



Washington Healthplanfinder Release 5.0 Update

Office of Medicaid Eligibility and Policy
Medicaid Eligibility and Community Support
September 2017

System Release 5.0 - September 2017

September 2017									
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday			
						2			
3	4	<p>Washington Healthplanfinder will go down for maintenance on Friday, September 22nd at 10pm and is scheduled to be live when you login on Monday, September 25th</p>				9			
10	11					16			
17	18					20	21	22	23
24	25					26	27	28	29



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

Topics

- Open Enrollment and Screen Changes

- Expedited Renewals

- Responsive Washington Healthplanfinder

- WAPlanfinder 2.0 Overview

- Provider Directory

- Other Enhancements

- Correspondence Changes

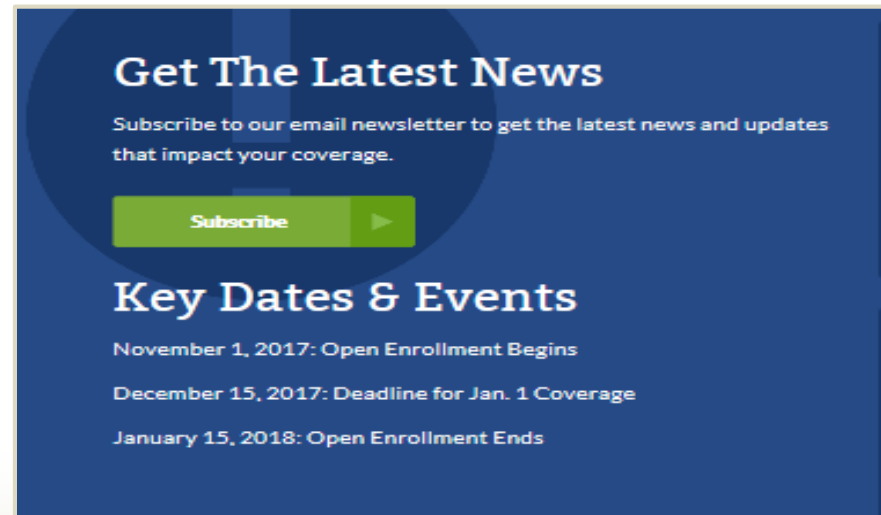
- Resources

Open Enrollment and Screen Changes

Open Enrollment Change

Washington Healthplanfinder Open Enrollment for 2018 coverage is:

November 1st, 2017 through January 15th, 2018



The screenshot shows a dark blue rectangular box with white and green text. At the top, it says "Get The Latest News" in a large, bold font. Below this, in a smaller font, it says "Subscribe to our email newsletter to get the latest news and updates that impact your coverage." Underneath is a green button with the word "Subscribe" and a white right-pointing arrow. Below the button, the text "Key Dates & Events" is displayed in a large, bold font. Underneath this, three lines of text list key dates: "November 1, 2017: Open Enrollment Begins", "December 15, 2017: Deadline for Jan. 1 Coverage", and "January 15, 2018: Open Enrollment Ends".

Get The Latest News

Subscribe to our email newsletter to get the latest news and updates that impact your coverage.

Subscribe

Key Dates & Events

November 1, 2017: Open Enrollment Begins

December 15, 2017: Deadline for Jan. 1 Coverage

January 15, 2018: Open Enrollment Ends

Screen Changes

The screenshot displays the Washington Healthplanfinder website interface. At the top, a dark blue navigation bar contains links for Home, Español, Language Assistance, Sign In, and Customer Support. Below this is a white search bar with the placeholder text "E.g. How do I renew my coverage?" and a blue Search button. The main content area features a large banner image of a family with the text "Open Enrollment Begins November 1st. Washington Apple Health (Medicaid) Enrollment is Year-Round" and a green "Apply Now" button. Below the banner are four content tiles: "Shop for Plans" with a "Shop Now" button, "Washington Apple Health" with an "Apply Now" button, "Get The Latest News" with a "Subscribe" button, and "Real People, Real Stories" with a "Read Stories" button. A "Key Dates & Events" section is partially visible at the bottom left.

Home Español Language Assistance Sign In Customer Support

washington healthplanfinder
click. compare. covered.

E.g. How do I renew my coverage? Search

Open Enrollment Begins November 1st. Washington Apple Health (Medicaid) Enrollment is Year-Round

You can still enroll in or change plans if you have a life-changing event.

Apply Now

Shop for Plans

Compare health and dental plans to see which options best fit your needs and budget. You may qualify for financial help.

Shop Now

Washington Apple Health

Get the fastest decision online. Apply now or [sign in](#) to renew your coverage.

Apply Now

Get The Latest News

Subscribe to our email newsletter to get the latest news and updates that impact your coverage.

Subscribe

Real People, Real Stories

Inspiring stories from people who have signed up for coverage through Washington Healthplanfinder.

Read Stories

Key Dates & Events

Screen Changes

- The globe and question mark next to the Customer Support dropdown menu on the Washington Healthplanfinder homepage will be removed
- “Confirm and Send” page will include conditional logic based off of customer eligibility
- A warning modal will populate between 11/1 – 11/15 to inform Qualified Health Plan (QHP) customers that making changes during this period will be effective 12/1

Screen Changes

Account workers and privileged users will have the ability to manually ID proof from the ID Proofing modal.

Primary Applicant's Information

Your identity could not be verified

To continue your application, [upload proof of your identity and/or](#) contact Customer Support at 1-855-WAFINDER (1-855-923-4633).

The answers to your security questions are incorrect. Please try again.

Update Verification

VERIFICATION STATUS *

UnVerified - Experian

VERIFICATION DATE *

10/01/2017

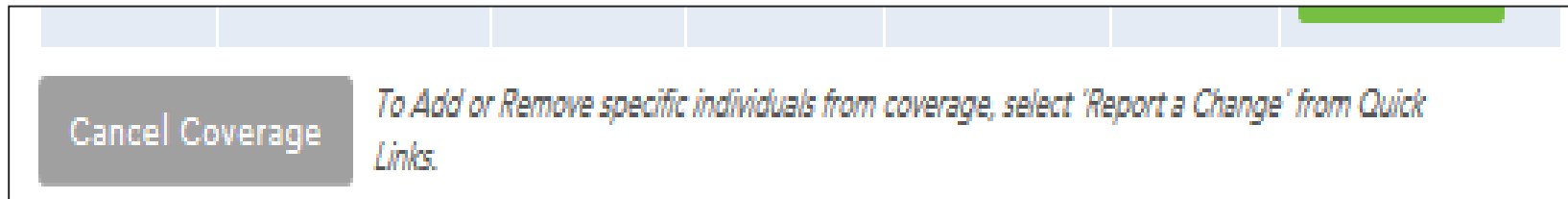
[Document Center >](#)

[Cancel <](#) [Update >](#)

What is your mailing address?

Screen Changes

The “Cancel Coverage” button to cancel QHP will be moved from the right side of the screen to the left and will be changed to the color grey on the customer’s dashboard.



Screen Changes

From the Lifewise website, customers will have the ability to be routed to Washington Healthplanfinder to anonymously browse.

