office.

# How to be designated as an Authorized Representative

## When an Application Exists:

Time Remaining: 66h

Overview ✓

Select Change Type ✓

Authorized Representative -

Review & Submit -

### SELECT CHANGE TYPE

Would you like to add a person to a benefit program, or report a change to your household's situation?

Add a Person  Report a Change

To submit a change to your household, choose an option below.

The following report a change types *must* be submitted separately from each other:

- Someone has left the household
- Report an income change
- Update tax filing status or tax household
- Report changes in activity hours (only if Report an income change is selected)

Report a death

Report someone has left the household

Update contact information

Designate or remove an authorized representative

Report a new Social Security Number

Report a pregnancy

Report an income change

[Report a change in expenses](#)

[Update tax filing status or tax household](#)

Report health insurance coverage changes

Close a Benefit program

Update child care providers (for Child Care programs only)

[Report changes in activity hours \(for Child Care programs only\)](#)

Back Next

Select Designate or remove an authorized representative

Click Next

# How to be designated as an Authorized Representative

## When an Application Exists:

Time Remaining: 72h

**Personal Info**

- About You
- Your Household
- Tax Status

**Income**

**Review & Submit**

### ABOUT YOU

Listed below is the information that we currently have on file for you. If anything has changed, please update it below. If nothing has changed, please select **NEXT** to move forward once all sections are complete.

If you are seeking health coverage for yourself or others in your household, please enter your information below.

**Designate an Agent Authorized Representative**

Your Agent Authorized Representative is able to receive information related to your family's situation and view notices related to the Health Coverage Assistance program.

Would you like to designate an Agent Authorized Representative?

Yes  No

To designate an Agent Authorized Representative, select an agent from the list. If an agent's name displays with -inactive, you must either select an active agent's name from the list or remove the inactive agent entirely.

Agent Name:

Select the Yes radio button

Select or type the agents name here

# How to be designated as an Authorized Representative

Time Remaining: 72h

Overview

Select Change Type

Authorized Representative

**Review & Submit**

## REVIEW & SUBMIT

Carefully review the information you are about to submit to ensure its accuracy. You can access previously visited sections to make edits by clicking on the section header below. Once your change(s) have been submitted, no further edits are allowed.

