



Washington Healthplanfinder Release 6.1 Update

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

Topics

- System Release Outage
- Social Security Number (SSN) Exemption Updates
- Compact of Free Association (COFA) Islander Health Care System Updates
- Lawful Presence System Update
- Account Updates
- Voter Registration

Topics

- Income Enhancements
- Responsive Design
- Correspondence Changes
- Summary
- Resources

System Release Outage

6.1 System Release Outage

April 2019						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
					11	12
					13	
14	15	16	17	X	18	19
21	22	★	23	24	25	26
27	28	29	30			

*Washington Healthplanfinder will go down for regular scheduled maintenance on **Thursday April 18th** and is tentatively scheduled to go live **Tuesday April 23, 2019***

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

SSN Exemption Updates

SSN Exemption Reason

Prior to the update, Washington Healthplanfinder users could bypass entering their SSNs without clarifying why they aren't providing it.

With this release, individuals will be asked why they are not providing their SSN on the Screen for Other Service page when:

- The customer is seeking coverage;
- Attests to being a US Citizen or Lawfully present; and
- Is 1 year of age or older.

This will reduce the number of Washington Apple Health (Medicaid) customers with “pending eligibility”

SSN Details on About You screen

In the Social Security Number section you will see messaging and a link to why we ask for the SSN.



Browse Apply Select Finalize

DASHBOARD

Sign Out

About You

We are now going to collect some information about you and your household to help you find health coverage options

*Required Field



NOTICE:

Provide full legal name such as what appears on the Social Security card.

FIRST NAME *

E.g. John

M.I.

E.g. J

LAST NAME *

E.g. Smith

SUFFIX

SOCIAL SECURITY NUMBER [Why We Ask For This?](#)

E.g. 123-45-6789

DATE OF BIRTH *

E.g. 01/20/2012

If you have a Social Security number and are applying for coverage, you may have to provide it. Select the "Why We Ask For This" link for details.

SOCIAL SECURITY NUMBER [Why We Ask For This?](#)

E.g. 123-45-6789

If you have a Social Security number and are applying for coverage, you may have to provide it. Select the "Why We Ask For This" link for details.

SSN Modal – Why We Ask For This?

Providing a Social Security number

Most individuals who have a Social Security number need to provide it to get coverage through Washington Healthplanfinder.

How we use Social Security numbers

We may use this number to check identity, citizenship, or lawful presence status, income, and verify health care claims (42 CFR 435.910). We share this number with some federal and state agencies, including the Internal Revenue Service. **We do not share this information with any immigration enforcement agency.**

This is the modal individuals will encounter when the Why We Ask For This? link is selected.

Providing a Social Security number

You may be able to get coverage while applying for a Social Security number, fleeing or living with domestic violence, or if your religion has well-established objections to providing or applying for a Social Security number. If you aren't eligible for a Social Security number because of your immigration status, you may be able to get coverage. Others in your household can still get coverage if you don't provide a Social Security number.

What to do if you don't have a Social Security number

If you need help getting a Social Security number, visit [SocialSecurity.gov](https://www.socialsecurity.gov) or call Social Security at 1-800-772-1213, tty: 1-800-325-0778.

Close

When adding household members, field level help is available for the SSN. Messaging states “If this person has a Social Security number and is applying for coverage, they may have to provide it. This will help process your application faster.”

Modal for Not Providing SSN

Update Household Information

SOCIAL SECURITY NUMBER

One or more members of your household did not provide a Social Security number. We need a Social Security number if they want health coverage and have an SSN or can get one.

You may be able to get coverage while applying for a Social Security number, fleeing or living with domestic violence, or if your religion has well-established objections to providing or applying for a Social Security number. If you aren't eligible for a Social Security number because of your immigration status, you may be able to get coverage. Others in your household can still get coverage if you don't provide a Social Security number.

You may be able to get coverage while applying for a Social Security number, fleeing or living with domestic violence, or if your religion has well-established objections to providing or applying for a Social Security number. If you aren't eligible for a Social Security number because of your immigration status, you may be able to get coverage. Others in your household can still get coverage if you don't provide a Social Security number.

HOUSEHOLD MEMBER ADDED

You are adding the following person(s) back to your application. Review the information for Jack R Reddy

OK

- When a SSN is left off of the application individuals will encounter a modal requesting review their information.
- The modal, as shown on this slide, will indicate when a SSN is required for an added household member.
- When an individual has a SSN, they are required to provide it though they may qualify for an exception.

