



Washington Healthplanfinder Release Update

Office of Medicaid Eligibility and Policy
Medicaid Eligibility and Community Support
June 2019

Topics

- System Release Outage
- Eligibility Results Update
- Federal Tax Information (FTI) Consent
- WAPlanfinder
- Voter Registration
- Chat Functionality
- Other Updates
- Resources

System Release Outage

System Release Outage

June 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
			12	13	14	15
			19	20	21	22
23	24	25	26	27	28	29
30						

Washington Healthplanfinder will go down for regular scheduled maintenance on **Wednesday June 26th at 10pm PST** and is tentatively scheduled to go live **June 27th, 2019 at 8am PST**



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

Eligibility Results Update

Eligibility Results Update (EE015)

Currently, individuals receive limited messaging regarding cost sharing reduction eligibility on their Eligibility Results page and correspondence.

With this release, individual household members will see messaging on their Eligibility Results page when they are eligible for cost sharing reductions or tax credits.

The Eligibility Results (EE015) correspondence will include individual household members eligibility for Cost Sharing Reductions.

Eligibility Results



DASHBOARD

Sign Out

Your eligibility results

You applied for free or low-cost health insurance coverage. To see Eligibility Status details per household member click each name below. A summary of any tax credit your household is eligible for is available at the bottom of this screen.



You have 1 household member(s) with additional action required. Please review for more information.

Gerald Smith

Conditional

Gerald Smith

PRIMARY APPLICANT

COVERAGE



You need

Gerald Smith is conditionally elig

PROGRAM

Qualified Dental Plan & Qualifie

COVERAGE START DATE

07/01/2019

RENEWAL INFORMATION

Gerald Smith will need to renew

YOU QUALIFY FOR COST SAVINGS

COST-SHARING-REDUCTIONS

Gerald Smith is eligible for a plan unique to American Indians and Alaska Natives with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses.

TAX CREDITS

Gerald Smith is included in the tax filing household that has been approved for tax credits. See more information at the bottom of this screen.

Tax Credits

HEALTH INSURANCE PREMIUM TAX CREDITS

You've been approved for tax credits to lower the cost of insurance. Tax credits are only available for health plans and not dental plans. Your tax credits may change, depending on the health plan you select.

COVERAGE PERIOD 07/01/2019 - 12/31/2019

TAX FILING HOUSEHOLD MONTHLY TAX CREDIT AMOUNT

Gerald Smith \$202

Individuals who qualify for cost sharing reductions and other cost saving will be able to see on their eligibility results page.

Cost Sharing Reduction Messaging

NEXT STEPS FOR GERALD SMITH

You're approved to pick a Qualified Health Plan with tax credits today. If you select a Silver Level Health Plan, you'll receive cost-sharing reductions which lower the amount of health care costs you pay at the time of medical care, such as when you visit the doctor's office.

YOU QUALIFY FOR COST SAVINGS

COST-SHARING-REDUCTIONS

Gerald Smith is eligible for a plan unique to American Indian households with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses when seeking coverage through a tribal provider or clinic. Seeking some services at no cost may require a referral.

TAX CREDITS

Gerald Smith is included in the tax filing household that has information at the bottom of this screen.

COVERAGE START DATE

07/01/2019

COVERAGE END DATE

12/31/2019

RENEWAL INFORMATION

Shirley Hanson will need to renew coverage by 12/31/2019. We will contact you with more information when it's time to renew.

YOU QUALIFY FOR COST SAVINGS

COST-SHARING-REDUCTIONS

Shirley Hanson is eligible for a plan unique to American Indians and Alaska Natives with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses when seeking coverage through a tribal provider or clinic. Seeking some services at no cost may require a referral.

Messaging to American Indian/Alaska Native household will appear when special eligibility exists.

Cost Sharing Reduction Messaging

COVERAGE START DATE

07/01/2019

COVERAGE END DATE

12/31/2019

RENEWAL INFORMATION

Justin Harvey will need to renew coverage by 12/31/2019. We will contact you with more information when it's time to renew.

NEXT STEPS FOR JUSTIN HARVEY

You're approved to pick a Qualified Health Plan with tax credits today. If you select a Silver Level Health Plan, you'll receive cost-sharing reductions which lower the amount of health care costs you pay at the time of medical care, such as when you visit the doctor's office.