PDF Print

### Reported Change Types

Reported Change Types    Designate or Remove an Authorized Representative

### Designated Authorized Representatives Edit

Name	Agent?	Programs
	Yes	Health Coverage Assistance

### Removed Authorized Representatives Edit

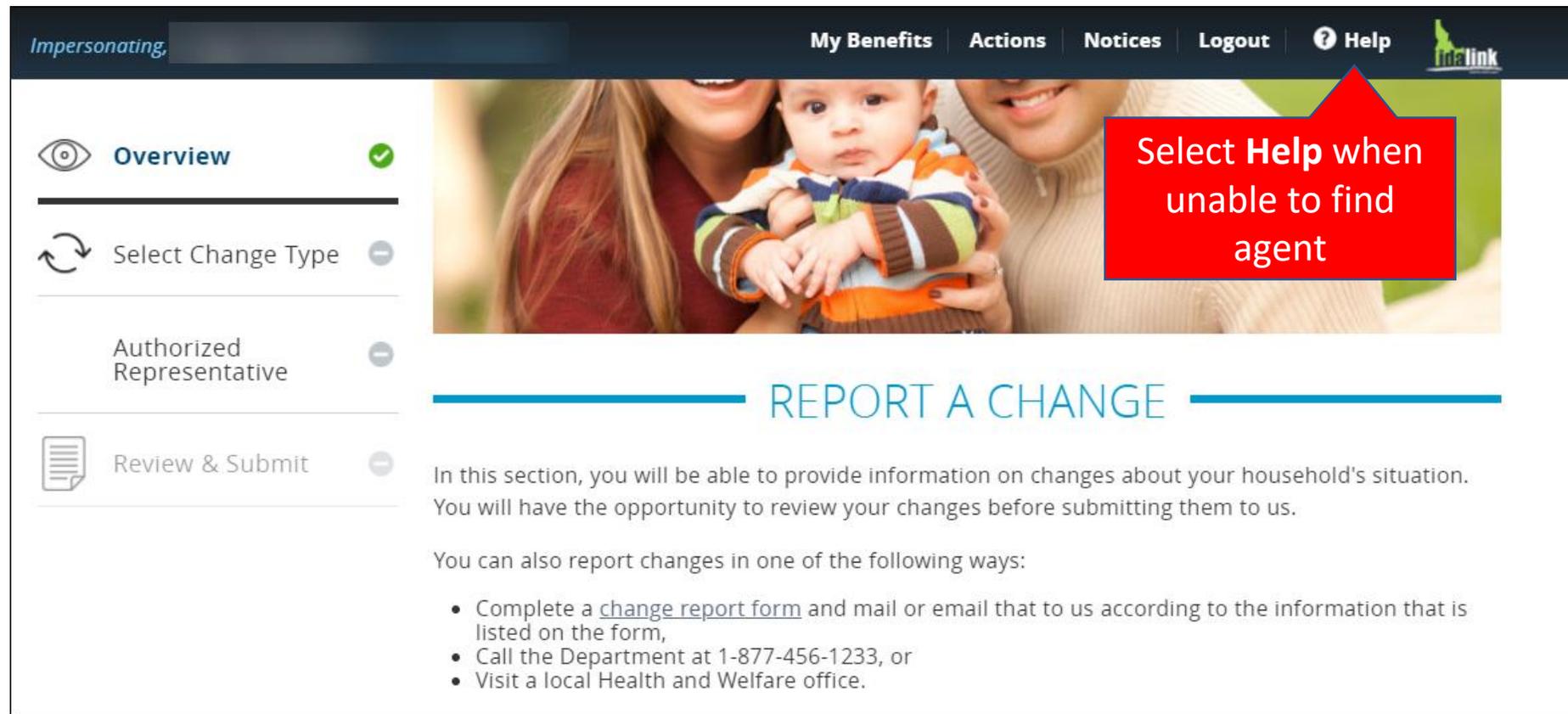
Name	Agent?	Programs
	Yes	

Back Next

Review the information keyed and Click Next

# When an Agent Doesn't Exist in idalink

Clients can report when their agent isn't listed as an Agent Authorized Representative through idalink.



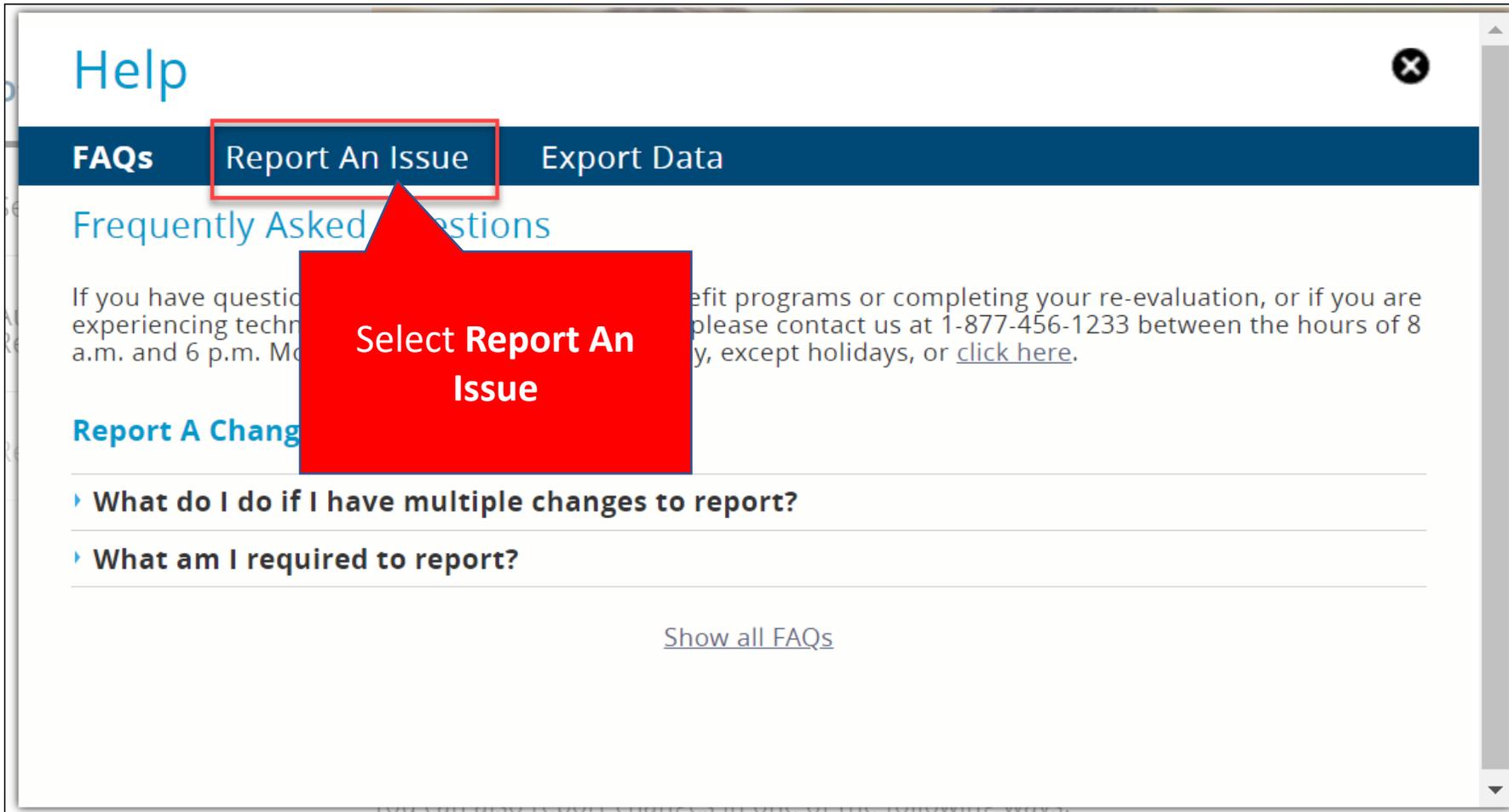
The screenshot shows the idalink user interface. At the top, there is a navigation bar with links for "My Benefits", "Actions", "Notices", "Logout", and "Help". The "Help" link is highlighted with a red callout box that says "Select Help when unable to find agent". Below the navigation bar, there is a sidebar with a list of menu items: "Overview" (with a green checkmark), "Select Change Type", "Authorized Representative", and "Review & Submit". The main content area is titled "REPORT A CHANGE" and contains the following text:

