

Application Status

View and track applications



Application Status in Jarvis gives you a real-time view of your submitted, in-progress and action-needed applications – all in one place. Quickly search by status to stay on top of your applications and resolve pending applications faster.

You can view applications submitted in the past 60 days and search up to 12 months back for a history at your fingertips.

Key Features



New! Access and attach important documents to help you service applications, like providing missing information.



View application status. If you see a pending application code, use the Application Pend Codes job aid in Learning Lab to see what if any actions you need to take.



Use the filtering capabilities to quickly find just the information you're looking for. For example, narrow your search by name, date, ID number or state.

What's new?

- **Enhancements to the Application Status page** offer the ability for you to track and support applications as needed

- Tabs for Application Status, Service Requests and Service Request History

Application Status Service Requests Service Request History

- Attach documentation in conjunction with an application on the Service Request tab to assist consumer with proof of Medicare/Medicaid or chronic illness verification
- Easy filter options so you can view the applications based on status type including approved, action needed and not approved

169 Approved

Apply filter

28 Action Required

Apply filter

2 Not Approved

Apply filter

- More information on the status reason is provided when hovering on the Details tooltip on the App Status Table



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What's new *continued*

- **Tracking and resubmission improvements to remote signature**
 - Track the status of remote signature to determine when the signature process has been completed
 - Resubmit the application or get a Remote Signature report using the action drop-down menu next to the applicant's name (drop-down menu only appears on incomplete applications, failed remote signatures or in progress remote signatures)
- **More robust filtering and sorting for easier organization the way you want it**
 - Left side filter menu that allows you to filter applications by status and product plan
 - Sort your entire list of applications by A-Z ascending or descending order
 - Customize your list of applications to include more (or less) columns of member data such as dates, State, Medicare number, etc., and keep this customization even if you navigate away from the page
 - Click Download Results for an Excel version of your customized applications information

How to Access

Jarvis is your one-stop shop to access key tools like Application Status. In Jarvis, you'll find Applications conveniently located in the top menu bar.



www.uhcjarvis.com

Other Resources

- **Application Pend Codes** – a helpful guide where you can look up application status codes, find out what they mean, and determine if any action is needed by you. Available on Learning Lab > Content Library > Compliance & Enrollment > Enrollment and Election Periods > Application Pend Codes
- **[Missing Incomplete Application Update Request Form](#)** – use when you need to submit additional information
- **Election Period Booklet** – use this booklet to look up all election period codes and find scenarios to help you determine the correct code. Available on Learning Lab top right tab or Learning Lab > Content Library > Compliance & Enrollment > Enrollment and Election Periods > Election Period Booklet
- **State SEP Disaster Tracking Grid from FEMA** – use to find declared disaster election periods (Jarvis > Knowledge Center > FEMA state disaster information > State SEP tracker)
- Coming soon! **Application Status Job Aid** – provides step-by-step details on application status