The screenshot displays the Lifewise website interface. At the top, there are navigation tabs for 'Health' and 'Dental', and a 'Create Account' button. Below the navigation, there are search filters for 'Who's Shopping' including Coverage Year (2018), ZIP (98512), and Income. A 'Notice' box states: 'Please provide additional information to view estimated eligibility for low cost financial help (tax credit) to pay for your plan.' Below the notice, a plan listing is shown for 'LifeWise MM LifeWise Essential EPO 3000 HSA'. The plan details include 'PLAN: SILVER' and a link for 'More Information on this plan'. At the bottom, a table header is visible with columns: ESTIMATED YEARLY COST, PROVIDER & FACILITY, PRESCRIPTIONS, and OUT-OF-POCKET.


Account Home Tab Changes

A “Shop for Plan” button on the Account Home tab allows customers to update their plan. This will always appear for Apple Health customers, and for QHP customers during open enrollment or special enrollment.

The Account Home will display messaging letting the customer know information about their account including:

- Messaging to let customer they have been auto-renewed
- Enrollment information including certification dates
- The ability to click on “Plan Name” and view “Plan Details” page

Account Home Tab Changes


Your Household Coverage Summary [PRINT](#) 

You will be able to select or change your plan(s) by clicking "Shop Plans"

Current Year- 2017

Health Coverage

Washington Apple Health (except Alien Emergency Medical) includes dental coverage.

Name	Plan Name	Start Date	End Date	Renewal Date	Status 	Action
Carol Backfield	Washington Apple Health	09/01/2017	08/31/2018	08/31/2018	Enrolled	Shop Plans
Jason Backfield	Washington Apple Health	09/01/2017	08/31/2018	08/31/2018	Enrolled	Shop Plans
Tiffany Backfield	Washington Apple Health	09/01/2017	08/31/2018	08/31/2018	Enrolled	Shop Plans

The Washington Apple Health enrollment line will display the customer's Eligibility Service certification end date (this has previously been the ProviderOne end date).

Screen Changes

The “Save & Exit” button has been changed to “Finish Later.” When clicked, a popup will appear. The user can cancel and return to the application or click “Finish Later” to go to the customer’s dashboard.

Do you have other household members or tax dependents?

Note: All household and tax dependents must be listed, even if they do not need health care.

Name	Sex	Social Security Number	Date of Birth (MM/DD/YYYY)	Applying for Coverage	Living in Same Home as Shelly Sea
Shelly Sea	Female	XXX-XX-3382	01/01/1980	Yes	N/A

Buttons: Add Member, Back, Finish Later, Next >

Finish Later

Your progress will be saved temporarily. If you do not have an account, you'll need to Contact Customer Support at [1-855-923-4633](tel:1-855-923-4633) to complete your application.

Buttons: Cancel, Finish Later >

Screen Changes

The Household Taxes pages will no longer generate when there is only one primary tax filer on the application (this includes when a primary tax filer is changing from one person to another but only one remains).

Household Taxes for Last Year

We are unable to determine the tax filing relationship for the household members below.

Tax Information for 2015

HUGO RUFINO WAS A TAX DEPENDENT OF * **Select One -**

SHERLOCK SUNIL WAS A TAX DEPENDENT OF * **Select One -**

American Indian/Alaskan Native Updates

The race codes for Indian (American), Aleut and Eskimo have been updated to American Indian/Alaska Native.

When the race code American Indian/Alaska Native is selected, the question below is auto-populated to “Yes.”

RACE

-Select an Option-
American Indian/Alaska Native
Asian Indian
Black/African American

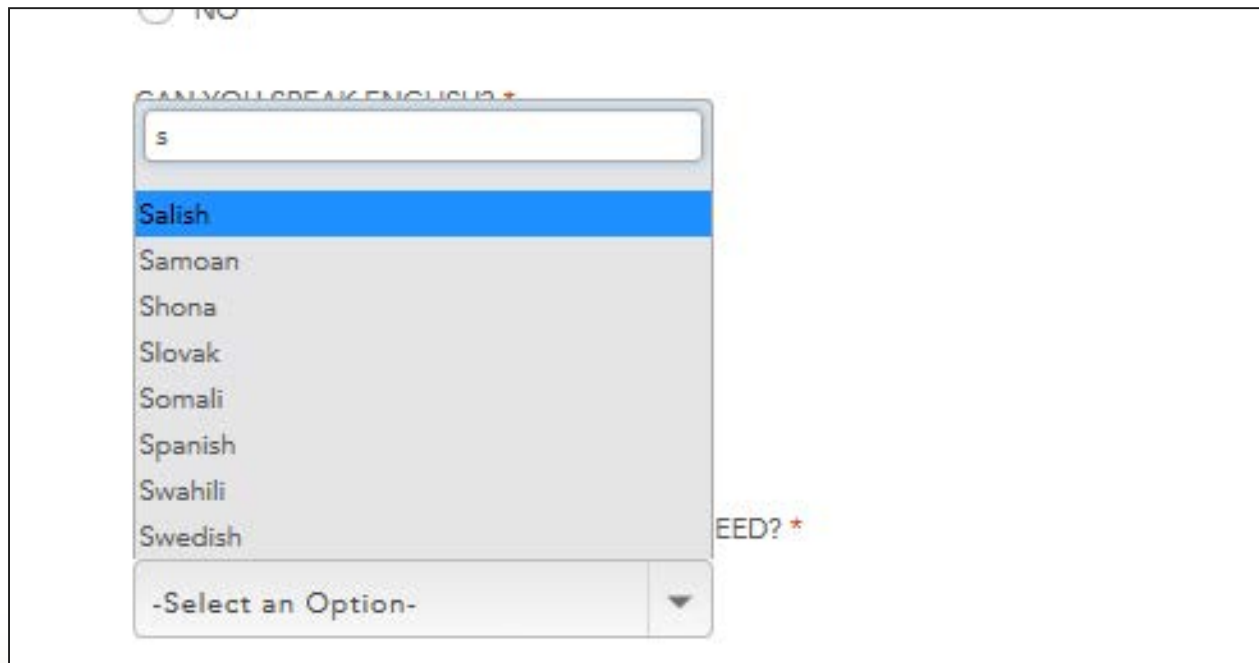
HISPANIC ORIGIN ?
-Select an Option-

ARE YOU AN AMERICAN INDIAN OR ALASKAN NATIVE? * ?

YES
 NO

Interactive Language Search

Languages can now be searched for by typing in the name of the language, instead of scrolling. For example, if you type in S, all the languages that begin with the letter S will appear.



A screenshot of a web form showing a search dropdown menu. The search input field contains the letter 'S'. The dropdown menu is open, displaying a list of languages that start with 'S': Salish, Samoan, Shona, Slovak, Somali, Spanish, Swahili, and Swedish. The 'Salish' option is highlighted in blue. Below the list is a button labeled '-Select an Option-' with a downward arrow. To the right of the dropdown menu, the text 'NEED? *' is visible.

Document Center Update

There is a new document category in the Document Center:
Appeals – Washington Apple Health.

Account Home Payments My Household **Document Center** My Profile

Rocco
Mikaela

Rocco Loewe's Documents Overview

Documents Needed

Category Due By

None

Need to submit a different document? [Upload one now](#)

[Learn more about additional verification](#)

Submitted Documents

Pending Review

Category	Name	Date Submitted	Uploaded From
None			

new mobile app, WAPlanfinder, now available at the App Store and Google Play.