SSN Screening Questions

Screen for other services

*Required Field

LONG TERM CARE COVERAGE

Do any of the members applying for coverage need any of these services?

* June M Reddy

* Jack R Reddy

Long-term care services because they are living in a medical facility, such as a nursing home

In-home care-giver

Assisted Living services

Services through the Division of Developmental Disabilities

Hospice care

Health coverage because they are unable to work due to a health condition or disability.

YES	NO
YES	NO
YES	NO
YES	NO
YES	NO
YES	NO

UNPAID MEDICAL EXPENSES

Do any of these members have unpaid medical expenses from the last three months, not including this month?

YES	NO
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MISSING SOCIAL SECURITY NUMBER

Select the reason these household members are not providing a Social Security number.

Why did Jack R Reddy not provide a Social Security number?

Select an Option

Back

Finish Later

Next

11

When an individual applying for coverage fails to provide their SSN, the Missing Social Security Number question will appear on the Screen for Other Services page.

The drop down provides a list of reasons an individual can select to explain why they are not providing their SSN.

SSN Screening Questions

Individuals must select a reason for not providing a SSN.

- Additional details for each reason display below the selection
- Depending on the selected reason more information may be requested.

MISSING SOCIAL SECURITY NUMBER

Select the reason these household members are not providing a Social Security number.

Why did Jack R Reddy not provide a Social Security number? *

Select an Option

- They applied for a Social Security number
- They are not eligible for a Social Security number
- They are living with or fleeing from domestic violence
- They have a religious exemption

MISSING SOCIAL SECURITY NUMBER

Select the reason these household members are not providing a Social Security number.

Why did Jack R Reddy not provide a Social Security number? *

They applied for a Social Security number

Choose this reason if they have submitted an application for a Social Security number to the Social Security Administration and are waiting to receive it, or they will apply for one.

MISSING SOCIAL SECURITY NUMBER

Select the reason these household members are not providing a Social Security number.

Why did Jack R Reddy not provide a Social Security number? *

They do not want to provide or apply for a Social Security number

Choose this option if the individual does not want to provide or apply for a Social Security number. This may result in denied coverage. To provide the number, use the back button to go to the "Add your household members" screen and enter the Social Security number.

SSN Scenarios

Scenarios	Can the applicant bypass providing SSN	Missing SSN Questions
Parent applying for newborn child under 1 year old.	Yes	Additional questions should not appear as the child is still under 1 year old.
Single individual who declared they are not a US citizen and not lawfully present.	Yes	Since the individual has stated they are not a US Citizen or lawfully present the additional questions shouldn't display.
Parent applying for 2 year old child. Parent is not seeking coverage and has not provided their SSN.	No	If the parent did not provide the 2 year old's SSN then the question would display. The missing SSN question will not display for the parent since she/he is not seeking coverage.

System Updates



COFA Islander
Health Care

COFA Islander Health Care

COFA Islander Health Care is a program offered by the Health Care Authority to help islanders pay for their insurance premiums and out-of-pocket costs for silver level plans. For more information visit www.hca.wa.gov/COFA.

Currently, COFA Islander Health Care enrollment, eligibility and sponsorship are manually processed. This release brings many enhancements to automate many of these tasks.

COFA Islander Health Care

To support approvals for and termination from COFA Islander Health Care, correspondence tags have been added to:

- Coverage Termination (EE012)
- Eligibility Results (EE015)
- Time to Renew Your Coverage (EE017)
- Plan Selection Confirmed (EE019)

These are examples
of the tags

COFA Islander Health Care

The individual(s) listed below are not eligible for COFA Islander Health Care because they did not enroll in a Silver level Qualified Health Plan. See Washington Administrative Code (WAC) 182-524-0300.

- Shonna Carey
- Candance Carey

COFA Islander Health Care

The individual(s) listed below are not eligible for COFA Islander Health Care because they are not eligible for a Qualified Health Plan with tax credits. See Washington Administrative Code (WAC) 182-524-0300.

- Lemuel Merritt

Correspondence Example

Coverage Termination

Dear Lemuel Merritt,

Based on changes in your application, the individuals below will lose their coverage with Kaiser WA Health Support Plan.