In this section, you will be able to provide information on changes about your household's situation. You will have the opportunity to review your changes before submitting them to us.

You can also report changes in one of the following ways:

- Complete a [change report form](#) and mail or email that to us according to the information that is listed on the form,
- Call the Department at 1-877-456-1233, or
- Visit a local Health and Welfare office.

# When an Agent Doesn't Exist in idalink



The image shows a screenshot of a web application's help menu. The menu is titled "Help" and has a close button (X) in the top right corner. Below the title, there is a dark blue navigation bar with three items: "FAQs", "Report An Issue", and "Export Data". The "Report An Issue" item is highlighted with a red rectangular box. A red callout box with a white border and a red arrow pointing to the "Report An Issue" item contains the text "Select Report An Issue". Below the navigation bar, the page content includes the heading "Frequently Asked Questions" and a paragraph of text: "If you have questions about benefit programs or completing your re-evaluation, or if you are experiencing technical issues, please contact us at 1-877-456-1233 between the hours of 8 a.m. and 6 p.m. Monday through Friday, except holidays, or [click here](#)." Below this text is the heading "Report A Change" followed by two bullet points: "▶ What do I do if I have multiple changes to report?" and "▶ What am I required to report?". At the bottom of the page, there is a link that says "Show all FAQs".

Help

FAQs Report An Issue Export Data

Frequently Asked Questions

If you have questions about benefit programs or completing your re-evaluation, or if you are experiencing technical issues, please contact us at 1-877-456-1233 between the hours of 8 a.m. and 6 p.m. Monday through Friday, except holidays, or [click here](#).

Report A Change

- ▶ What do I do if I have multiple changes to report?
- ▶ What am I required to report?

[Show all FAQs](#)

# When an Agent Doesn't Exist in idalink

**Help** [Close]

**FAQs** **Report An Issue** Export Data

Please indicate the type of issue you are experiencing:

- Could not log in
- Forgot my password
- Forgot my email
- Do not see the benefit programs or people I expect to see
- The benefit amounts do not match what I expect to see
- Unable to find Agent Authorized Representative
- Website appears to be broken

**ADDITIONAL INFORMATION**

Briefly tell us about the issue you are having with our website.

**Submit**

Select **Unable to find Agent Authorized Representative**

Provide **Additional Information** of the issue here (such as the agent's name). Then click **Submit**

# Logging into idalink

When agents log into idalink, the *User Accounts* screen displays. Agents can view their clients by selecting the Submission Log or the Agent List tab.

The screenshot shows the 'USER ACCOUNTS' page in the idalink system. At the top, there is a search bar labeled 'Enter CIN/CID to Impersonate' and the IDVHO logo. A navigation menu includes 'Welcome, [User]', 'Launch Profiler', 'Submission Log', 'Report a Change', 'Provide Documents', 'Agent List', 'My Account', 'Logout', and 'Help'. A red callout points to the 'Submission Log' tab with the text 'View status of submissions made for clients'. Below the navigation, the page title 'USER ACCOUNTS' is centered. Another red callout points to the 'Agent List' tab with the text 'View list of your clients'. Below the title, there is a search instruction: 'Please select below to search by CIN/CID, SSN, Username (including WSO2) or by First and Last Name.' The search interface includes a 'Search By' label, a dropdown menu currently set to 'CIN/CID #', an empty search input field, and a blue 'GO' button.

# Viewing the Client List and the Submission Log

The *Agent Console Home* screen displays. Agents can view their clients who have designated them as their agent authorized representative by viewing them on the *Agent Console Home* screen.

### SELECT CLIENT

To access your client's idalink account, select the client using one of the options below:

**Search By**

Type the client's name in the Search By drop down. As you type the name, all possible matches for clients with existing idalink accounts display in the dropdown. Select your client from the list.

If you do not see your client in the list, contact the client and have them select you as their Agent Authorized Representative in the My Account section of their idalink account.

