




# Washington Healthplanfinder Release 8.0 Update

Medicaid Eligibility and Policy  
Medicaid Eligibility and Community Support  
September 2020



# Topics

- System Release Outage
- COFA Islander Dental Care
- Cascade Care
- Correspondence Updates
- Other Updates
- Resources

# System Release Outage

# System Release Outage

September 2020						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
				24	25	26

*Washington Healthplanfinder will go down at **2am PST 9/17** for code deployment. System is tentatively scheduled to go live **7:30am PST 9/17***

<http://www.wahbexchange.org/news-center/outages-maintenance/>

# COFA Islander Dental Care



**COFA Islander**  
**Dental Care**

# COFA Islander Dental Care

Starting 2021 COFA Islander Dental Care will be available to COFA Islanders. Individuals are eligible for COFA Islander Dental Care when they are enrolled in:

- COFA Islander Health Care or
- Medicare and are Washington residents with income under 133% of the federal poverty level

Individuals who enroll in a dental plan for 2020 are responsible for the monthly premiums and out-of-pocket costs.

# COFA Islander Dental Care

Individuals in the same households may have different eligibility results based on this eligibility criteria.

## Example

Paul and Paula submit an application via Washington Healthplanfinder. Paula receives Medicare and Paul does not have other health care coverage.

Since Paula has Medicare, she may be eligible for COFA Islander Dental Care only while Paul may be eligible for both, COFA Islander Health Care and COFA Islander Dental Care.

# COFA Islander Dental Care Enrollment

Households eligible for COFA Islander Health Care *will require* a Special Enrollment Period (SEP) to enroll in COFA Islander Dental Care outside of open enrollment.

Individuals who are eligible for COFA Islander Dental Care *only* will be able to enroll at any time. SEP is not required.



# COFA Islander Dental Care

On-screen messaging and correspondence have been updated to communicate COFA Islander Dental Care eligibility results to individuals.

Households eligible for COFA Islander Health Care and COFA Islander Dental Care, will see the following banner on the Eligibility Results page.



You are eligible for COFA Islander Health and Dental care. Your premiums and out-of-pocket expenses are no cost to you if you enroll or are enrolled in a qualifying plan.

# COFA Islander Dental Care

Similar to COFA Islander Health Care, COFA Islander Dental Care plans are identified with the COFA Islander logo.

The screenshot displays a web interface for selecting dental plans. On the left, a sidebar contains a green dot next to 'Dental plans' and a dark blue box labeled 'Finalize plan selections'. The main content area has a header with 'Filter By', 'Sort by: Premium', and 'Provider & Facility Search'. Below this, it shows '3 Total dental plans found'. The first plan is from 'DENTEGRA Insurance Company' and is titled 'Dentegra Dental PPO Family Basic Plan'. It lists 'Routine care' (0% coinsurance) and 'Restorative care' (50% coinsurance for children, 100% for adults). The premium is '\$0.00 /month', the deductible is '\$50.00 Adult / \$75.00 Child', and the annual benefit limit is 'Unlimited for children / \$1,000 per adult'. At the bottom of the plan card, a 'COFA Islander Dental Care' logo is highlighted with a red box. Other options include 'Compare' and 'Pick This Plan'.

Plan Name	Provider and Facility	Routine Care	Restorative Care	Premium	Deductible	Annual Benefit Limit
Dentegra Dental PPO Family Basic Plan	<a href="#">Edit</a>	0% Coinsurance after deductible for children / 0% Coinsurance after deductible for adult	50% Coinsurance after deductible for children / 100% Coinsurance after deductible for adults	\$0.00 /month	\$50.00 Adult / \$75.00 Child	Unlimited for children / \$1,000 per adult

# Cascade Care

# Cascade Care



## Standard Plans

Make care more accessible by lowering deductibles, making cost-sharing more transparent, and providing more services before deductible.



## Public Option Plans

Make more affordable (lower premium) options available.



## Subsidy Study

Develop and submit a plan for implementing premium subsidies through the Exchange for individuals up to 500%.


Washington Health Benefit Exchange (HBE), HCA, and Office of the Insurance Commissioner partnered to implement Cascade Care, which creates new standard and public coverage options available through Washington Healthplanfinder during open enrollment for January 1, 2021 coverage.

Visit [Cascade Care](#) for more information.

# Cascade Care

Cascade Care plans will display at the top of the shopping page. They are identified by their Cascade Care Plan logos. These plans may also be eligible for COFA Islander Health Care, if this occurs, both logos will be displayed.

**SMART CHOICE**

**ambetter** | **coordinated care** | 

Ambetter Essential Care 5 (2020)

**Provider and facility**

- Joey Martsof
- Mark Wentworth
- Providence Family Medicine West Olympia

**Prescription**

- Atorvastatin
- Lipitor (Generic)

**Primary care visit**  
You pay \$20

**Generic drugs**  
You pay \$10

**Quality rating**  
★★★★☆


**Plan metal level**  
Silver

**Out-of-pocket max**  
\$7,850 Individual  
\$15,600 Family

**Premium**  
**\$350.72** /month  
Price after \$20.00 tax credit

**Deductible**  
\$7,300 Individual / \$14,600 Family

**Estimated total yearly cost**  
\$4,458

  Compare **Pick This Plan**

# Cascade Care

Standard plans and public option plans are the new addition to Cascade Care.