Individual Name	Coverage End Date
Werer Erhg	11/30/2018
Lemuel Merritt	11/30/2018

You asked us to stop your coverage through Washington Healthplanfinder on 11/01/2018. If you still want coverage from us, please contact us right away so you don't have a gap in your coverage.

COFA Islander Health Care

COFA Islander Health Care for the individual(s) listed below ends 11/30/2018 because their coverage for a Qualified Health Plan is ending. See Washington Administrative Code (WAC) 182-524-0300.

- Werer Erhg
- Lemuel Merritt

This is an example of the Coverage Termination (EE012) letter.

Renewal Correspondence Examples

Time to Renew Your Coverage

Dear Lemuel Merritt,

Open enrollment is . This letter has information about your coverage for next year.

How to Complete Your Coverage

Names	Next Step Action
Lemuel Merritt	You're eligible for Qualified Health and Dental coverage.
Lemuel Merritt	We were able to enroll you in one but not both of your plans. Review your plan below, shop, and select your remaining coverage by the end of open enrollment.

Health Plan Details

Your current health plan through LifeWise has been renewed for next year.

Enrolled Members	Lemuel Merritt
Health Insurance Company	LifeWise
Health Plan	COFA Renewal
Metal Level	SILVER

Correspondence ID: EE017-305603 App ID 81372

This is an example of the Time to Renew Your Coverage (EE017).

Monthly Plan Premium	\$429.28
Monthly Tax Credit	\$150.00
Your Monthly Plan Premium	\$0.00
Coverage Begin Date	01/01/2019
Coverage End Date	12/31/2019

COFA Islander Health Care

The individual(s) listed below are eligible for COFA Islander Health Care through the Washington State Health Care Authority (HCA). Their health insurance premium and out-of-pocket expenses for covered services are at no cost to you. HCA will send more information on how to pay for the out-of-pocket expenses.

- Lemuel Merritt

COFA Islander Health Care

Other system updates for COFA Islander Health Care include:

- Added banners to display an individual's COFA Islander Health eligibility.
- Improved Plan Shopping experience to show available plans and zero premium due to COFA islanders.
- Locked Tax Credit Slider which will apply the full advance premium tax credit.
- Disabled Pay Now button for Qualified Health Plans for individuals enrolled in COFA Islander Health Care.

COFA Islander Health Care Banner

Banners will display with an individuals eligibility for COFA Islander Health Care.

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 are eligible for COFA Islander Health Care. Your premiums and out-of-pocket expenses are no cost to you if you enroll or are enrolled in a Silver level Qualified Health Plan.

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 are not eligible for COFA Islander Health Care.



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

Mark Desai

 Conditional



Mark Desai

PRIMARY APPLICANT

 Conditional

Plan Shopping Video



Locked Tax Credit Slider

Confirm your plan(s)

HEALTH



PLAN: SILVER | SC KP WA 3500/30



EST PREMIUM
\$0.00
/month

Bethel Armstrong

COVERAGE START DATE

05/01/2019

COVERAGE END DATE

12/31/2019

SELECT PREMIUM TAX CREDIT AMOUNT

BETHEL ARMSTRONG

MAX. 41.25

\$41.25



Lawful Presence System Update

Lawful Presence Update

Individuals will be required to provide a non-zero Alien or USCIS number if they have one.

- Individuals who have entered all zeros for their Alien or USCIS number will be required to provide their Permanent Resident Card or Lawful Presence numbers.
- When reporting a change or going through renewal individuals will be prompted to provide their correct Alien or USCIS number for verification of lawful presence.

Tips for Avoiding Unverified Citizenship or Lawful Presence

No match on name:

If the individual's name entered in the application does not match their SSN card or immigration/citizenship document, the individual will likely return unverified.

Entering the legal name vs. nickname. Ex. William vs. Bill, Robert vs. Bob, etc.

Wrong Attestation:

Ex. The individual is an immigrant but mistakenly attests to be a U.S. Citizen or vice versa.