Other Document x

You won't be able to edit or delete your document after it's been submitted.

Select Document Category *

- Document Category
- Proof of Social Security Number
- Proof of Citizenship or Naturalization
- Proof of Lawful Presence
- Proof of Incarceration Status
- Proof of no other coverage-Medicare
- Proof of Household Income and Deductions
- Proof of no other coverage-Peace Corps
- Proof of no other coverage-Veteran's Insurance
- Proof of no other coverage-Tricare
- Proof of Tribal Enrollment
- Proof of Identity
- Other Documents
- Correspondence
- Application
- Appeals - Washington Apple Health



Pending Review

Category	Name	Date	Uploaded
----------	------	------	----------



Screen Changes

The Forgot Username messaging has been updated.

Sign in to your account

USER NAME  

[Forgot Your Username?](#)

PASSWORD  



[Forgot Your 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

Your username is on the way

Your username was sent. If you dont receive an email, make sure youre using the same email address that you used when you created your account.

Sign In >

Expedited Renewals

Expedited Renewals

Account workers may experience an expedited renewal flow when completing a renewal for a customer when they do not have many changes to report other than income.

Only account workers will have the option to complete expedited renewals; other users will not have this functionality.

If customers have more changes to report than allowed in the expedited flow, account workers will be forced into the full application flow.

Expedited Renewal Path

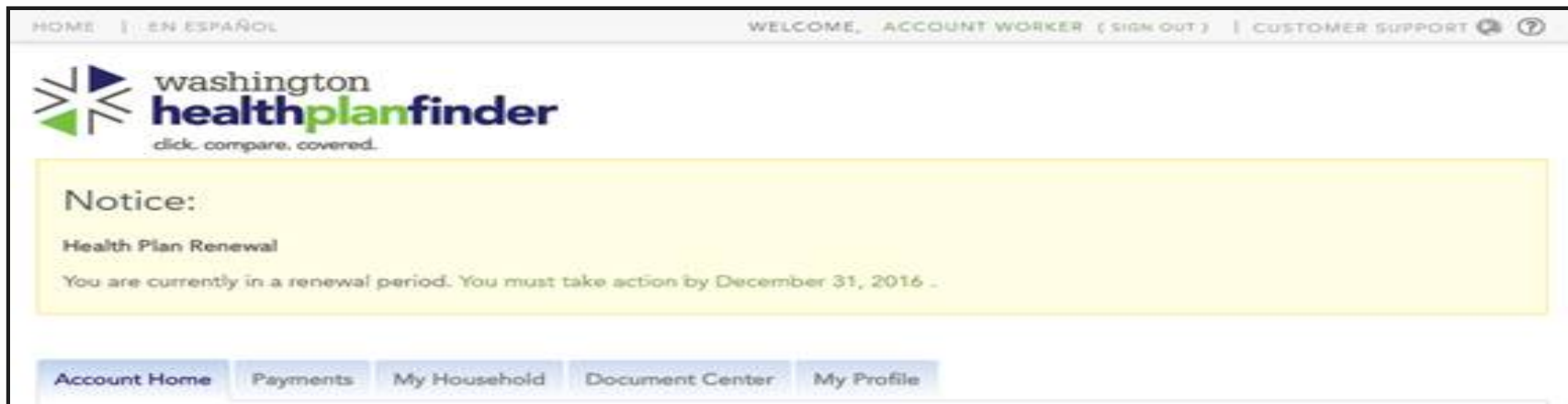
Account worker initiates the renewal from the customer's dashboard and is routed into the following screen flow:

1. ID Proofing, if necessary
2. Application Review – reviews information with customer. If the customer has changes such as adding a member, updates to tax filing status, etc., the account worker clicks “Edit” and is taken into the full application flow
 - Washington Healthplanfinder Privacy Policy
 - Voter registration question is included on this page
3. Income and Deductions – reviews information with customer
4. Application Review
5. E-Sign

Expedited Renewals

Apple Health customers who are due for a renewal will have a banner on their dashboard. This banner hyperlinks into the renewal flow.

If the user is an account worker, the expedited renewal flow will trigger.



Responsive Washington Healthplanfinder

Responsive Washington Healthplanfinder

The following Washington Healthplanfinder pages are responsive, meaning they change automatically according to the size of device the user has (PC, tablet, etc.), making it easier to make account or plan changes from a mobile browser:

Responsive Pages	
Sign-In	About you
Select your account	Individual/family info
Create account	Anonymously browse
Plan summary	Plan compare
Shopping screens	My cart
Forgot username/password and set new password	

Responsive Washington Healthplanfinder

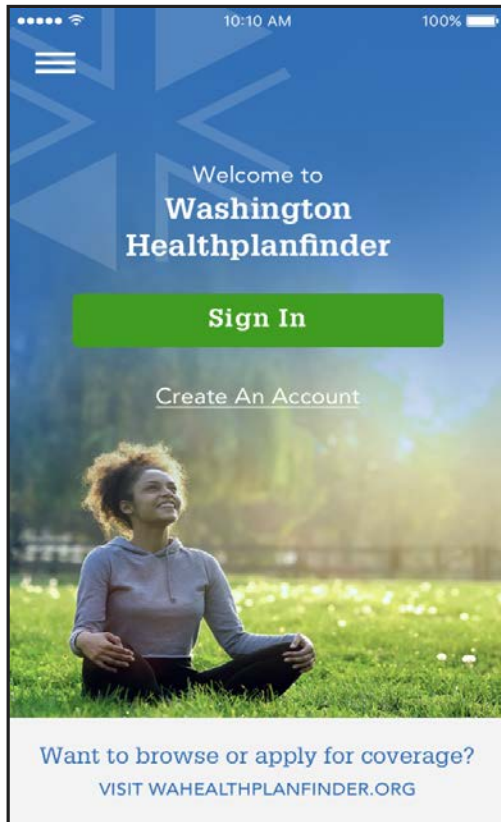
Computer/laptop browser:

The screenshot shows the desktop version of the Washington Healthplanfinder website. At the top, there are navigation links for 'HOME', 'EN ESPAÑOL', 'Sign In', and 'CUSTOMER SUPPORT'. The main header features the 'washington healthplanfinder' logo with the tagline 'click. compare. covered.' and a progress indicator with four steps: 1. Browse, 2. Apply, 3. Select, and 4. Finalize. Below the header, there are buttons for 'Create Account' and 'My Cart'. The main content area is titled '50 Qualified Health Plans Found' and includes a 'Notice' box with a yellow background. A plan is highlighted: 'KAISER PERMANENTE. BRONZE Plan 17' with an 'ESTIMATED MONTHLY PREMIUM' of '\$120.00'. Below this, there is a table with columns for 'ESTIMATED YEARLY COST', 'PROVIDER & FACILITY', 'PRESCRIPTIONS', 'OUT-OF-POCKET MAXIMUM', and 'DEDUCTIBLE'. The 'OUT-OF-POCKET MAXIMUM' column shows '\$7,150 / Individual' and '\$14,300 / Family'. The 'DEDUCTIBLE' column shows '\$7,150 / Individual' and '\$14,300 / Family'. There are 'Add' buttons under each of these columns.

