

Washington Healthplanfinder – November 2020 System Release

System Release Outage

Washington Healthplanfinder system release is scheduled to go live Monday, November 23 at 7:30 a.m. PST.

Apple Health application updates

- Address Confidentiality Program (ACP): Washington Healthplanfinder now allows any combination of numbers, letters and a hyphen in the Personal Mailbox (PMB) field. Correspondence will display the PMB after the post office mailbox number.
- Managed Care Plan shopping: The page will open appropriately and allow Washington Apple Health (Medicaid) enrollees to shop for managed care plans.
- Income and deductions: The Tuition and Fees deduction is an option in the drop-down menu on the Deductions page. While clients will be able to select this deduction category, the deduction is only allowed by the IRS through 12/31/2020 and will not be considered when calculating eligibility as of 1/1/2021.
 - The message reads: "Enter money paid out-of-pocket for tuition and tuition-based fees to a post-secondary institution. This does not include financial aid. Do not include personal or living expenses. This deduction is limited to the amount allowed by the IRS.
 - The following text is added to the renewal form: Reported Deductions – Deductions that may be allowed by the Internal Revenue Service each year for adjusted gross income include (table of deductions allowed will display).

Correspondence updates

- Messaging has been added to the Apple Health Eligibility Results correspondence to inform clients that additional documentation may be requested. The text will state:

Your coverage is approved based on the information provided on your application. If any information does not match our data sources, we will send you a letter requesting verification. Please respond to any requests you receive after this notice. If you do not respond, your coverage may change or end.

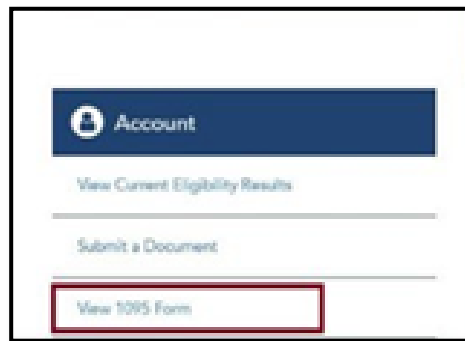
- Washington Healthplanfinder header and footer has been added to email correspondence to help clients differentiate emails from spam.
- The Complete Your Application letter will be sent to applications that are in a current draft status. This letter will not be sent to applications in draft status from 1+ years prior.
- Ensure COFA islanders are receiving appropriate correspondence and tags to advise clients of their current and/or updated eligibility.

WAPlanfinder

- WAPlanfinder users will be able to appropriately select the Shop for Plans button when they have a standalone dental plan.
- WAPlanfinder will indicate to the user that a PDF is downloading when using the app to review plan details and summary of benefits, and coverage documents.

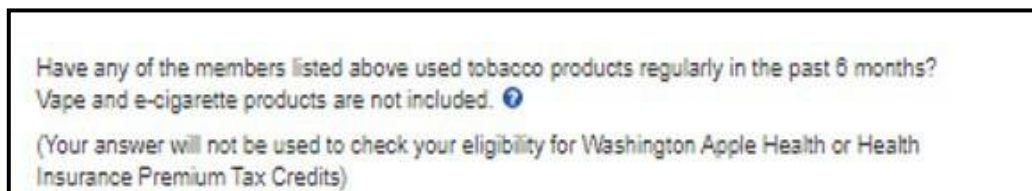
View 1095 Tax Form

- Back end changes have begun to implement 1095-B functionality. Access is not yet available.
- The Dashboard quick links includes the new link View 1095 Tax Form. This option opens a new tab which allows clients and account workers to view and re-print 1095-A forms that have been generated in the past 7 years.



Other updates

- The field level help text has been updated for the Tobacco questions throughout the application. This update is to include that Vape and e-cigarette users are not considered tobacco users.
 - o The tobacco use question will now read:



- The link "Access a benefit that is not covered by this plan" will open the URL in a new browser tab with the Department of Health page loaded.
- When an account worker accesses the customer Account Home page, the page will appropriately display without errors