Tips for Avoiding Unverified Citizenship or Lawful Presence

TYPO(s)	
Name	Kristen vs. Kirsten
SSN	***-****-6789 vs. ***-**-7689
	Individual does not have a SSN or mistakenly leaves SSN field blank
Citizenship or immigration document numbers	Document number typo
	Customer does not supply immigration or citizenship document number
Birthdate	03/10/80 vs. 10/03/80

Account Updates

Account Creation Screen

HOME EN ESPAÑOL LANGUAGE HELP CUSTOMER SUPPORT

washington healthplanfinder
click. compare. covered.

Sign In

Create an Account

*Required Field

ACCOUNT INFORMATION

USERNAME *
⚠ At least 6 characters
E.g. jsmith123

PASSWORD *
⚠ At least 8 characters

RE-ENTER PASSWORD *

8 characters long

EMAIL ADDRESS *
E.g. jdoe@mail.com

GO PAPERLESS

I want to receive e-mail notifications.

TERMS AND CONDITIONS OF USE

Yes, I have read and accept the Washington Healthplanfinder [Terms and Conditions of Use](#).

i Notice:
Creating your account may take several seconds. Please be patient.

Back Skip Account Creation Create Account

Security Question Removal

The following are updates to Account Unlock and Forgot Password.

- Emailed Verification Codes will replace Security Questions for all users.
- Individuals can request a Verification Code when:
 - Their user account has been locked.
 - They select 'Forgot Password'. They will receive a verification code prior to changing their password.
- Verification codes will be valid for 10 minutes. Individuals can use the 'resend code' button if their code does not appear.
- WAPlanfinder will be updated to support the removal of security questions.

Verification Code Email Example

The screenshot shows an email client interface with a blue header bar. The title bar reads "[EXT] Washington Healthplanfinder Verification Code - Message (HTML) (Read-Only)". Below the header is a ribbon with tabs for "File", "Message", "Help", "Adobe PDF", and "Tell me what you want to do". The "Message" tab is active, showing various actions like "Delete", "Archive", "Reply", "Reply All", "Forward", "Move", "Mark Unread", "Categorize", and "Follow Up". A "Quick Steps" dropdown menu is open, showing "Operational Staff" and "To Manager".

Thu 3/7/2019 9:21 AM

CS Customer Support
[EXT] Washington Healthplanfinder Verification Code

To mamaof2@gmail.com

Your verification code is: 905146

This code will expire in 10 minutes.

If you did not request this code or need additional help, contact Customer Support at 1-855-923-4633.

Thanks for verifying your Washington Healthplanfinder account.

Security Question Removal

Individuals can use the Resend the Verification Code link if their code does not appear.

Verify your account

*Required Field

A verification code was just sent to ma*****@fakemail.org

If you do not receive an email or have any trouble, contact Customer Support at [1-855-923-4633](tel:1-855-923-4633).

ENTER THE CODE *

[Resend The Verification Code](#)

Next

Forgot Password Video

The screenshot shows the Washington Health Plan Finder website. At the top, there is a navigation bar with links for HOME, EN ESPAÑOL, LANGUAGE HELP, and CUSTOMER SUPPORT. Below this is the Washington Health Plan Finder logo with the tagline "click, compare, covered." and a "Sign In" button. The main content area is titled "Sign in to your account" and features a form with fields for USERNAME and PASSWORD. A "Remember Me" checkbox is present below the password field. A "SIGN IN" button is located below the form. A link for "Forgot Password?" is visible next to the password field. At the bottom of the page, there are links to download the mobile app on the App Store and Google Play. The footer contains system information including SystemTime, T4PD Cutoff Date, and INT1-A 1.0.688.

https://www.wahpf.org/...
Sign in to your account | W...
Edit View Favorites Tools Help
Planner Home Page Washington ... CSA Tool Washington Health Benefi... ADP
HOME EN ESPAÑOL LANGUAGE HELP CUSTOMER SUPPORT

washington healthplanfinder
click, compare, covered.