Mobile device browser:

The screenshot shows the mobile version of the Washington Healthplanfinder website. The layout is optimized for a smaller screen. At the top, there is a 'SIGN IN' button. Below it, there are buttons for 'CREATE ACCOUNT' and 'MY CART'. The main content area is titled 'YOUR SEARCH' and includes a 'Filter' button. The search results are sorted by 'Estimated Premium' and show '41 Qualified Health Plans'. A 'RECOMMENDED' badge is visible. A plan is highlighted: 'LifeWise LifeWise Core Essential silver HSA 17' with an 'EST. PREMIUM' of '\$146.82'. Below this, there is a table with columns for 'DEDUCTIBLE' and 'OUT-OF-POCKET MAX.'. The 'DEDUCTIBLE' column shows '\$3,500 Individual' and '\$7,000 Family'. The 'OUT-OF-POCKET MAX.' column shows '\$5,000 Individual' and '\$10,000 Family'.

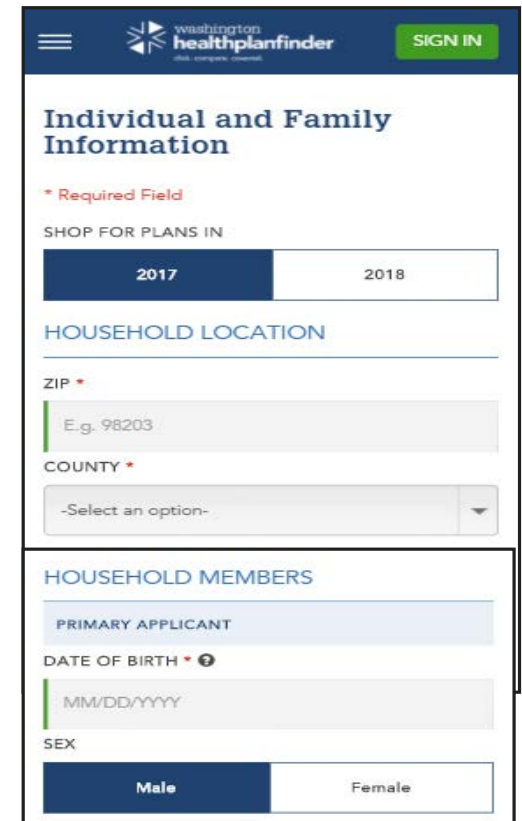
Responsive Washington Healthplanfinder



WAPlanfinder Splash
Screen



In-app browser



From browser

WAPlanfinder 2.0 Overview

WAPlanfinder 2.0 Overview

New functionality has been added to WAPlanfinder including:

The capability to anonymously browse for health and dental plans and to capture customers selection

Search for in-person from brokers and navigators

My Profile actions including:

- Notification preference
- Email
- Security questions
- Password

Anonymous Browsing

The screenshot displays the Washington Healthplanfinder interface. At the top, there is a navigation bar with a menu icon, the logo, a 'SIGN IN' button, and links for 'CREATE ACCOUNT' and 'MY CART'. Below this is a 'YOUR SEARCH' section with a dropdown arrow. The main content area features two tabs: '+ HEALTH' and 'DENTAL'. Under the 'DENTAL' tab, there is a 'SORTED BY' dropdown menu set to 'Estimated Premium' and a 'Filter' button. Below the sorting options, it indicates '41 Qualified Health Plans'. A '★ RECOMMENDED' badge is placed above a plan listing for 'LifeWise Core Essential silver HSA 17'. The plan details include an 'EST. PREMIUM' of '\$146.82' and an 'Est. price after \$288.12' (partially obscured). Below the plan name, there are two tables for 'DEDUCTIBLE' and 'OUT-OF-POCKET MAX.' with columns for 'Individual' and 'Family'.

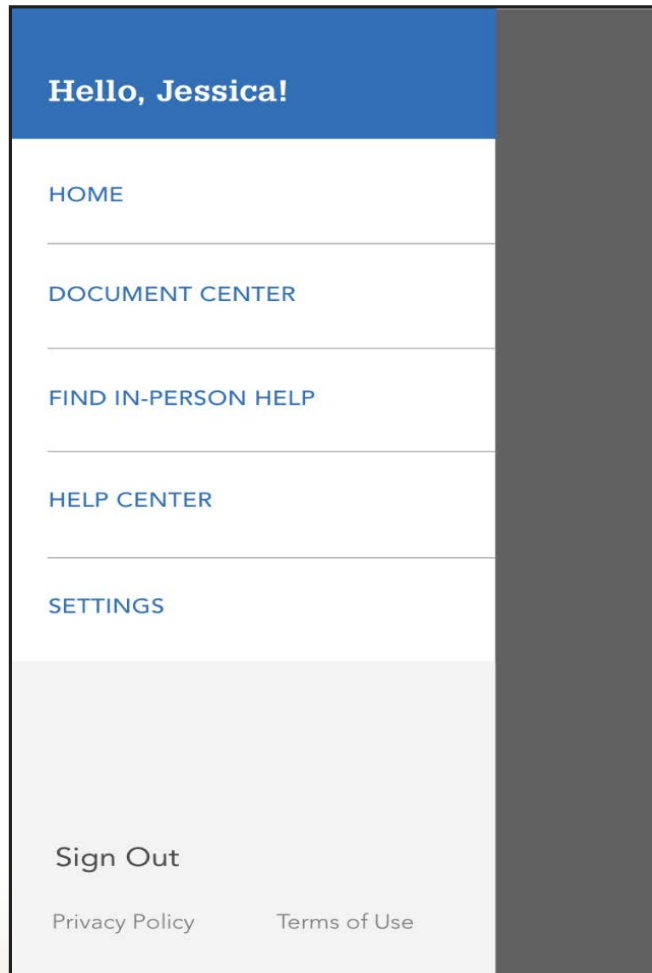
DEDUCTIBLE		OUT-OF-POCKET MAX.	
\$3,500	\$7,000	\$5,000	\$10,000
Individual	Family	Individual	Family

DEDUCTIBLE		OUT-OF-POCKET MAX.	
\$3,500	\$7,000	\$5,000	\$10,000
Individual	Family	Individual	Family

Individual customers can anonymously browse for Qualified health and dental plans through WAPlanfinder.

Plan browsing can be done prior to creating an account or if an individual already created an account.