**View Client List**

Click the View Client List button for a complete list of clients who have selected you to be an Authorized Representative for their HCA program.

[View Client List](#)

Agents can find their clients by **Searching** or **Viewing** the Client List

Agents can review activity completed by the client or agent in the **Submission Log**.

### SUBMISSION LOG

[HIDE DESCRIPTION](#)

Recent activity completed by your clients is displayed below. Filter the results by completing the **Name, Date,** and Search.

Activity in a Submitted Status has been completed. You may view the submitted forms associated with each Submission by clicking the CIN/ClientID hyperlink, or you may download the submitted forms by clicking the paperclip image.

Activity in a Draft Status has been started, but has not been completed. You may view and continue the activity by clicking on the IBES CIN/ ClientID hyperlink.

[Search](#) [Reset](#)

Customer	DOB	Start Date	Submitted Date	Submitted By		Type	Status
First Name Last Name or CIN/CIE		within last month					Select Status
Craig [redacted] 0001	07/19/1988	07/30/2020 7:51AM	07/30/2020 7:51AM	Craig [redacted]		Upload Documents	Submitted
Amanda [redacted] 0002	04/02/1986	07/28/2020 12:46PM	07/28/2020 3:14PM	Amanda [redacted]		HCA Application	Submitted
Craig [redacted] 00019	07/19/1988	07/28/2020 3:57AM	07/28/2020 3:57AM	Craig [redacted]		Upload Documents	Submitted

# Searching for Clients

Agents have the ability to apply for Health Coverage Assistance, report a change, or view a client's information. To do so, agents must search for their client.

The screenshot shows a web application interface for searching clients. At the top, there is a search bar with the placeholder text "Enter CIN/CID to Impersonate" and a "Search" button. Below this is a navigation bar with links for "Welcome," "Launch Profiler," "Submission Log," "Agent List," "My Account," "Logout," and "Help". The main content area is titled "USER ACCOUNTS" and contains a search form. The form has a heading "Please select below to search by CIN/CID, SSN, Username (including WSO2) or by First and Last Name." Below this heading is a "Search By" label, a dropdown menu currently showing "CIN/CID #", an empty text input field, and a blue "GO" button. Two red callout boxes provide additional information: one points to the search bar and says "Use the Search feature to find clients by their CIN or CID", and the other points to the dropdown menu and says "Or use the Search By feature to select different search options from the drop down".

Enter CIN/CID to Impersonate Search

Welcome, Launch Profiler Submission Log Agent List My Account Logout Help

Use the **Search** feature to find clients by their CIN or CID

USER ACCOUNTS

Please select below to search by **CIN/CID, SSN, Username** (including WSO2) or by **First** and **Last Name**.

Search By CIN/CID # GO

Or use the **Search By** feature to select different search options from the drop down

# Applying for Health Coverage Assistance

Agents can impersonate clients and complete applications on their behalf.

Displays client being impersonated

The screenshot shows a web application interface for applying for health coverage assistance. At the top, a dark navigation bar displays "Impersonating Jane Doe" on the left, and "Launch Profiler", "Actions", "Logout", and "Help" on the right. The main content area is titled "MY BENEFITS" and contains a message: "Your household is not currently receiving benefits (such as Food Stamps and Health Coverage Assistance). You may [Apply for Health Coverage Assistance](#) or access [Frequently Used Forms](#)." Below this message are three main sections: "Benefits Summary" (with a person icon), "Continue My Health Coverage Application" (with a pencil icon), and "APPLY FOR HEALTH COVERAGE ASSISTANCE" (with a plus sign icon). The "APPLY FOR HEALTH COVERAGE ASSISTANCE" section includes a detailed description of the program and a green "CONTINUE" button. To the right, the "FREQUENTLY USED FORMS" section includes a description and a green "START NOW" button. A red callout box points to the "CONTINUE" button with the text "Apply here".

Impersonating Jane Doe

Launch Profiler | Actions | Logout | Help

## MY BENEFITS

Your household is not currently receiving benefits (such as Food Stamps and Health Coverage Assistance). You may [Apply for Health Coverage Assistance](#) or access [Frequently Used Forms](#).

**Benefits Summary**

Continue My Health Coverage Application

### APPLY FOR HEALTH COVERAGE ASSISTANCE

The Health Coverage Assistance Program provides health coverage assistance according to individuals needs. Eligible families may qualify for Medicaid or Advance Payment of Premium Tax Credits to help pay health coverage premiums or affordable private health insurance plans.

**CONTINUE**

### FREQUENTLY USED FORMS

To access a list of the most commonly used forms, click the link below. You may download and print any form from the Forms page.

**START NOW**

Apply here

# Applying for Health Coverage Assistance

Once the application is submitted, the *My Benefits* screen displays the submission date until the application is processed.