Sign In

Sign in to your account

*Required Field

USERNAME * ⓘ
|
[Forgot Username?](#)

PASSWORD * ⓘ
|
[Forgot Password?](#)

Remember Me

SIGN IN

Don't have an account? [Create one now](#)

Download our free mobile app to get coverage information on the go

Download on the App Store | GET IT ON Google play

SystemTime: 06/21/2018
T4PD Cutoff Date: 06/21/2018 Security: Y
Big Service: N Provider One Service: N OPA Switch: true
INT1-A 1.0.688 (06/21/2018 12:37:51 PM) (serverNode)



Unlock Account Video

The screenshot shows a web browser window displaying the Washington Health Plan Finder website. The browser's address bar shows the URL: <https://wahpf.org/HBEWeb/AccountLocked?showTrackInfo=https%3A%2F%2Fwahpf.org%3A443%2FHBEWeb%2F&checksum=4292>. The page title is "Your account is temporarily locked". The main content area features a large green button labeled "Unlock Account". Below the button, there is a system information bar with the following text: "SystemTime: 04/01/2018", "MRO Cutoff Date: 04/21/2018", "Security: Y", "Elig Service: N", "Provider One Service: N", "OPA Switch: true", and "INT1-6.1.0.688 (04/01/2018 12:37:51 PST) (serverNode)". The footer contains a grid of links for "CUSTOMER RESOURCES", "GET ANSWERS", "GLOSSARY", "NONDISCRIMINATION", "PRIVACY POLICY", "OTHER POLICIES", "ABOUT US", and "CAREERS". A mouse cursor is hovering over the "CAREERS" link. To the right of the footer, there is a language selection menu with options: Español, Tiếng Việt, Русский, український, 日本語, Af-soomaali, বাংলা, Deutsche, 中文, 한국어, Tagalog, हिन्दी, and 中文. The Washington Health Plan Finder logo is present in the bottom right corner, along with contact information: "Toll-free support: 1-855-923-4633" and "TTY 1-855-627-9604". Social media icons for Twitter, Facebook, and YouTube are also visible. At the bottom of the browser window, there is a video player interface with a play button and a volume icon.



Voter Registration

Voter Registration

Eligible primary applicants will have the opportunity to transfer their demographic details to the Secretary of State for voter registration.

A primary applicant will be able to see the “Voter Registration” question when they are:

- 18 years of age or older as of the system date;
- Verified U.S. citizens (either manually or federally); and
- Washington State residents

Voter Registration Video



DASHBOARD

Sign Out

Submit your application

*Required Field

REGISTER TO VOTE

Would you like to register to vote? *

YES	NO
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If you would like help in filling out the voter registration application, you can receive assistance at Washington's toll free Voter Registration Hotline, [1-800-448-4881](tel:1-800-448-4881). The decision whether to seek or accept help is yours. You may fill out the application in private. If you believe that someone has interfered with your right to register or to decline to register to vote, or your right to privacy in deciding whether to register, you may fill a complaint with the Washington State Elections Division, PO Box 40229, Olympia, WA 98504, email elections@sos.wa.gov, or call [1-800-448-4881](tel:1-800-448-4881).

SIGN AND SUBMIT YOUR APPLICATION

By signing this application electronically, I certify under penalty of perjury that my answers are correct and complete to the best of my knowledge.

- I am electronically signing my application *
- 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. By checking this box, I permit tax credits to be applied to my annual renewal without my taking further action.
- I have read the [rights & responsibilities](#) *



Income Enhancements

Income Enhancements

- Individuals will be able to enter income as a loss. Negative amounts will display in red for the following income types:
 - Rental, Self-Employment, Capital Gains, Farming and Other Taxable Income.
- Negative income calculated on the Calculators will carry over to the income details page.
- Negative income will be passed to Eligibility Service (ES) as a negative amount.
- When an error occurs on the income or deduction page the field will open for the individual to make a correction.

Negative Income Video

SELF-EMPLOYMENT

-
\$ -

Close  Remove 

Enter the profit or loss received from operating a business such as a sole proprietor, independent contractor, a partnership or S-corporation. Use the self-employment income calculator or enter the net amount of income after allowable business expenses.

TYPE OF COMPANY *

Sole Proprietor

NAME OF COMPANY *

AMOUNT *

\$ 0.00 or -\$ 0.00

FREQUENCY *

Selection Option

 [Income Calculator >](#)

Close 

RENTAL INCOME

-
\$ -

Edit  Remove 

OTHER INCOME

-
\$ -

Close  Remove 



Deduction changes

Certain deductions are being capped to match IRS standards.

Back in January, the School Tuition and Fees deduction no longer reduced countable income.

The following deductions are capped:

- Educator expenses \$250/year for individual and \$500/year for household
- Student loan interest \$2500/year or \$208.33/month
- Health Savings Account and pre-tax retirement are capped at an amount based on age