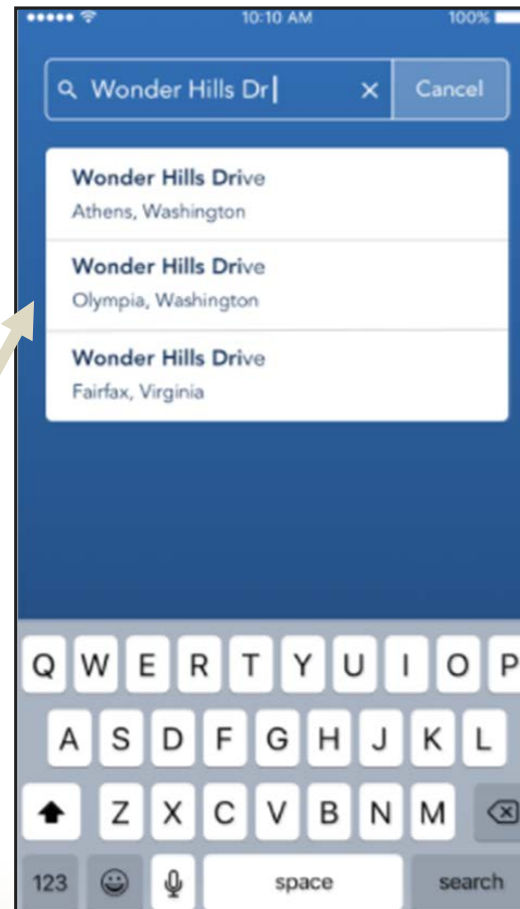
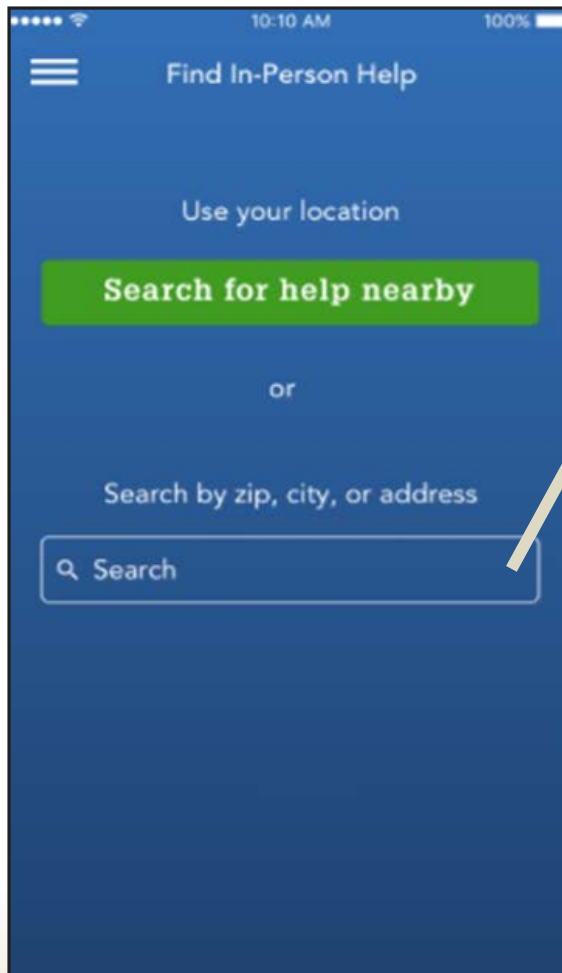
Find In-Person Help



Find In-Person Help option on WAPlanfinder can help users find a broker or navigator whether they have an account or not.

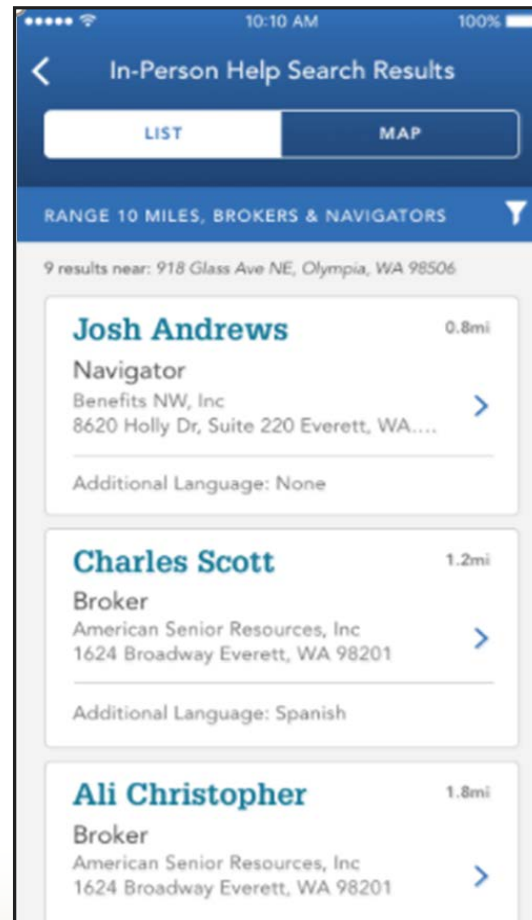
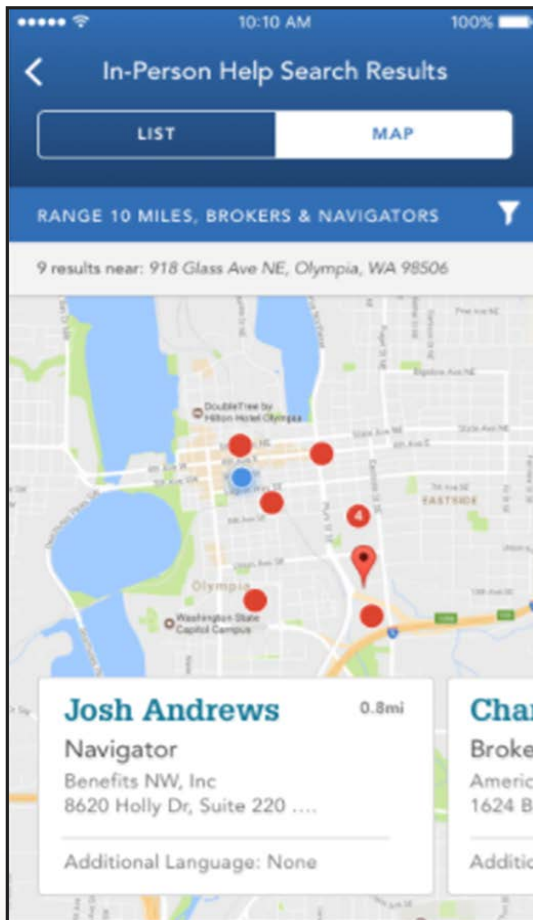
Navigators and brokers are located using search criteria submitted by the customer.

Find In-Person Help Search



Customers can search for navigators and brokers using their current location or by entering an address.

Find In-Person Help Search



Once the location or address is submitted in the search, the results will display.

Results can be viewed by list or on the map feature.

Search results are sorted based off of distance from location entered.