The screenshot displays the 'MY BENEFITS' section of a web application. At the top, there is a search bar with the text 'Enter CIN/CID to Impersonate' and a 'Search' button. Below this, the user is impersonating a client, with fields for 'Impersonating' and 'Client ID'. The main content area features a 'Benefits Summary' icon on the left and a central text block. The text block contains the following information: 'Your application has been received and is pending an eligibility determination. We will notify you if we need additional information to process your application. For anyone under 65, if you are not eligible for Medicaid, your information will be used to determine eligibility for tax credits to help pay health coverage premiums or affordable private health insurance plans. If you have any questions, you can contact us at 1-877-456-1233 or via email at [mybenefits@dhw.idaho.gov](mailto:mybenefits@dhw.idaho.gov).' To the right of this text, a box indicates the application was 'Submitted' on '08/22/2020 9:32 PM'. At the bottom, there are promotional banners for 'Your Health IDAHO' and 'live better IDAHO' with links to 'Find a Healthcare Plan' and 'Find a Medicaid Primary Care Provider'. Two red callout boxes highlight the submission date and the application status details.

Enter CIN/CID to Impersonate Search

Impersonating: [redacted] Client ID: [redacted] Launch Profiler | Ac

**MY BENEFITS**

**Benefits Summary**

Your application has been received and is pending an eligibility determination. We will notify you if we need additional information to process your application. For anyone under 65, if you are not eligible for Medicaid, your information will be used to determine eligibility for tax credits to help pay health coverage premiums or affordable private health insurance plans.

If you have any questions, you can contact us at 1-877-456-1233 or via email at [mybenefits@dhw.idaho.gov](mailto:mybenefits@dhw.idaho.gov).

**Submitted**  
08/22/2020 9:32 PM

**Find a Healthcare Plan**  
If you are not eligible for Medicaid, we have over 1,000 Health Plans to choose from. [Start Shopping](#)

**Find a Medicaid Primary Care Provider**  
To find and connect with a primary care provider. [Connect Now](#)

Details of application status.

Date of application submittal displays here

# Reporting a Change or an Add a Person

Once an application is processed and a client has active benefits, the agent can report a change or add a person.

