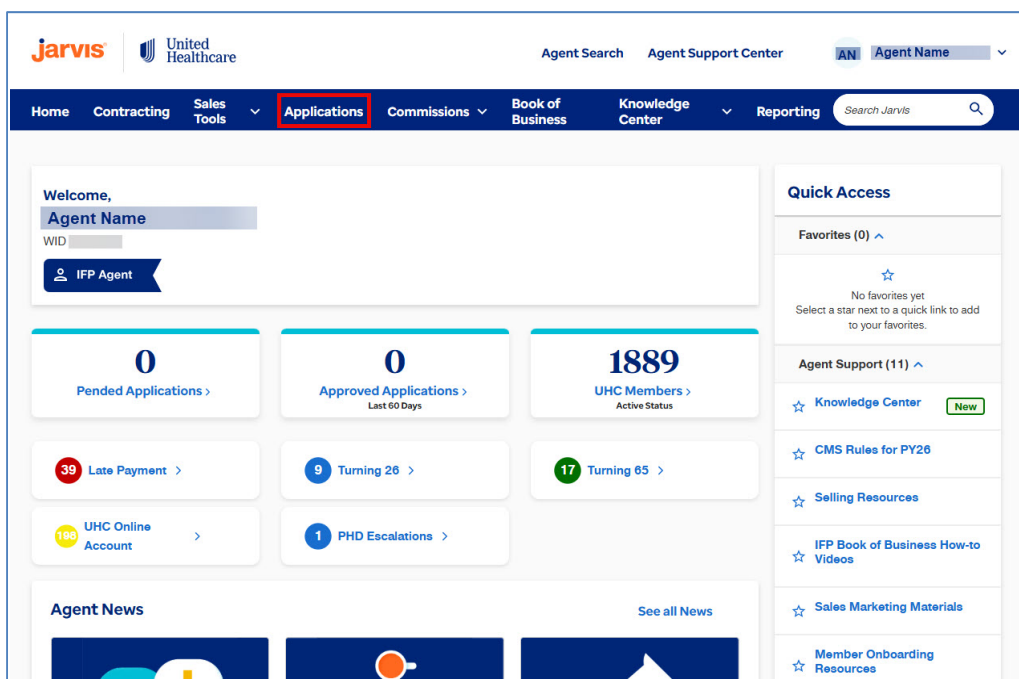


In **Jarvis**, you will be able to view your customer's application status and recent activity at any time. This will improve tracking of your business and bring awareness on necessary actions to ensure enrollment effectuation.

Accessing Applications

There are three easy ways to access application status in Jarvis:

1. Click **Applications** on the homepage welcome banner
2. Select **Applications** in the navigation toolbar
3. Through the homepage widget



View Applications

When you scroll down on the Applications page, you will see an alphabetical list of your customer's applications. The results display the most recent activity over the last 60 days.

- If you do not see an applicant in the table, narrow or broaden your search by changing the date range on the calendar to include the effectuation date (e.g., 01/01/2024). You may search any 1-12-month range in the past to view previously submitted applications
 - **Please note:** It may take up to three business days from submission for applications to display on **Jarvis**.

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- Filtering your results using the applicant's name, ID number or state is recommended, as your results may have exceeded system display limitations

- To view details of the application, click [See Details](#)



View Application Details

- View details including customer address, phone number, member number, and date of birth
- Application Detail includes real-time enrollment and plan information
- Click **Results** near the upper-left corner of the page to return to Applications page

Home > Applications

[< Results](#)

CUSTOMER NAME

Residential Address:	Phone Number:	Member Number:	Date of Birth:

Application Status

✓ ACTIVE

Application Detail

Application Status:	ACTIVE
Agent ID:	
Agent Name:	
Plan:	
Product:	IFP
Plan code:	
State	
Received Date:	
Status Reason:	
Effective Date:	
Termination Date:	



Application Status – Individual & Family Plans

- Download application status activity as an Excel file to customize and filter to your needs by clicking [Download to Excel](#)

Download to Excel Change view: Less Detail							
Applicant Name	Date of Birth	Product	State	Application Received	Effective Date	Application Status	Status Reason
		IFP				● CANCELLED; BINDER NOT PAID	
		IFP				● ACTIVE	
		IFP				● ACTIVE	
		IFP				● ACTIVE	
		IFP				● IN GRACE PERIOD	
		IFP				● APPLICATION PENDING PAYMENT	

	A	B	C	D	E	F	G	H
1	Application Status Report							
2	Report Generated By UHCJARVIS.COM 02/15/2024 at 01:56 PM							
3	WID :							
4	Effective Date : 11/01/2023 - 01/01/2024							
5								
6								
7	Applicant Name	Date Of Birth	Product	State	Application Received	Effective Date	Application Status	Application Reason
8			IFP	TX	01/01/2024	01/01/2024	ACTIVE	
9			IFP	FL	01/01/2024	01/01/2024	ACTIVE	
10			IFP	TX	01/01/2024	01/01/2024	ACTIVE	
11			IFP	FL	01/01/2024	01/01/2024	ACTIVE	
12			IFP	TX	01/01/2024	01/01/2024	ACTIVE	
13			IFP	FL	01/01/2024	01/01/2024	ACTIVE	



Application Status Definitions

Application Status results are updated in real-time, so it is recommended to check Applications frequently.

- APPLICATION PENDING PAYMENT
- ACTIVE
- CANCELLED; BINDER NOT PAID
- IN GRACE PERIOD
- TERMINATED; NON-PAYMENT OF PREMIUM*
- VOLUNTARILY TERM
- VOLUNTARILY TERM PENDING

*Status reason for TERMINATED; NON-PAYMENT OF PREMIUM: If non-payment of premium, member has to contact Member Services to re-activate plan; member must pay past due premium.

For further assistance, please feel free to contact the PHD at **1-866-235-4095**, TTY **711**, 8 a.m. to 7 p.m. CT, Monday - Friday.