Find In-Person Help Search

Cancel Filters Apply

9 results

Distance

5 miles

10 miles

25 miles

50 miles

Assistance Type ⓘ

Brokers & Navigators

Brokers

Navigators

Preferred Language ⓘ

All Languages

Organization Name

Select

Reset Filters

Cancel Filters Apply

9 results

Distance

5 miles

Assistance Type ⓘ

Navigators

Preferred Language ⓘ

Arabic, Cambodian

Organization Name

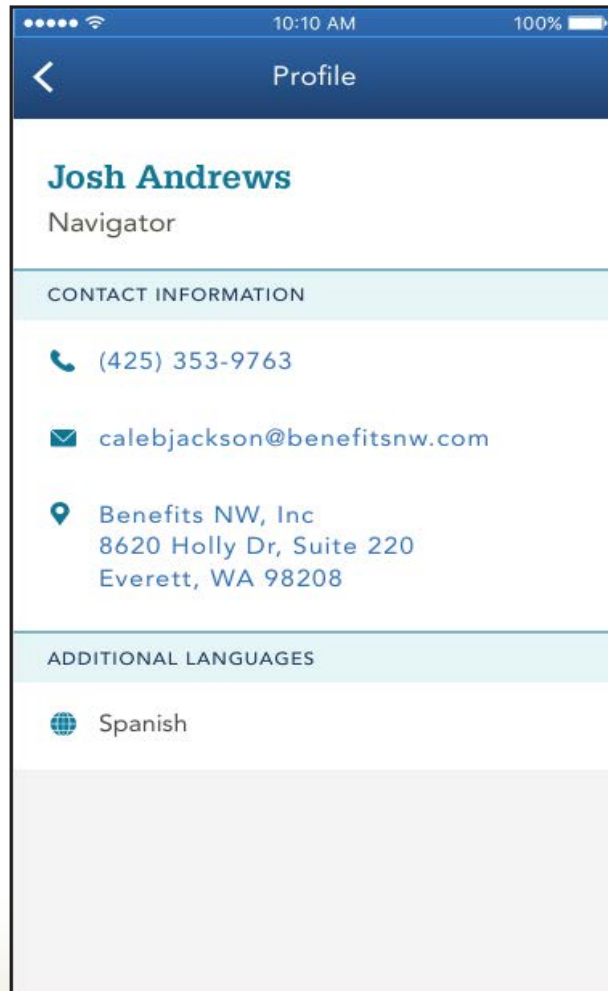
1st Premier Insurance Services, LLC,
Aging and Adult Health Care of
Central Washington (AACCW),
Agency RM

Reset Filters

Customers can filter their search criteria by:

- Distance from the location they entered
- Assistance type (Broker and/or Navigators)
- Language
- Organization

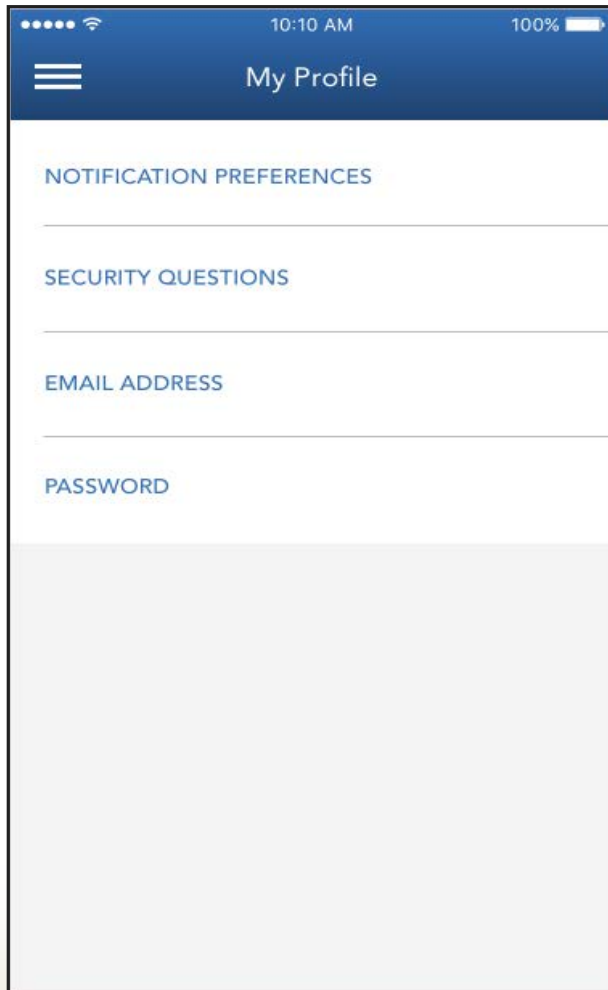
Find In-Person Help Search



When the broker/navigator information is clicked, their information will display the following:

- Name
- Phone
- Email
- Address
- Additional Languages

My Profile Actions

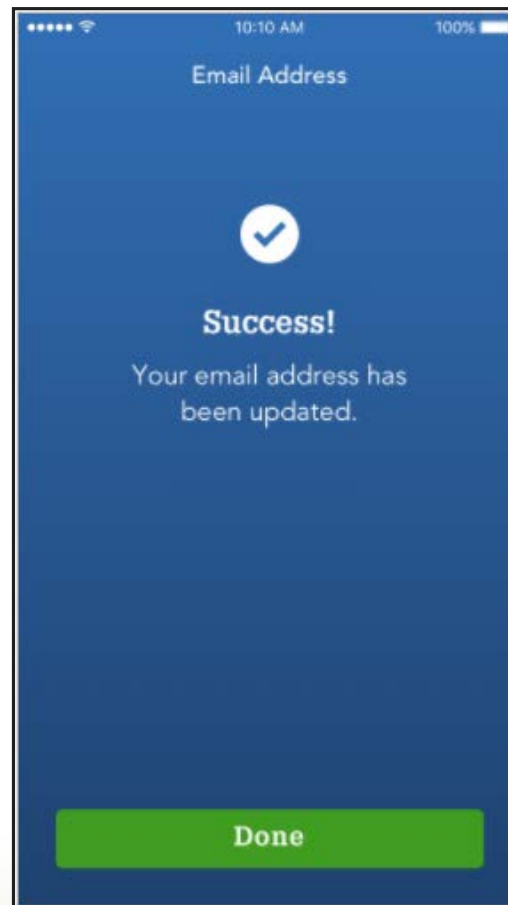


In WAPlanfinder individuals can update the following in My Profile:

- Notification preference
- Email address
- Security questions
- Password

My Profile: Updating Email

The screenshot shows a mobile application interface for updating an email address. At the top, the status bar displays '10:10 AM' and '100%' battery. Below the status bar is a blue header with a back arrow on the left and the text 'Email Address'. The main content area has a white background with the label 'Email Address' and a text input field containing 'DavidH1975gmail.com'. At the bottom of the screen is a grey button labeled 'Save'.



To update their email address, customers:

- Click “Email Address” from My Profile
- Update their email address
- Click “Save”
- Receive confirmation screen
- Click “Done” to return to My Profile

My Profile: Updating Security Questions

To update their security questions, customers:

- Click “Security Questions” from My Profile
- Select which security questions they want to use. Current selections will have a green check mark.
- Click “Next”

10:10 AM 100%

< Choose Security Questions

Pick three security questions you'll answer if you forget your username and password. Must be at least 5 characters.

What is your mother's maiden name? ✓

What is your favorite sport? ✓

Who is your favorite teacher?

What is your pet's name?

What is your mother's maiden name?

What is your favorite sport?

Who is your favorite teacher?

Next (2/3)

10:10 AM 100%

< Choose Security Questions

Pick three security questions you'll answer if you forget your username and password. Must be at least 5 characters.

What is your mother's maiden name? ✓

What is your favorite sport? ✓

Who is your favorite teacher? ✓

What is your pet's name?

What is your mother's maiden name?

What is your favorite sport?

Who is your favorite teacher?

Next (3/3)

My Profile: Updating Security Questions

To update security questions, customers:

- Must ensure that answers are at least 5 characters long
 - Red messaging will warn individual of length requirement
 - “Submit” button will remain grey until questions are answered

10:10 AM 100%

< Enter Answers

Enter answers to your security questions. It's best to use one-word answers.