Impersonating, Launch Profiler Actions Logout Help

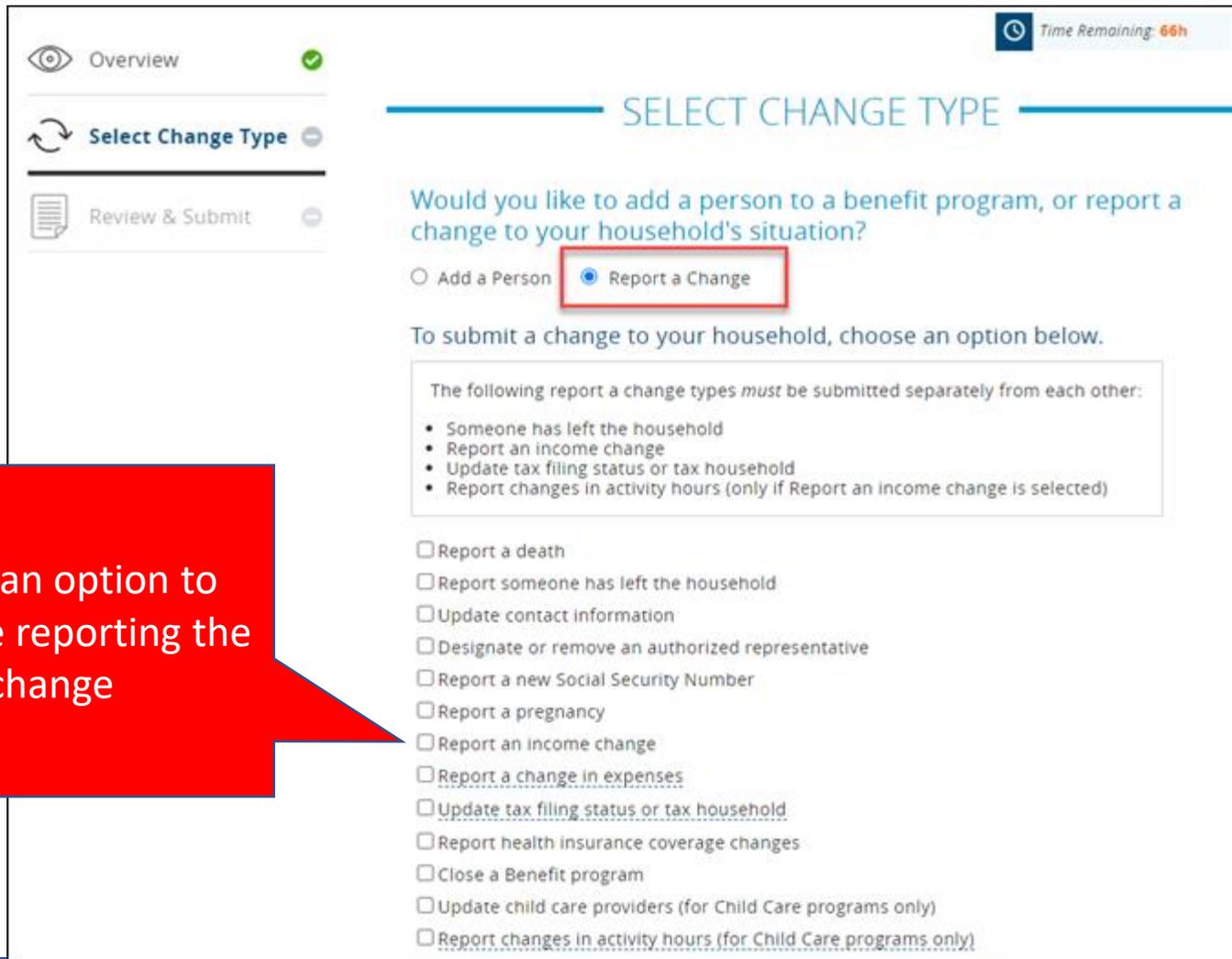
## MY BENEFITS

	AUGUST	SEPTEMBER
<b>FOOD STAMPS</b> <a href="#">View Summary</a>	\$587.00	\$587.00
<b>HEALTH COVERAGE ASSISTANCE - MEDICAID</b>	If you need a referral, prior authorization, have questions about what services are covered or if you have billing questions, please call (866) 686-4752.	
BENEFIT MEMBERS	AUGUST	SEPTEMBER
Crosby (06/27/2020)		
Medicaid (Basic)	COVERED	COVERED

Agents can report changes, or add a person on the client's behalf

# Reporting a Change or an Add a Person

Select a Change Type:



Overview

Select Change Type

Review & Submit

Time Remaining: 66h

## SELECT CHANGE TYPE

Would you like to add a person to a benefit program, or report a change to your household's situation?

Add a Person  Report a Change

To submit a change to your household, choose an option below.

The following report a change types *must* be submitted separately from each other:

- Someone has left the household
- Report an income change
- Update tax filing status or tax household
- Report changes in activity hours (only if Report an income change is selected)

Report a death

Report someone has left the household

Update contact information

Designate or remove an authorized representative

Report a new Social Security Number

Report a pregnancy

Report an income change

Report a change in expenses

Update tax filing status or tax household

Report health insurance coverage changes

Close a Benefit program

Update child care providers (for Child Care programs only)

Report changes in activity hours (for Child Care programs only)

Select an option to continue reporting the change

# Reporting a Change or an Add a Person

## Reporting a Change:

Based on the program(s) selected, mandatory fields populate and must be completed in order to submit the change

Impersonating: [Name] My Benefits Actions Notices Logout Help

Time Remaining: 53h

- Overview ✓
- Select Change Type ✓
- Personal Info**
- Your Household
- Tax Status
- Income
- Expenses
- Assets
- Review & Submit

### PERSONAL INFO

You May Need:

- Birth Dates
- Social Security Numbers
- Estimated Time needed to complete this section: 5 minutes

In this section you will be asked for identifying information about any new household member(s) as well as information about existing members of your household. This information will be used to determine eligibility for the program(s) selected.

Back Next

The **Next** button can be used to go screen by screen

# Reporting a Change or an Add a Person

## Provide Verification:

Verification of the change can be uploaded before submitting the change.

Impersonating, My Benefits Actions Notices Logout Help

Time Remaining: 53h

- Overview ✓
- Select Change Type ✓
- Personal Info ✓
- Income ✓
- Expenses ✓
- Assets ✓
- Additional Questions ✓
- Review & Submit** -

### VERIFICATION DOCUMENTS

Verification will likely be required when a part of your household situation has changed (even if the change is small). For example, a common required verification is proof of your current income. Please review the list of possible verification documents below to identify which verifications may apply to your change in situation.

To assist us in updating your household change as quickly as possible, please submit your verifications right away. The quickest way to get us your verification

#### Upload Files

Drag & Drop files here to upload

**Browse Files**

**Submit verifications by selecting Browse Files to add an attachment**

Acceptable file formats are pdf, .jpeg, .gif, .tiff, .tif, .BMP and .png. File size must be less than 5MB.

**Do not upload documents that are password protected or encrypted! Password protected or encrypted documents cannot be opened by the Department, which may result in a delay in processing your information.**

You may also mail, fax, or email the documents to us:

**Mail:** Self Reliance Programs

# Reporting a Change or an Add a Person

## Complete the Change:

Impersonating: [redacted] My Benefits | Actions | Notices | Logout | Help 

Time Remaining: 53h

- Overview ✓
- Select Change Type ✓
- Benefit Programs ✓
- Your Household ✓
- Tax Status ✓
- Life Events ✓
- Income ✓
- Review & Submit -

### E-SIGNATURE

Use the form below to certify that the information is accurate and to provide your signature. Once your changes have been submitted, no further edits are allowed.