YOU QUALIFY FOR COST SAVINGS

COST-SHARING-REDUCTIONS

Justin Harvey is eligible for a plan with lower out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses if they enroll in a Silver plan.

TAX CREDITS

Justin Harvey is included in the tax filing household that has been approved for tax credits. See more information at the bottom of this screen.

This is an example of messaging that will be tailored to what the individual is eligible for.

Correspondence Updates

Specific tags will be added to the Eligibility Results (EE015) correspondence based on the cost sharing reductions tier an individual is eligible for. The example below is for the cost sharing reductions (03) eligibility.

- Individuals listed below are eligible for a plan unique to American Indians and Alaska Natives with no out-of-pocket costs, such as deductibles, co-insurance, co-payments, and other out-of-pocket expenses when seeking coverage through a tribal provider or clinic. Seeking some services at no cost may require a referral.

Federal Tax Information (FTI) Consent

FTI Consent

Individuals must consent to have their Federal Tax Information (FTI) electronically verified to be considered for tax credits. This consent is valid for five years, and must be re-authorized every 5 years.

Currently the only option for individuals to maintain their consent is to check the box at the eSignature webpage. Individuals who have not checked the box are not eligible for tax credits at renewal time.

With this update, individuals will be:

- Prompted prior to renewal time to provide authorization for FTI consent.
- Able to use the My Profile tab to authorize the FTI consent without reporting a change in their application.

FTI Consent

The screenshot displays the 'Coverage details' page. At the top, there are navigation tabs: ACCOUNT HOME, PAYMENTS, MY HOUSEHOLD, DOCUMENT CENTER, and MY PROFILE. Below these is a red-bordered banner with an orange warning icon on the left, the text 'Edit your authorization so we can renew your coverage next year with tax credits.', and a green 'Edit' button on the right. Underneath the banner is a 'Quick Links' sidebar with options: 'Create Another Application', 'View Current Eligibility Results', 'Find a Broker', and 'Find a Navigator'. The main content area is titled 'YOUR HOUSEHOLD COVERAGE SUMMARY' with a 'PRINT' link. Below this is a section for 'CURRENT YEAR - 2019' and a light blue box labeled 'HEALTH COVERAGE'.

A banner will display advising the user of action to take if FTI consent has not been provided.

The Edit button opens the FTI consent modal for the individual to provide consent.

My Profile Tab – Edit Consent

ACCOUNT HOME

PAYMENTS

MY HOUSEHOLD

DOCUMENT CENTER

MY PROFILE

Update other details by selecting "Report a Change" from your Account Home.

Account Information

USERNAME
MARGORE.51

PASSWORD

EMAIL ADDRESS
MARGORE.51@HBEUAT.MAILINATOR.COM

Renewal Information

AUTHORIZATION TO VERIFY TAX RETURN
DO NOT RENEW TAX CREDITS

Contact Information

NOTIFICATION PREFERENCE
PAPERLESS (BY E)

Change details

ACCOUNT HOME | PAYMENTS | MY HOUSEHOLD | DOCUMENT CENTER

We need additional documents to verify your information.

Update other details by selecting "Report a Change" from your Account Home.

Account Information

ME
1.97

PAPERLESS (BY EMAIL)

Edit renewal preference


I authorize Washington Healthplanfinder to electronically verify my tax return information during the annual renewal process for up to 5 years. I understand that I am able to change my consent at any time. I permit tax credits to be applied to my annual renewal without my taking further action.


Yes


No

My Profile Tab – Consent Updated

Coverage details

 ACCOUNT HOME

 PAYMENTS

 MY HOUSEHOLD

 DOCUMENT CENTER

 MY PROFILE

Update other details by selecting "Report a Change" from your Account Home.

Account Information

USERNAME

MARGORE.51

PASSWORD

EMAIL ADDRESS

MARGORE.51@HBEUAT.MAILINATOR.COM

Contact Information

NOTIFICATION PREFERENCE

PAPERLESS (BY EMAIL)



Renewal Information

AUTHORIZATION TO VERIFY TAX RETURN

RENEW TAX CREDITS (EXPIRES 06/11/2021)



When **Yes** is selected, the consent will update and display the expiration date.