3 Different Types of Health Plans in the Exchange in 2021	Non - Standard Plans	Standard Plans	Public Option Plans
Eligible for federal tax subsidies; must meet federal actuarial value requirements for metal levels; must meet Office of Insurance Commissioner requirements, Qualified Health Plan criteria, and include Essential Health Benefits.	✓	✓	✓
Allows consumers to easily compare plans based on premium, network, quality, and customer service		✓	✓
Uses plan design with deductibles, co-pays, and co-insurance amounts for each metal level and some services guaranteed to be available before the deductible		✓	✓
Carriers required to offer to participate in the Exchange		✓	
Provider reimbursement caps at 160% of Medicare, and subject to a floor on reimbursement for primary care services & rural hospitals			✓
Required to incorporate Bree Collaborative & Health Technology Assessment program recommendations			✓
Requires carriers to offer a bronze plan			✓

# Correspondence Updates

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## Eligibility Results (EE015)

- Apple Health eligibility results letter now includes: For Washington Apple Health, coverage is approved based on the information provided on your application. We may send you a letter requesting verification. If you do not respond to the requests we send you, coverage may change or end.
- This notice has been updated to support COFA Islander Dental Care.

## Renewal Letter

- During the auto renewal process, 26-year old's aging out of their parents' QHP during the auto renewal need to understand the steps to take to remain enrolled in coverage for the upcoming year.



# Correspondence Updates

## Coverage Termination (EE012)

- This notice has been updated to provide additional details for COFA Islander Health Care which include confirmation that:
  - Sponsorship remains active when eligible individuals switch from one COFA plan to another.
  - Terminations during the current year apply to next year enrollment as well.

# Other Updates

# Household Coverage Summary

Household Coverage Summary

Shop and compare plans so that you get the best plan that fits your needs.

[Shop For Plans](#)

Renewed Health Plan Coverage

REVIEW RENEWED HEALTH COVERAGE [▼](#)

Next Year Coverage Summary

HEALTH COVERAGE [▼](#)

DENTAL COVERAGE [▼](#)

[Shop For Current Plans](#)

Current Coverage Summary

HEALTH COVERAGE [▼](#)

DENTAL COVERAGE [▼](#)

WASHINGTON APPLE HEALTH COVERAGE [▼](#)

Select the arrow to open and display details related to that field.

Individuals can review the Renewed Health Plan Coverage, the Next Year Coverage Summary, and the Current Coverage Summary.

# Contact Customer Support Form

The screenshot shows the top navigation bar with 'Home', 'Spanish', and a search bar containing 'E.g. How do I renew my cover'. Below this is the 'healthplanfinder' logo and a 'SIGN IN' button. The main navigation menu includes 'NEW CUSTOMERS', 'CURRENT CUSTOMERS', and 'CUSTOMER SUPPORT'. The breadcrumb trail is 'Home > Contact > Contact'. The page title is 'Contact Customer Support'. The instructions state: 'Have a question or comment for us? Complete the form, and our team will be in touch with you. In most cases, you can expect a response within 1 to 3 days.' A note reads: 'NOTE: Please do NOT include personal information in your message.' The form fields are: 'First Name\*', 'Last Name\*', 'Email Address\*', 'Phone Number\*', 'Subject', and 'Message\*'. At the bottom are 'Send message' and 'Preview' buttons.

Home Spanish E.g. How do I renew my cover

washington healthplanfinder

SIGN IN

NEW CUSTOMERS CURRENT CUSTOMERS CUSTOMER SUPPORT

Home > Contact > Contact

## Contact Customer Support

Have a question or comment for us? Complete the form, and our team will be in touch with you. In most cases, you can expect a response within 1 to 3 days.

NOTE: Please do NOT include personal information in your message.

First Name\*

Last Name\*

Email Address\*

Phone Number\*

Subject

Message\*

Send message Preview

A new Contact Customer will route questions to the customer support center email address for triage and appropriate support.

# Other Updates

Other QHP updates in this release include:

- Chat initiation process has been enhanced and streamlined.
- Individuals who are newly eligible for tax credits will be able to answer the question: “Someone in my household is eligible for tax credits and has had coverage in the last 60 days.”
  - In the previous release this question was disabled.
  - Newly Subsidy Eligible will displayed as the qualifying life event in the special enrollment period history.
- Carriers offering virtual care will be identified on the plan card.

# Resources

# Resources

## **HCA Training & Education Resources**

[hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education](https://hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education)

## **Cross-agency Desk Aid**

[hca.wa.gov/assets/free-or-low-cost/customer\\_support\\_center\\_referrals.pdf](https://hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf)

## **HCA Community-Based Specialists**

[hca.wa.gov/hcacomcommunitystaff](https://hca.wa.gov/hcacomcommunitystaff)

## **Contact your local HCA Area Representative**

[hca.wa.gov/assets/free-or-low-cost/area\\_representatives.pdf](https://hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf)

## **HCA Information about COVID-19**

[hca.wa.gov/information-about-novel-coronavirus-covid-19](https://hca.wa.gov/information-about-novel-coronavirus-covid-19)