**Only primary applicant is allowed to submit their application.**  
**You must check the confirmation box below before submitting the form.**

Under penalty of perjury, I swear or affirm the information I provide is true and complete.

CUSTOMER

CUSTOMER'S E-SIGNATURE  TODAY'S DATE

[Back](#) [Submit](#)

Before a change can be submitted, provide an E-Signature by completing the required fields

# Reporting a Change or an Add a Person

## Add a Person:

Select the program(s) the person is being added to

The screenshot shows a web application interface for reporting a change or adding a person. The interface is titled "Impersonating" and includes a navigation bar with "My Benefits", "Actions", "Notices", "Logout", and "Help". A "Time Remaining: 53h" indicator is visible in the top right corner. The main content area is titled "SELECT CHANGE TYPE" and contains a question: "Would you like to add a person to a benefit program, or report a change to your household's situation?". Below the question are two radio button options: "Add a Person" (selected) and "Report a Change". A red box highlights the "Add a Person" option. Below the options is a section titled "Which programs will the person be applying for?" with a list of checkboxes: "Food Stamps", "Health Coverage Assistance", "Child Care Assistance (ICCP)", "Cash Assistance for Families (TAFI)", and "AABD Cash". At the bottom of the page are "Back" and "Next" buttons.

Impersonating

My Benefits Actions Notices Logout Help

Time Remaining: 53h

Overview ✓

Select Change Type

Personal Info

Income

SELECT CHANGE TYPE

Would you like to add a person to a benefit program, or report a change to your household's situation?

Add a Person  Report a Change

Which programs will the person be applying for?

Food Stamps

Health Coverage Assistance

Child Care Assistance (ICCP)

Cash Assistance for Families (TAFI)

AABD Cash

Back Next

# Reporting a Change or an Add a Person

## Add a Person:

Based on the program(s) selected, mandatory fields populate and must be completed in order to submit the request

The screenshot shows the 'impersonating.' website interface. At the top, there is a navigation bar with 'My Benefits', 'Actions', 'Notices', 'Logout', and 'Help'. A 'Time Remaining: 53h' indicator is visible. The main content area features a large photo of a smiling man and two young girls. Below the photo, the 'PERSONAL INFO' section is highlighted with a red box. This section includes a sidebar menu with options: Overview (checked), Select Change Type (checked), Personal Info (selected), Your Household, Tax Status, Income, Expenses, Assets, and Review & Submit. The main content area under 'PERSONAL INFO' contains a description: 'In this section you will be asked for identifying information about any new household member(s) as well as information about existing members of your household. This information will be used to determine eligibility for the program(s) selected.' To the right, a 'You May Need:' section lists 'Birth Dates' and 'Social Security Numbers'. Below this, it states 'Estimated Time needed to complete this section: 5 minutes'. At the bottom of the page, there are 'Back' and 'Next' buttons.

The **Next** button can be used to go screen by screen

# Reporting a Change or an Add a Person

## Provide Verification:

Verification of the request can be uploaded before submitting the add a person request.

The screenshot shows a web application interface with a dark blue header containing navigation links: "My Benefits", "Actions", "Notices", "Logout", and "Help". A "Time Remaining: 53h" indicator is visible in the top right. On the left, a sidebar menu lists several steps: "Overview", "Select Change Type", "Personal Info", "Income", "Expenses", "Assets", "Additional Questions", and "Review & Submit". The main content area is titled "VERIFICATION DOCUMENTS" and contains the following text: "Verification will likely be required when a part of your household situation has changed (even if the change is small). For example, a common required verification is proof of your current income. Please review the list of possible verification documents below to identify which verifications may apply to your change in situation." Below this, it states: "To assist us in updating your household change as quickly as possible, please upload your verification documents right away. The quickest way to get us your verification is to upload them here." The "Upload Files" section features a "Drag & Drop files here to upload" area with a "Browse Files" button. A red callout box points to this button with the text: "Submit verifications by selecting **Browse Files** to add an attachment". Below the upload area, it lists acceptable file formats: pdf, .jpeg, .gif, .tiff, .tif, .BMP and .png, with a 5MB size limit. A warning box states: "Do not upload documents that are password protected or encrypted! Password protected or encrypted documents cannot be opened by the Department, which may result in a delay in processing your information." At the bottom, it provides contact information: "You may also mail, fax, or email the documents to us: Mail: Self Reliance Programs".

# Reporting a Change or an Add a Person

## Complete the Change:

Impersonating: [redacted] My Benefits | Actions | Notices | Logout | Help 

Time Remaining: 53h

- Overview ✓
- Select Change Type ✓
- Benefit Programs ✓
- Your Household ✓
- Tax Status ✓
- Life Events ✓
- Income ✓
- Review & Submit -

### E-SIGNATURE

Use the form below to certify that the information is accurate and to provide your signature. Once your changes have been submitted, no further edits are allowed.