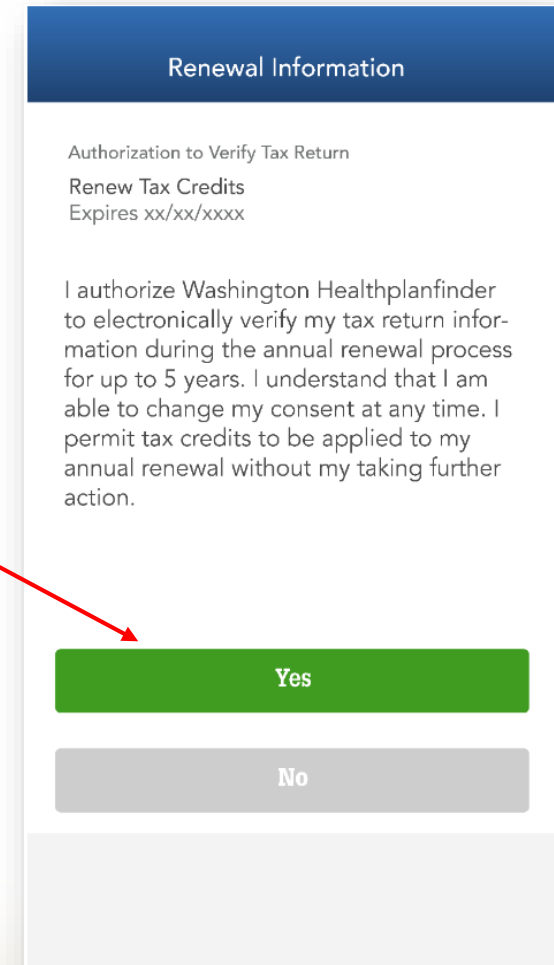
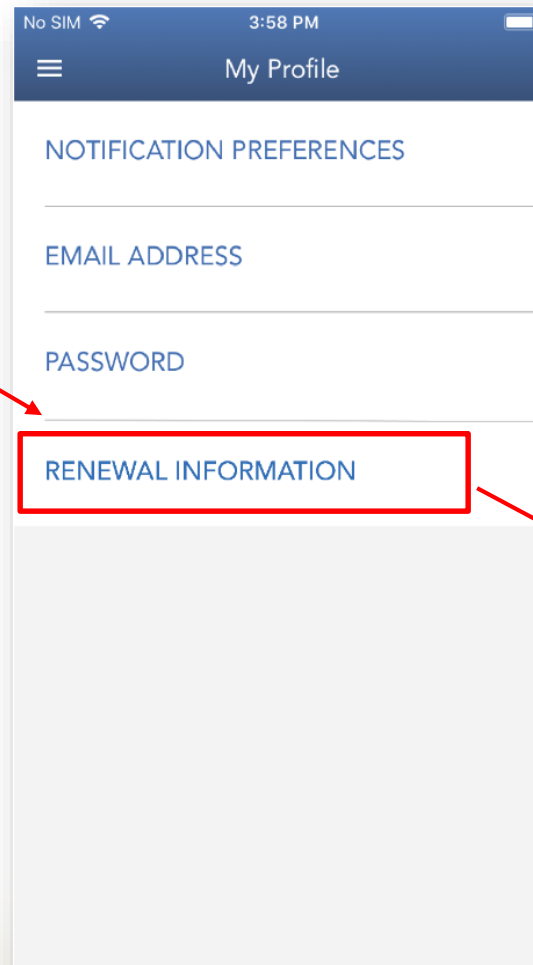
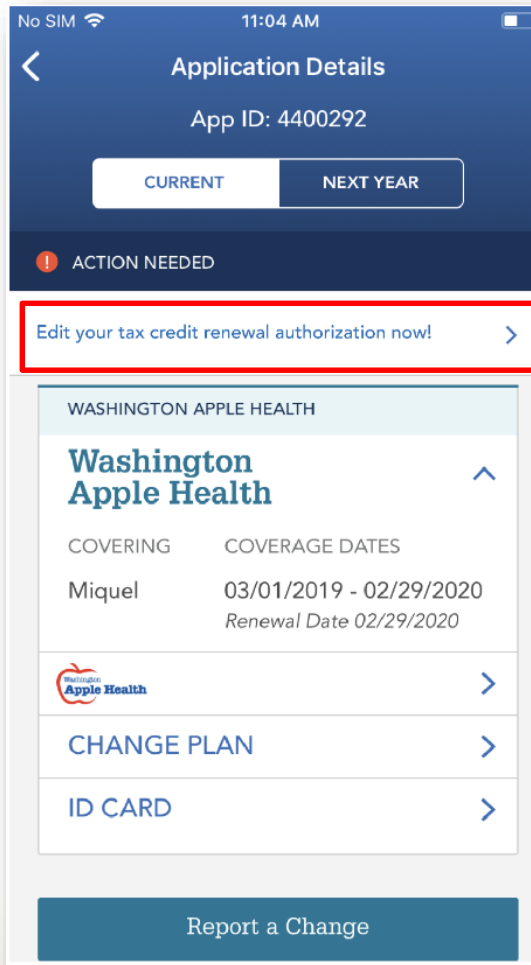
WAPlanfinder