What was your mother's maiden name?

Enter Answer

Answer must be at least 5 characters

What is your pet's name?

Enter Answer

Answer must be at least 5 characters

What is your favorite sport?

Enter Answer

Answer must be at least 5 characters

Submit

10:10 AM 100%

< Enter Answers

Enter answers to your security questions. It's best to use one-word answers. Must be at least 5 characters.

What was your mother's maiden name?

Vu

Answer must be at least 5 characters

What is your pet's name?

Enter Answer

What is your favorite sport?

Enter Answer

Submit

My Profile: Updating Security Questions

To update security questions, customers:

- Click “Submit” once questions are answered. Button will turn green.
- Receive confirmation screen
- Click “Done” to return to My Profile

10:10 AM 100%

< Enter Answers

Enter answers to your security questions. It's best to use one-word answers.

What was your mother's maiden name?

Jones

Answer must be at least 5 characters

What is your pet's name?

Coconut

Answer must be at least 5 characters

What is your favorite sport?

Running

Answer must be at least 5 characters

Submit

10:10 AM 100%

Security Questions

Success!

Your security questions have been updated.

Done

Provider Directory

Provider Directory

- Customer plan data has historically been pulled from a database vendor called eHealth
- This change integrates a new vendor BetterDoctor to store and feed provider and facility data to the Explore Your Options shopping page Apple Health, Qualified health, and dental plans
- There are two entry points for provider and facility search: Explore Your Options page and Smart Planfinder (QHP only tool)

Provider Directory

washington healthplanfinder
click. compare. covered.

1 Browse 2 Apply 3 Select 4 Finalize

My Cart

Health Dental

Who's Shopping

Coverage Year: 2018
Looking for a plan to cover:
Shelly Sea, 38

Provider & Facility: **Search**

Specify a doctor or specialist to see if they are available in each plan.

Prescriptions: Edit

Get Help Shopping

Use the Smart Planfinder to answer a few questions and get 'Smart Choice' plan suggestions based on your household needs.

Smart Planfinder

Shopping tips

Customize My Search

Premium \$ 66 - \$ 121

26 Qualified Health Plans Found

View Comparison (0) Previous Show: 5 Per Page Next Sort by: Premium

ESTIMATED YEARLY COST	PROVIDER & FACILITY:	PRESCRIPTIONS	OUT-OF-POCKET MAXIMUM	DEDUCTIBLE
Add	Add	Add	\$1,750	\$1,750 Individual / \$3,500 Family
<p>PLAN: SILVER MM Ambetter Balanced Care 2 (2017) More Information on this plan</p> <p>PREMIUM \$ 89.90 Estimated price after \$145 tax credit</p> <p>QUALITY RATING ★★★★★ This plan qualifies you for lower out-of-pocket costs.</p>				
Add	Add	Add	\$2,250	\$450 Individual / \$900 Family
<p>PLAN: SILVER Ambetter Balanced Care 1 (2018) + Vision More Information on this plan</p> <p>PREMIUM \$ 98.19 Estimated price after \$145 tax credit</p>				

- Select “Search” to access only provider and facility search
- Apple Health customers can only add one provider or facility
- Qualified health plan customers can add up to 5 providers and facilities

Provider Directory Search

Provider and Facility Search

Select a provider or facility * REQUIRED FIELD

PROVIDER
 FACILITY

ZIP *

DISTANCE IN MILES *

Notice:
We cannot guarantee that the added providers, specialists, and facilities are a specialist, or facility to confirm that they accept your coverage.

Provider and Facility Search

NAME

SPECIALTY

GENDER

Provider and Facility Search

SORT BY

0 / 5 Added

2998 total results

Name	Specialty	Address	Phone Number	
Mark Bryan	Chiropractics, Chiropractic Sports Medicine	2815 Yelm Hwy SE Olympia, WA 98501	(360) 456-8605	<input checked="" type="button" value="Add"/>
Multiple Languages		1.69 Miles Away		
Gina Michaelson	Massage Therapy	2815 Yelm Hwy SE Olympia, WA 98501	(360) 456-8605	<input checked="" type="button" value="Add"/>
Multiple Languages		1.69 Miles Away		

<<Previous Showing: 1 to 15 Results Next>>

Provider Directory Search

Selecting a provider or facility name will open a modal with more details about that provider

Select “Confirm and Shop” to add providers or facilities to your plan shopping

The screenshot displays the 'Provider and Facility Search' interface. At the top, there is a 'SORT BY' dropdown set to 'Distance in miles', 'LIST VIEW' and 'MAP VIEW' buttons, and a '2 / 5 Added' indicator. Below this, it shows '2998 total results'. A table lists providers with columns for Name, Specialty, Address, and Phone Number. One provider, Mark Bryan, is highlighted. A modal window is open over the table, showing details for Steve Schroeder, LMP. The modal includes a 'Back' button and a 'Confirm and Shop' button.

Name	Specialty	Address	Phone Number
Mark Bryan	Chiropractics, Chiropractic Sports Medicine	2815 Yelm Hwy SE Olympia, WA 98501	(360) 456-8605
Gina Michaelson		2815 Yelm Hwy SE	

Steve Schroeder, LMP	
Specialty Massage Therapy	Gender Male
Address 344 Cleveland Ave SE Ste D Turmwater, WA 98501 Phone Number: (360) 357-5170	Languages English
Education Body Mechanics School Of Myotherapy And Massage	Board Certification Not Available
Board Certification Not Available	

Other Enhancements

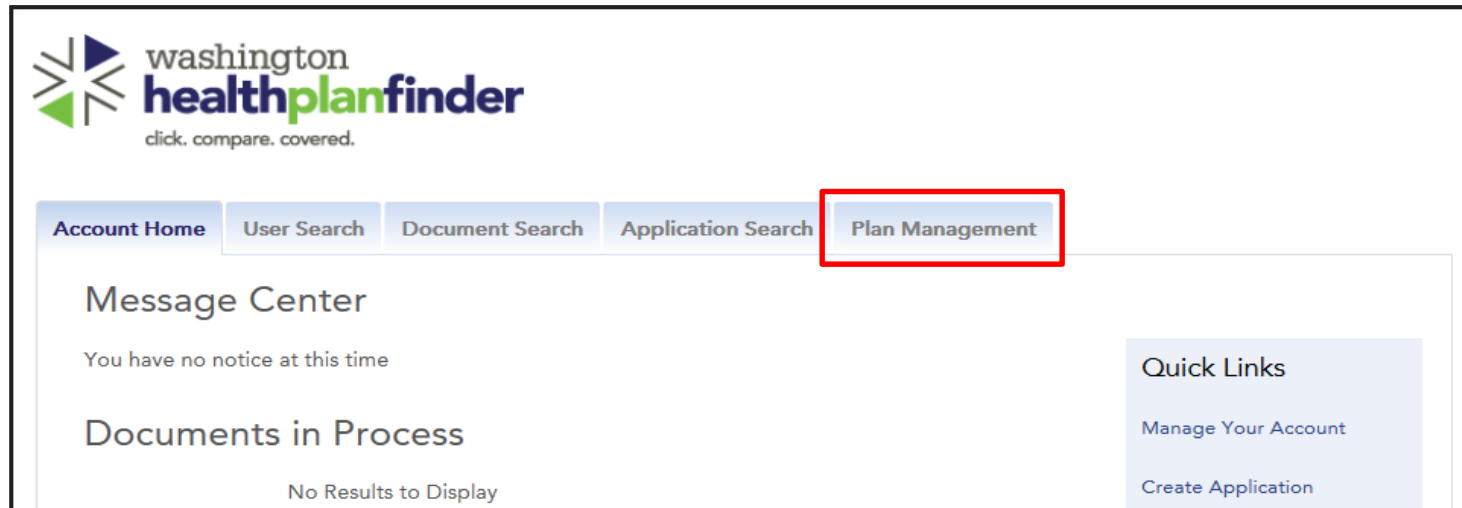
Smart Planfinder

Smart Planfinder is a tool developed for QHP customers to rank health plans that best meet the customers' needs.