**Only primary applicant is allowed to submit their application.**  
**You must check the confirmation box below before submitting this form.**

Under penalty of perjury, I swear or affirm the information I provide is true and complete.

CUSTOMER

CUSTOMER'S E-SIGNATURE  TODAY'S DATE

Before a request can be submitted, provide an E-Signature by completing the required fields

# Viewing Clients' Benefits

To view a client's existing benefits, navigate to the client's *My Benefits* screen.

When a program is discontinued for January and a change report is needed, click **Report a Change or Add a Person**

When a client's Health Coverage is set to discontinue in a future month, this banner appears prompting to report any corrections or new information to initiate a redetermination.

The screenshot shows the 'MY BENEFITS' page on the inki.dhw.state.id.us/benefits website. At the top, there is a search bar with 'Enter CIN/CID to Impersonate' and a 'Search' button. Below this, the page is titled 'MY BENEFITS'. A red banner with a white border contains the following text: 'Your Health Coverage Assistance is discontinued for a future month. To report corrections or new information so we can re-determine your eligibility, click **Report a Change** to the left.' Below the banner, there is a table of benefit members. The table has columns for 'BENEFIT MEMBERS', 'AUGUST', and 'SEPTEMBER'. The first row shows a member with a date of birth (03/22/1930) and three rows of benefit details. The first row of details shows 'Medicaid (AD Waivered Services)' with 'COVERED' in August and 'NOT ELIGIBLE' in September, with a 'Discontinued 08/31/20' status. The second row shows 'Medicaid (Enhanced)' with 'COVERED' in August and 'NOT ELIGIBLE' in September, with a 'Discontinued 08/31/20' status. The third row shows 'Medicaid (Medicare Savings Program)' with 'COVERED' in August and 'NOT ELIGIBLE' in September, with a 'Discontinued 08/31/20' status. On the left side of the page, there is a sidebar with a 'Benefits Summary' icon, a 'Report a Change or Add a Person' icon (highlighted with a red arrow), and a 'View Notices' icon.

BENEFIT MEMBERS	AUGUST	SEPTEMBER
(03/22/1930)		
Medicaid (AD Waivered Services)	COVERED	NOT ELIGIBLE
		Discontinued 08/31/20
Medicaid (Enhanced)	COVERED	NOT ELIGIBLE
		Discontinued 08/31/20
Medicaid (Medicare Savings Program)	COVERED	NOT ELIGIBLE
		Discontinued 08/31/20

# Coming Soon – Features Coming in October 2020

Changes planned for an October 2020 release include:

- **Ability to designate an entire agency as an Authorized Representative**  
in addition to designating a health insurance agent as an authorized representative, clients will soon be able to also designate the entire agency so that more than one employee in that agency may manage the client's account.
- **New Resolve APTC Compliance Option**  
When a client needs to self-attest that they are in compliance with APTC requirements, they will be prompted to self-attest once logged into idalink.

# Designate an Agency as an Authorized Representative

**Personal Info**

- About You
- Identity Verification
- Your Household
- Tax Status
- Life Events

### Designate an Agent Authorized Representative

Your Agent Authorized Representative is able to receive information related to your family's situation and view notices related to the Health Coverage Assistance program.

Would you like to designate an Agent Authorized Representative?

Yes  No

To designate an Agent Authorized Representative, select an agent from the list. If an agent's name displays with -inactive, you must either select an active agent's name from the list or remove the inactive agent entirely.

Agent Name:

Would you also like to designate an agency as an Agent Authorized Representative? Designating an agency means that any employee of that agency is able to receive information related to your family's situation and view notices related to the Health Coverage Assistance program.

Yes  No

Agency Name:

### Designate Authorized Representative

An Authorized Representative is able to act on a participant's behalf for all matters relating to his or her case. If you are helping someone apply who is not a member of your household, OR

When an agent is selected as an **Agent Authorized Representative**, the option to designate an agency populates

# New Resolve APTC Compliance Option

Clients can Self Attest that they are in compliance with APTC requirements through idalink

## SELF ATTESTATION

The IRS has notified us that **Emily** may not be in compliance with tax requirements for a previous year in which you received the Advanced Payment of Premium Tax Credit. This could be because:

- You did not file taxes,
- You did not complete the form 8962, or
- There is a discrepancy between the amount of tax credit you used and what you claimed on your taxes.

If you indicate below that you have reconciled all discrepancies and are in compliance with the IRS, we will consider this a confirmation that all reconciliation of your tax credit has been completed by you, and it will not affect your eligibility for APTC.

If you do not resolve this APTC compliance issue, your **APTC benefits will end on December 31, 2020**, and you will be responsible for the full costs of your insurance plan and covered services.



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