WAPlanfinder

The following are updates for the WAPlanfinder. The update will:

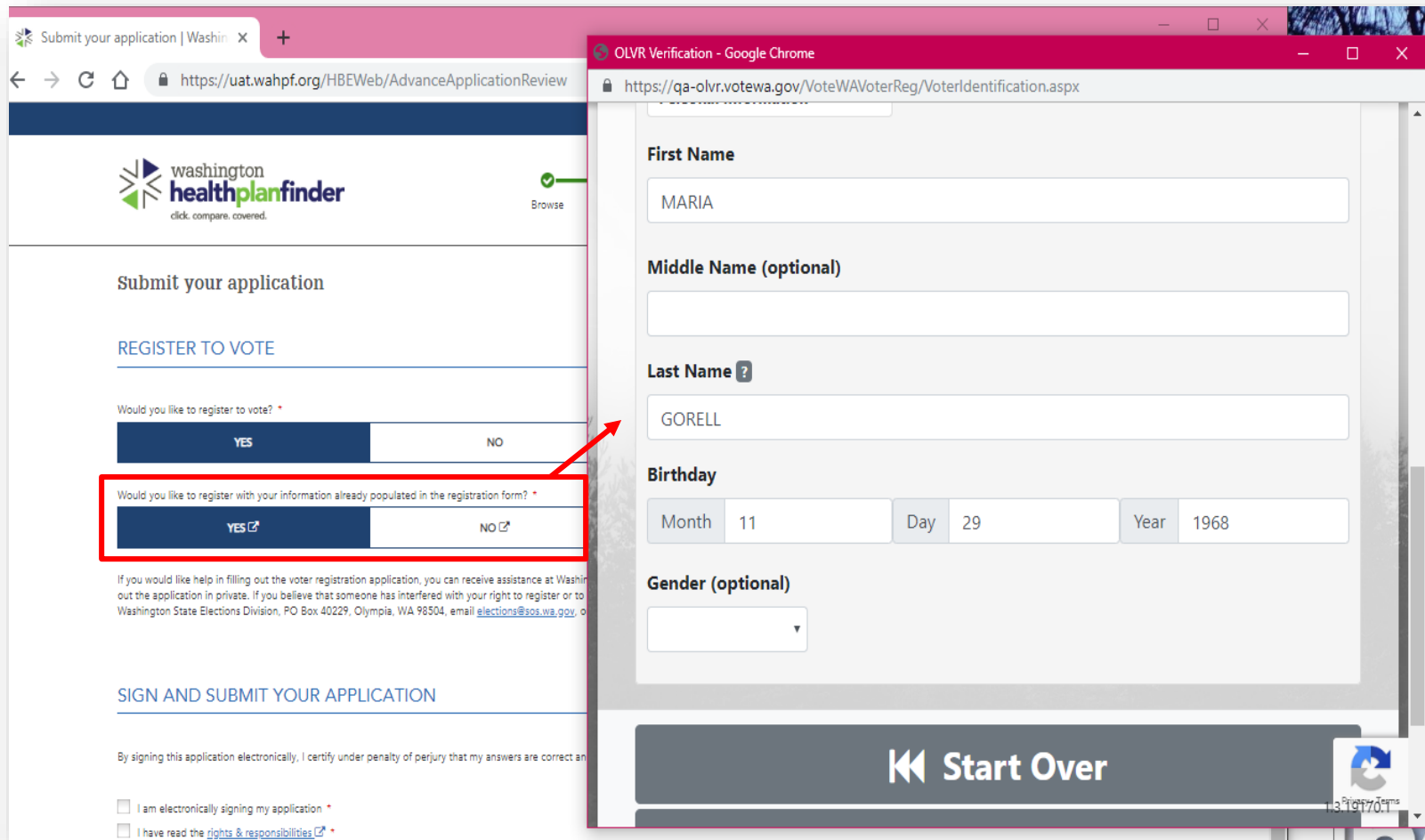
- Resolve an issue where the Android only app would freeze or crash.
- Allow individuals to authorize FTI consent in the My Profile tab.