The Smart Planfinder button takes customers to a page with 4 questions relative to their health plan usage, for new and renewing customers.

Once submitted, it gives up to 3 plans a Smart Choice badge.

Plan Management Tab



The screenshot shows the Washington Health Plan Finder interface. At the top left is the logo with the text "washington healthplanfinder" and the tagline "click. compare. covered.". Below the logo is a navigation bar with five tabs: "Account Home", "User Search", "Document Search", "Application Search", and "Plan Management". The "Plan Management" tab is highlighted with a red rectangular border. Below the navigation bar, the "Message Center" section displays "You have no notice at this time". The "Documents in Process" section displays "No Results to Display". On the right side, there is a "Quick Links" box containing "Manage Your Account" and "Create Application".

The Plan Management tab is available to account workers and privileged users for searching current year and upcoming year plan data for Qualified health and dental plans. This has no impact on Apple Health.

Correspondence Changes

Correspondence Changes

Many of the Eligibility and Enrollment (EE) and Administrative (ADM) notices have new subject lines.

On all these notices, “Subject” will no longer be included on the notice.

The Eligibility Decision (EE004) which was sent when an individual originally submitted their application will be merged with the Updated Eligibility Decision (EE015). This notice will now be called Eligibility Results (EE015).

Correspondence Changes

Eligibility Results (EE015)

<<Individual Name>>
<<Individual Mailing Address>>
<<City, State, Zip Code>>

Eligibility Results

Dear << Individual Name >>,

[Changed Eligibility Tag – Condolence]

[Changed Eligibility Tag]

[Renewed Eligibility Tag]

[Eligibility Change List Tag]

[Eligibility List Tag]

[WAH AEM Eligibility Information Tag]

[WAH Premiums Eligibility Information Tag]

~~Eligibility Decision (EE004)~~

<<Date>>

Application ID
<< Application ID >

<<Individual Name>>

<<Individual Mailing Address>>

<<City, State, Zip Code>>

Subject –

Dear << Individual Name >>

Thank you for your application. Below is a summary of the decision.

[Eligibility List Tag]

[WAH AEM Eligibility Information Tag]

[WAH Premiums Eligibility Information Tag]

[WAH – Health Care Extension Eligibility Information Tag]

Correspondence	Previous Subject Line	Post 5.0 Subject Line
ADM001	Forgot Username	Username Reminder
ADM002	Contact Information Update	Contact Information Updated
ADM005	Password Expiration Reminder	Password Expiring
ADM007	Password Update	Password Updated
ADM008	Broker/Navigator Partnership Update	In-Person Help Update
EE001	Additional Verification Required	Important Deadline to Submit Information
EE002	Upcoming Enrollment Deadline	Enrollment Deadline for Coverage
EE003	Incomplete Application	Complete Your Application
EE006	Affordable Health Coverage for Employees	Letter to Employer
EE015	Updated Eligibility Decision	Eligibility Results
EE017	Open Enrollment Starts on <<OE Start Date>>	Time to Renew Your Coverage
EE019	Plan Confirmed!	Plan Selection Confirmed
EE020	Address Update	Address Update Needed

Information Request Update

The Washington Apple Health Information Request (EE005) is updated to simplify the language and include HCA's contact information.

Washington Apple Health Information Request

Dear Jane Doe,

We need the following information to see if the individuals in your household are eligible for Washington Apple Health coverage:

(FREE FORM TEXT – listing what is being requested and due date)

If you have questions about the information requested in this letter or would like to request more time to provide this information, please call the Health Care Authority (HCA) at 1-855-682-0798.

When this information is received, we will review your household's eligibility for all available health care coverage programs through Washington Healthplanfinder.

Label all submitted documentation with your Application ID.

Submit documents:

Online: www.wahealthplanfinder.org

- o Sign into your account and upload the documents to your Action Center

By Email: medsclintinbox@hca.wa.gov

By Fax: 1-855-867-4467

By Mail: Health Care Authority
P.O. Box 45531
Olympia, WA 98504-5331

Correspondence Changes

HCA and HBE has developed a joint appeals tag to eliminate duplication and reduce paper.

Administrative Hearing Rights and Deadlines

You have the right to appeal a decision about Washington Apple Health coverage or Qualified Health Plan tax credits, cost-sharing reductions, and special enrollment periods. This is called an administrative hearing, which is a legal process where a judge reviews an agency decision. Contact us as we may be able to help you before you file an appeal.

To appeal your **Washington Apple Health** decision, contact the Health Care Authority:

- Send a written request or download and complete the form found at: <http://www.hca.wa.gov/sites/default/files/free-or-low-cost/12-511.pdf>.
- Fax: 1-855-867-4467
- Email: askmagi@hca.wa.gov
- Mail: Health Care Authority
PO Box 45531
Olympia, WA 98599-9840
- Call and request an appeal at 1-800-562-3022

For more information, see Washington Administrative Code (WAC) chapter 182-526.

To appeal your **Qualified Health Plan** decision, contact the Washington Health Benefit Exchange:

- Send a written request or download and complete the form found at: www.wahbexchange.org/appeals

Correspondence Changes

The Washington Apple Health managed care tags have been updated on the following notices:

- Washington Apple Health Renewal – Review Only (EE008)
- Washington Apple Health Renewal – Action Required (EE009)

Washington Apple Health

If you are enrolled in a managed care plan, you will continue coverage under the same plan. You can change your plan at any time.

You have several options to change your managed care plan online:

- <https://www.wahealthplanfinder.org>
- <https://www.WAProviderOne.org/client>
- https://fortress.wa.gov/hca/p1contactus/Client_WebForm

Or you can call the Health Care Authority at 1-800-562-3022.

Other Correspondence Changes

- The In-Person Help Update (ADM 008) will be triggered with a broker/navigator accepts and/or terminates a partnership
- Updated Conditional Eligibility Verification tag language in existing Qualified health plan tags
- Additional text to Plan Selection Confirmed (EE019) triggered at eSignature and plan confirmation (QHP only)
- Update to Coverage Termination (EE012) correspondence to list members who termed from coverage and not all members (QHP only)
- Correspondence data for Time to Renew Your Coverage (EE017) and Contact Information Updated (EE002) updated to reflect for current year Open Enrollment Period

Resources

Resource Information

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