My Profile Tab – WAPlanfinder



Voter Registration

Voter Registration



As of June 27th, 2019, the voter registration automatic information transfer will be live.

Voter Registration

- A few months ago, Healthplanfinder updated the voter registration. With the upcoming release, most individuals can choose to have their data automatically sent to the Secretary of State (SOS).
- If the primary applicant is 18 years of age or older, a US citizen, and a WA state resident, they can give consent for Healthplanfinder to send their data to SOS.
- SOS will either register them to vote or update their current voter registration.
- All primary applicants will still have the option to manually register to vote.

Chat Functionality

Washington Healthplanfinder Chat

Washington Healthplanfinder will be adding a customer chat function that will allow individuals signed into their account to ask Customer Support Staff questions about their application.

The functionality will be added in this release, however, it will not go live until mid-July.

Washington Healthplanfinder Chat

The chat function will:

- Be an Icon on certain pages. These pages include the tabs on the customer dashboard and post-enrollment screens. The will not include any pages prior to logging in, Frequently asked questions or Smart Planfinder.
- Be available in English and, at a later date, Spanish
- Not be available to brokers, navigators, exchange support staff, tribal assisters, Health Care Authority staff, and any other privileged user role.

Washington Healthplanfinder Chat

NOTICE:
We were not able to verify your information. Review your application, such as full legal names and birth dates, to make sure everything is correct. Otherwise, you may need to submit documents to verify your information.

[Close all](#)

ACCOUNT HOLDER

APPLICATION TYPE Not applying for tax credits, cost sharing reductions or Washington Apple Health	FULL NAME Maria Gorell
SOCIAL SECURITY NUMBER XXX-XX-2215 SOCIAL SECURITY DISCLOSURE	
DATE OF BIRTH 11/29/1968	SEX Male
EMAIL MARGORE.S1@HBEUAT.MAILINATOR.COM	

CONTACT INFORMATION

HOME ADDRESS

ADDRESS LINE 1 25 W Main St	APT/SUITE/OTHER -
CITY Auburn	STATE WA
ZIP 98001	

MAILING ADDRESS

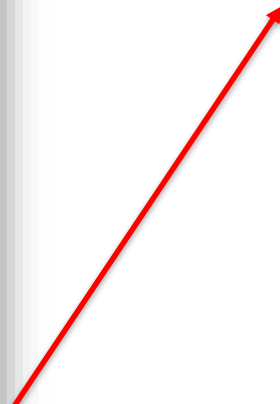
ADDRESS LINE 1 PO Box 7688	APT/SUITE/OTHER -
CITY Olympia	STATE WA
ZIP 98507	ADDRESS CONFIDENTIALITY PROGRAM? NO

ACP NUMBER
N/A

OTHER INFORMATION

PHONE NUMBER	PHONE TYPE
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Live Chat



Live Chat

Other Updates

Other Updates

The following are additional updates:

- The Washington Healthplanfinder will allow alpha numeric characters in the I-94 field.
- Pregnancy details will now show in the application review screen
- The Enrollment Deadline for Coverage (EE022) has been corrected and no longer generates for spouses that are marked as dependent of someone not in the household.

Other Updates (Cont.)

- The Eligibility Results letter (EE015) has been updated to include text regarding the option to apply for family planning when the individual is denied for Apply Health medical.
- Correspondence will not be mailed if a residential and mailing address is missing but will post to the individual's dashboard.
- This includes mail sent to dependents and Authorized Representatives.
- Privileged users have access to the ID Proofing button on App Review page.

Resources

Resources

HCA Training & Education Resources

<http://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education>

Cross-agency Desk Aid

http://www.hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf

HCA Community-Based Specialists

http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf

Contact your local HCA Area Representative

http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf